



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

Investigation Report

Date: 5/11/2026 **VisitType:** Complaint Investigation Closure from CI FollowUp on 05/05/2026

CCLC-58350

Starfish Scholars of Milton

13950 Highway 9N Alpharetta, GA 30004 Fulton County
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Regional Consultant

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Mailing Address

Same

Quality Rated: ★ ★

Compliance Zone Designation		
05/11/2026	Complaint Closure	Good Standing
05/05/2026	Complaint Investigation Follow Up	Good Standing
04/27/2026	Monitoring Visit	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.

Comments

The purpose of the visit was to complete the complaint incident investigation.

Advisement of Potential for Repeated Rule Violations during Pending Investigations

This report shall serve as official notice of potential rule violations. These potential rule violations have been detailed in this report and discussed with you by the consultant. The department shall conduct a thorough investigation to determine if in fact the alleged rule violation(s) should or should not be substantiated. Please be aware that the investigation may take some time to be finalized to ensure fairness and accuracy. During this investigation period, any violations of an identical rule or rules will require the department to treat any and all substantiated rule violations identified in the investigation as repeated rule violation(s).

Further, from time to time the department discovers additional rule violations during the course of an investigation. If there are new rule violation(s), your consultant shall inform you of the violation(s) as soon as possible. However, as stated above, any violations of identical rule(s) will require the department to treat any and all additional rule violations identified in the investigation as repeated rule violations.

All rule violations found in relation to a complaint or incident investigation will be associated with the date the investigation was closed.



Please refer to the website, <http://www.dec.al.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)

I have read and understand the Rules and Regulations for Child Care Learning Centers, 591-1-1. I acknowledge that the items noted in this report have been discussed with me and I have agreed to a Plan of Improvement (POI) as indicated in this report. I understand that correction of these deficiencies, while required, will not necessarily prevent DECAL from taking adverse action against this facility. I understand that if I disagree with any of the deficiencies cited, I have the right to refute them on this report or any other form that I choose to send to Child Care Services.



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Summary Report

Date: 5/11/2026 **VisitType:** Complaint Investigation Closure
from CI FollowUp on 05/05/2026

Arrival: 11:00 AM **Departure:** 2:00 PM

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The following information is associated with a Complaint Closure:

Activities and Equipment

591-1-1-.03 Activities

Not Met

Finding Associated with Complaint

591-1-1-.03(12) requires Center Staff to provide supervised nap or rest periods during the day for children under five years of age and to provide quiet activities for School-age Children and other children who are not asleep. Center Staff shall not require children who do not sleep during nap or rest periods to remain lying down for more than one hour. It was determined based on information received during this investigation that a one-year-old child who was observed not to be sleep during nap time was pushed roughly by the head on their mat being forced to lie on their mat during naptime without being provided some quiet activities. Children who do not sleep during nap or rest periods shall not be required to remain lying down for more than one (1) hour. Quiet activities for school-age children and other children who are not asleep shall be provided. It was determined based on information received during this investigation that a one-year-old child who was not asleep was not provided with quiet activities. The staff person was observed pushing the child down on a mat in the toddler's classroom during nap time. The staff threw a blanket over the child's head. The child got up from the mat a second time. The staff person came back and pushed the child's head roughly down on the mat, throwing the child's blanket over the child's head. The child lying on the mat removed the blanket from their head and was observed to be crying. The staff failed to provide quiet activities to a child during nap time who was not asleep.

POI (Plan of Improvement)

The Center will develop and follow a schedule for naps and rest periods for children of all ages that follows the requirements of this rule. The Center will also train Staff to follow these requirements and the director or designated person will monitor regularly.

Correction Deadline: 5/11/2026

Safety

Finding Associated with Complaint

591-1-1-.11(2) requires that Personnel not: physically or sexually abuse a child or engage or permit others to engage in sexually overt conduct in the presence of any child enrolled in the Center; inflict corporal/physical punishment upon a child; shake, jerk, pinch or handle a child roughly; verbally abuse or humiliate a child which includes, but is not limited to, the use of threats, profanity or belittling remarks about a child or his family; isolate a child in a dark room, closet or unsupervised area; use mechanical or physical restraints or devices to discipline children; use medication to discipline or control children's behavior without written medical authorization issued by a licensed professional and given with the parent's written consent; restrict unreasonably a child from going to the bathroom; punish toileting accidents; force-feed a child or withhold feeding a child regularly scheduled meals and/or snacks; force or withhold naps; allow children to discipline or humiliate other children; or confine a child for disciplinary purposes to a swing, highchair, infant carrier, walker or jump seat. It was determined based on information received during the investigation that on April 14, 2026, a staff person inappropriately disciplined a one-year-old child by roughly pushing the child head on a mat when trying to force the child to lie down for nap.

POI (Plan of Improvement)

The Center will take immediate action to ensure the action/conduct has ceased; train/review appropriate child guidance techniques with center staff; and have a system in place to monitor and identify inappropriate actions.

Correction Deadline: 5/11/2026