Bright from the Start Georgia Department of Early Care and Learning
2 Martin Luther King Jr. Drive SE, 670 East Tower
Atlanta, GA 30334
Phone: (404) 657-5562 WWW.DECAL.GA.GOV

Date: 8/25/2026 **VisitType:** Complaint Investigation & Monitoring Visit **Arrival:** 10:15 AM **Departure:** 4:30 PM

CCLC-67689
Willoway Preschool at Conyers
3991 Hwy 20 SE Conyers, GA 30013 Rockdale County
(470) 229-1290

Regional Consultant
Jessica Johnson
Phone: (470) 618-9283
Fax:
jessica.johnson@decal.ga.gov

Mailing Address
Same

Quality Rated: No

Compliance Zone Designation		
08/25/2026	Complaint Investigation & Monitoring Visit	Good Standing
05/05/2026	Monitoring Visit	Good Standing
12/10/2025	Initial Licensing Study	Good Standing

Compliance Zone Designation - A summary measure of a program's 12 month monitoring history, as it pertains to child care health and safety rules. The three compliance zones are good standing, support, and deficient.

Good Standing - Program is demonstrating an acceptable level of performance in meeting the rules.
Support - Program performance is demonstrating a need for improvement in meeting rules.
Deficient - Program is not demonstrating an acceptable level of performance in meeting the rules.

Ratios/License Capacity

Building	Room	Age Group	Staff	Children	NC/C	Max 35 SF.	35 SF. Comp.	Max 25 SF.	25 SF. Comp.	Notes
Main	A: Infant (ist right)	Infants and One Year Olds	2	8	C	17	C	NA	NA	Floor Play,Nap
Main	B: Junior Toddler B (2nd right)	One Year Olds and Two Year Olds	2	16	C	17	C	NA	NA	Outside
Main	C: Junior Toddler A (3rd right)	One Year Olds	2	12	C	15	C	NA	NA	Free Play
Main	D: Studio (Back)		0	0	C	44	C	NA	NA	
Main	E: Afterschool	Six Year Olds and Over	1	4	C	27	C	NA	NA	Transitioning
Main	G: GA PreK (last right down hall)	Two Year Olds	3	16	C	20	C	NA	NA	Circle Time
Main	H: Senior Toddler (back left down hall)	Two Year Olds	2	17	C	20	C	NA	NA	Outside
Main	I: Preschool 4 (1st left down hallway)	Three Year Olds and Four Year Olds	2	18	C	26	C	NA	NA	Outside
Main	Preschool 3 (1st right down hallway)	Three Year Olds	2	19	C	26	C	NA	NA	Nap,Centers
		Total Capacity @35 sq. ft.: 212			Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 110		Total Capacity @35 sq. ft.: 212			Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
Main	B: Toddler (1st right side)	41	C
Main	C: Grassy area (2nd right side)	19	C

Main	D: Preschool/Afterschool (back)	165	C
Main	Infants (front)	21	C

Enrolled Children

Infant (0-12 months)	Toddler (1-2 yrs)	Preschool (3-5yrs/full time care)	School Age (before/after care only)	GA PreK only	Summer Only
12	57	86	21	0	0

Comments

On this date, Jessica Johnson (JJ), Consultant, reviewed the visit report with Director Audretta Miller. A CBC video affidavit was left at the center.

Plan of Improvement: Developed This Date

CCLC Indicator Manual

For additional information regarding any licensing topics discussed during this visit, please consult the Rules and Regulations Indicator Manual. This manual provides comprehensive clarification of each rule, including evaluation indicators, related best practices, and relevant considerations to support your program's continued and sustained compliance.

To access the Indicator Manual, please scan the QR code below or visit our website at https://www.decal.ga.gov/CCS/RulesAndRegulations.aspx.

Compliance at a Glance

For additional information regarding the full compliance inspection results of this program or any licensed program in the state, access the Child Care Services Compliance-at-a Glance website by scanning this QR code or visiting: https://families.decal.ga.gov.

Any rule violation which subjects a child to injury or life-threatening situation or any rule violations previously cited but not corrected, may result in the imposition of an adverse enforcement action. Serious or continued noncompliance may also jeopardize participation in one or more DECAL program(s).

Please refer to the website, http://www.decal.ga.gov/CCS/RulesAndRegulations.aspx , for information regarding October 1, 2018 rule changes about Criminal Records Checks that may affect your facility. In summary,

- New records checks will be required to be completed if a staff member experiences a six month break in service from the child care industry
- New clearance is required at least once every five years
- Any staff member solely responsible for supervising children will be required to have completed a comprehensive background clearance
- All staff members are required to have completed at least a national fingerprint based clearance check
- Any staff member with only the national fingerprint based clearance, must be under constant and direct supervision of a staff member with a satisfactory comprehensive records check clearance
- Facilities are required to use DECAL KOALA for Criminal Records Checks, including to verify portability of an employee

O.C.G.A. Section 42.1.12(i)(2) requires Bright from the Start: Georgia Department of Early Care and Learning to notify licensed child care programs on accessing and retrieving from the Georgia Bureau of Investigation's (GBI) website a list of the names and addresses of all registered sexual offenders. Please see GBI's website located at http://gbi.georgia.gov to access the Georgia Sex Offender Registry.

Refutation Process:

You have the right to refute any of the citations noted in this report with which you disagree. To refute a citation(s), do the following:

1) Log into DECAL KOALA www.decalkoala.com with the userid for your program
2) On the home page scroll down to the Inspection Reports and select 'Refute Citation' for the visit report in dispute
3) Select the specific rule number(s) that you are refuting, add the reason for disagreement regarding the rule citation, and upload supporting documentation
4) Submit the refutation in DECAL KOALA to Child Care Services (CCS) within 10 business days of the completion date.

Your refutation will be forwarded to the appropriate CCS manager, who will follow up with you about your concerns. If you have any questions about this process, contact our office at 404-657-5562.

Bright from the Start recommends that all licensed child care providers carry liability insurance coverage sufficient to protect its clients. If you do not have this liability insurance, you are required to post a notice with ½ inch letters in a conspicuous location in the program, notify the parent or guardian of each child in care in writing, obtain their signature to acknowledge receipt and maintain this written acknowledgment on file at the program at all times while the child attends the program and for 12 months after the child's last date of attendance. (O.C.G.A. Section 20-1A-4)

Important Quality Rated/CAPS Update:

As January 1, 2022, child care providers must be Quality Rated to receive Childcare and Parent Services (CAPS). Newly licensed, or new to CAPS providers may be eligible for the new CAPS/QR Provisional Status, allowing for scholarships while working toward a star rating.

Contact the Quality Rated help desk at 855-800-7747 or qualityrated@decal.ga.gov for more information. Free technical assistance is available!

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Summary Report

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The following information is associated with a Monitoring Visit:

Activities and Equipment

591-1-1-.12 Equipment & Toys(CR) **Not Met**

Comment
A variety of equipment and toys were observed throughout the center on this date.

Finding
591-1-1-.12(4) requires that equipment and furniture is secured if it is of a weight or mass that could cause injury from tipping, falling, or being pulled or pushed over. It was determined based on observation that cots were observed stack up right near the back windows in classroom GA Pre-K.

POI (Plan of Improvement)
The Center will ensure that the identified equipment or furniture and any other such existing or future items are secured adequately and will have a system for checking these for stability.

Correction Deadline: 8/26/2026

Recited on 8/25/2026

591-1-1-.35 Swimming Pools & Water-related Activities(CR) **Met**

Comment
Pool not in use at this time, Gates observed locked.

Comment
Swimming rules discussed.

Facility

591-1-1-.19 License Capacity(CR) **Met**

Comment
Licensed capacity observed to be routinely met by center on this date.

591-1-1-.25 Physical Plant - Safe Environment(CR) **Not Met**

Comment
Please secure cleaning tools (i.e., broom, plunger) out of reach of children.

Finding
591-1-1-.25(13) requires that potentially hazardous equipment, materials and supplies be stored in a locked area inaccessible to children. It was determined based on observation that the following hazards were observed:

1st Right
- Diaper wipes, Ziploc bags with the prune were observed in the cubby.

Preschool 4 1st Left
- Cleaning supplies were observed in an unlocked gray cabinet under the sink.
- Neosporin and Bactine spray were observed in a cubby.

Studio
- Disinfectant spray and wipes were observed on top of the cabinet.
- A saw and paper clips were observed in an unlocked cabinet.

POI (Plan of Improvement)
The Center will identify all hazardous items and keep them in a locked area inaccessible to children. The Center will inform all Staff about hazardous items and the safe storage of those items.

Correction Deadline: 8/25/2026

Finding
591-1-1-.25(8) Please ensure that all hanging cords are attached to the wall to prevent a choking hazard.

POI (Plan of Improvement)
The Center will train Staff to check outlets and replace protective caps when needed and identify and monitor how outlets in use are inaccessible to children.

Correction Deadline: 8/25/2026

591-1-1-.26 Playgrounds(CR) **Not Met**

Finding
591-1-1-.26(4) requires that playgrounds be protected from traffic or other hazards by a (4) four foot high fence or other barrier approved by this Department. Fencing material shall not present a hazard to children and shall be maintained so as to prevent children from leaving the playground area by any means other than through an approved access route. Fence gates shall be kept closed except when persons are entering or exiting the area. It was determined based on observation that a six inch gap was observed near the C:Grassy area middle fencing. It was further determined that a seven inch gap was observed near the back left fencing on Playground D:Preschool.

POI (Plan of Improvement)
The Center will routinely check the fence to determine if it is in good repair and remains at least 4 feet high, and will repair any hazards. The Center will train Staff to identify and report any fence hazards and to keep the fence gates closed when not in use.

Correction Deadline: 9/8/2026

Finding
591-1-1-.26(8) requires climbing and swinging equipment to have a resilient surface beneath the equipment and the fall zone from such equipment must be adequately maintained by the Center to assure continuing resiliency. It was determined based on observation that there was no resilient surfacing observed around the climbing hill on Playground C:Grassy area.

POI (Plan of Improvement)
The Center will add additional resilient surfacing to the fall zones where needed and check daily, adding resilient surfacing as needed to maintain adequate resiliency.

Correction Deadline: 9/8/2026

Finding
591-1-1-.26(9) requires the playground to be kept clean, free from litter and free of hazards, such as but not limited to rocks, exposed tree roots and exposed sharp edges of concrete. It was determined based on observation that exposed concrete was observed on the middle fencing of Playground C:Grassy area. It was also determined that the water hose was not stored to be inaccessible to children in care on Playground C:Grassy area.

POI (Plan of Improvement)
The Center will remove any litter and fix or remove hazards from the playground and will routinely monitor the playground and remove litter and hazards.

Correction Deadline: 9/8/2026

Health and Hygiene

591-1-1-.07 Children's Health **Technical Assistance**

Technical Assistance
591-1-1-.07(5) - Please ensure that Center Staff not permit children to attach pacifiers to their clothing.

Correction Deadline: 8/25/2026

591-1-1-.10 Diapering Areas & Practices(CR) **Met**

Comment
Staff stated proper knowledge of diapering procedures.

591-1-1-.17 Hygiene(CR) **Met**

Comment
Staff were observed to remind children to wash hands on this date.

591-1-1-.20 Medications(CR) **Met**

Comment
The Provider currently does not dispense/administer medication.

Safety

591-1-1-.11 Discipline(CR) **Met**

Comment
Age-appropriate discussion and/or redirection observed.

591-1-1-.36 Transportation(CR) **Met**

Comment
A current/completed inspection was observed for all vehicles used in transporting children this date.

Comment
The vehicle had an approved fire extinguisher on this date.

Sleeping & Resting Equipment

591-1-1-.30 Safe Sleeping and Resting Requirements(CR) **Not Met**

Comment
Discussed SIDS and infant sleeping position.

Comment
The correct number of mats, sheets and blankets were observed on this date. Cleaning and disinfecting of mats was discussed with the director on this date.

Finding
591-1-1-.30(1)(b)2 requires that cots and mats are used by the same child daily and marked for individual use. It was determined based on observation that a 3-year-old child was observed sleeping on the floor in the Preschool 3 classroom.

POI (Plan of Improvement)
The Center will ensure that cots and mats are used by the same child daily and marked for individual use.

Correction Deadline: 8/25/2026

Staff Records

591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR) **Not Met**

Finding
591-1-1-.09(1)(j) requires that for portability for Directors, Employees and Provisional Employees, excluding Students-in-Training, only the most recently issued determination letter is eligible for portability and must be ported electronically. A Center may accept a satisfactory Fingerprint Records Check Determination letter or a satisfactory Comprehensive Records Check Determination letter issued by the Department if the Records Check Clearance Date is within the preceding 12 months from the hire date, the individual has not had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, and the Center does not know or reasonably should not know that the individual's satisfactory status has changed. It was determined based on a review of records that Staff # 19 hired July 29, 2026, and Staff # 23 hired on September 17, 2025, did not have the most recently issued determination letter ported electronically prior to being present at the center.

POI (Plan of Improvement)
IMMEDIATE CORRECTION - The Center will check to ensure that only the most recently issued determination letter is electronically ported for Directors, Employees and Provisional Employees, excluding Students-in-Training. A Center may accept a satisfactory Fingerprint Records Check Determination letter or a satisfactory Comprehensive Records Check Determination letter issued by the Department if the Records Check Clearance Date is within the preceding 12 months from the hire date, the individual has not had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, and the Center does not know or reasonably should not know that the individual's satisfactory status has changed. The program's owner or an officer/member of the corporation must view the A to Z Background Check video units pertaining to this records check rule and return the signed affidavit within one week from this visit date. The Center will check to ensure CRC rules are maintained.

Correction Deadline: 8/25/2026

591-1-1-.14 First Aid & CPR(CR) **Met**

Technical Assistance
591-1-1-.14(3) - Please ensure that the thermometer, antibacterial ointment, insect-sting preparation, an antiseptic cleansing solution, and protective eye wear are in the first aid kit for the vehicle.

Correction Deadline: 9/4/2026

591-1-1-.33 Staff Training **Technical Assistance**

Technical Assistance
591-1-1-.33(1) - Discussed that all Employees, including volunteers, independent contractors, students-in-training, etc. should have a completed initial program orientation form on file.

Correction Deadline: 8/25/2026

591-1-1-.31 Staff(CR) **Met**

Comment
Discussed that all lead staff must enroll in an approved education program within 6 months of hire and complete degree within 18 months.

Staffing and Supervision

591-1-1-.32 Staff:Child Ratios and Group Size(CR) **Met**

Comment
Adequate supervision observed on this date.

591-1-1-.32 Supervision(CR) **Met**

Comment
Center observed to maintain appropriate staff:child ratios.