



**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:** 10/3/2025 **VisitType:** Complaint Investigation & Licensing Study **Arrival:** 11:25 AM **Departure:** 5:00 PM

**CCLC-46646**  
**Primrose School of Braselton**  
 2711 Old Winder Highway Braselton, GA 30517 Gwinnett County  
 (770) 904-9860

Regional Consultant  
 Lynn Schnitzer  
 Phone: (678) 717-5720  
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 lynn.schnitzer@dec.al.ga.gov

**Mailing Address**  
 Same

**Quality Rated:** No

| Compliance Zone Designation |                                           |               | <b>Compliance Zone Designation</b> - 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.<br><br><b>Good Standing</b> - Program is demonstrating an acceptable level of performance in meeting the rules.<br><b>Support</b> - Program performance is demonstrating a need for improvement in meeting rules.<br><b>Deficient</b> - Program is not demonstrating an acceptable level of performance in meeting the rules. |
|-----------------------------|-------------------------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10/03/2025                  | Complaint Investigation & Licensing Study | Good Standing |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 07/16/2025                  | POI Follow Up                             | Good Standing |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 05/02/2025                  | Incident Investigation Closure            | Good Standing |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

**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 - R Hall 1R         | Infants                            | 1     | 4        | C    | 13         | C            | NA         | NA           | Feeding, Floor Play             |
| Main     | B - R Hall 2R         | Infants and One Year Olds          | 2     | 6        | C    | 13         | C            | NA         | NA           | Transitioning, Lunch            |
| Main     | B-Infant              |                                    | 0     | 0        | C    | 13         | C            | NA         | NA           |                                 |
| Main     | C - R Hall 3R         | One Year Olds and Two Year Olds    | 2     | 14       | C    | 16         | C            | NA         | NA           | Lunch                           |
| Main     | D - R Hall 2L         | One Year Olds                      | 2     | 8        | C    | 17         | C            | NA         | NA           | Transitioning, Lunch, Diapering |
| Main     | E - R Hall 1L         | One Year Olds                      | 2     | 8        | C    | 14         | C            | NA         | NA           | Music, Diapering, Transitioning |
| Main     | F - Back R            | Four Year Olds and Five Year Olds  | 2     | 16       | C    | 27         | C            | NA         | NA           | Transitioning                   |
| Main     | G - Back L            | Three Year Olds and Four Year Olds | 2     | 20       | C    | 27         | C            | NA         | NA           | Transitioning, Nap              |
| Main     | H - L Hall School Age | Four Year Olds and Five Year Olds  | 1     | 13       | C    | 34         | C            | NA         | NA           | Transitioning                   |
| Main     | I - L Hall 2R         | Two Year Olds and Three Year Olds  | 1     | 15       | C    | 27         | C            | NA         | NA           | Nap                             |
| Main     | J - L Hall 2L         | Two Year Olds and Three Year Olds  | 2     | 14       | C    | 26         | C            | NA         | NA           | Transitioning, Nap              |
| Main     | K - L Hall 1L         | Two Year Olds                      | 2     | 11       | C    | 20         | C            | NA         | NA           | Nap                             |

|                                 |                                 |                               |
|---------------------------------|---------------------------------|-------------------------------|
|                                 | Total Capacity @35 sq. ft.: 247 | Total Capacity @25 sq. ft.: 0 |
| Total # Children this Date: 129 | Total Capacity @35 sq. ft.: 247 | Total Capacity @25 sq. ft.: 0 |

| Building | Playground         | Playground Occupancy | Playground Compliance |
|----------|--------------------|----------------------|-----------------------|
| Main     | A - Garden - Right | 10                   | C                     |
| Main     | B - Infant         | 18                   | C                     |
| Main     | C                  | 47                   | C                     |
| Main     | D                  | 25                   | C                     |
| Main     | E                  | 37                   | C                     |

| Enrolled Children |         |         |         |         |                    |                   |
|-------------------|---------|---------|---------|---------|--------------------|-------------------|
| Under 1 years     | 1 years | 2 years | 3 years | 4 years | 5 years (Prekonly) | 5 years and older |
| 11                | 20      | 47      | 30      | 34      | 4                  | 13                |

#### Comments

The consultant discussed the visit report with the Director, Heather Johnson, and owner, Amanda Holcomb on October 3, 2025.

Plan of Improvement: Developed This Date

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.decgal.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](http://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@dec.al.ga.gov](mailto:qualityrated@dec.al.ga.gov) for more information. Free technical assistance is available!**



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### Summary Report

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**Study**

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The following information is associated with a Licensing Study Visit:

#### Activities and Equipment

**591-1-1-.03 Activities**

**Met**

**Comment**

Age-appropriate activities observed throughout the center.

**Comment**

Lesson Plans were observed to be posted and reflected the current weeks activities in each classroom.

**591-1-1-.12 Equipment & Toys(CR)**

**Met**

**Comment**

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

**Comment**

Equipment and furniture observed to be properly secured, as applicable.

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

**N/A**

**Comment**

Center does not provide swimming activities.

#### Children's Records

**591-1-1-.08 Children's Records**

**Technical Assistance**

**Comment**

Parent authorizations obtained/completed.

**Technical Assistance**

591-1-1-.08(1) - Consultant discussed with director to ensure that children's enrollment record includes parent work addresses and phone numbers.

**Correction Deadline: 10/3/2025**

#### Facility

**591-1-1-.06 Bathrooms**

**Technical Assistance**

**Technical Assistance**

591-1-1-.06(4) - Consultant discussed with director to ensure that vents are cleaned regularly.

**Correction Deadline: 11/2/2025**

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|                                         |            |
|-----------------------------------------|------------|
| <b>591-1-1-.19 License Capacity(CR)</b> | <b>Met</b> |
|-----------------------------------------|------------|

**Comment**

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

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|                                                          |            |
|----------------------------------------------------------|------------|
| <b>591-1-1-.25 Physical Plant - Safe Environment(CR)</b> | <b>Met</b> |
|----------------------------------------------------------|------------|

**Comment**

No hazards observed accessible to children on this date.

**Comment**

The Center appeared clean and well maintained on this date.

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|                                    |            |
|------------------------------------|------------|
| <b>591-1-1-.26 Playgrounds(CR)</b> | <b>Met</b> |
|------------------------------------|------------|

**Comment**

Playground observed to be clean and in good repair on this date.

|                     |
|---------------------|
| <b>Food Service</b> |
|---------------------|

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|                                                 |                |
|-------------------------------------------------|----------------|
| <b>591-1-1-.15 Food Service &amp; Nutrition</b> | <b>Not Met</b> |
|-------------------------------------------------|----------------|

**Finding**

591-1-1-.15(2) requires that a signed written feeding plan for children less than one (1) year of age shall be obtained from Parent(s) and that instructions from the Parent(s) shall be updated regularly as new foods are added or other dietary changes are made. The feeding plan shall be posted in the child's assigned room and must include the child's feeding schedule, the amount of formula or breast milk to be given, instructions for the introduction of solid foods, the amount of food to be given and notation of any type(s) of commercially premixed formula which may not be used in an emergency because of food allergies. It was determined based on review of records that one of 11 feeding plans had not been updated since June 6, 2025, and did not include instructions for the introduction of solid foods.

**POI (Plan of Improvement)**

The Center Director will develop and implement a plan to obtain and post the completed feeding plan as part of the enrollment process and to have parents update the plans on a regular basis that will include center staff involved with enrollment and those working in the infant classrooms.

**Correction Deadline: 10/3/2025**

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|                                       |                             |
|---------------------------------------|-----------------------------|
| <b>591-1-1-.18 Kitchen Operations</b> | <b>Technical Assistance</b> |
|---------------------------------------|-----------------------------|

**Comment**

Kitchen appears clean and well organized on this date.

**Technical Assistance**

591-1-1-.18(8) - Consultant discussed with director to ensure that containers for food storage other than the original container or package in which the food was obtained shall have tight-fitting lids or covers and labeled as to contents.

**Correction Deadline: 10/3/2025**

|                           |
|---------------------------|
| <b>Health and Hygiene</b> |
|---------------------------|

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|                                                        |            |
|--------------------------------------------------------|------------|
| <b>591-1-1-.10 Diapering Areas &amp; Practices(CR)</b> | <b>Met</b> |
|--------------------------------------------------------|------------|

**Comment**

Proper diapering procedures observed.

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|                                |            |
|--------------------------------|------------|
| <b>591-1-1-.17 Hygiene(CR)</b> | <b>Met</b> |
|--------------------------------|------------|

**Comment**

Proper hand washing observed throughout the center on this date.

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|                                    |                |
|------------------------------------|----------------|
| <b>591-1-1-.20 Medications(CR)</b> | <b>Not Met</b> |
|------------------------------------|----------------|

**Technical Assistance**

591-1-1-.20(3) -Consultant discussed with director to ensure that the center maintains a record of medication dispensed that includes the date, time and amount of medication, any noticeable adverse reaction, and the signature or initials of the person administering the medication. Medication has not been dispensed.

**Correction Deadline: 10/3/2025**

**Finding**

591-1-1-.20(5) requires that medicines no which are no longer to be dispensed shall be returned to the child's Parent(s) immediately. It was determined based on observation that unused medications were not returned to the child's parents.

**POI (Plan of Improvement)**

The Center will train Staff on a system for tracking the use of medications and returning them to Parent(s).

**Correction Deadline: 10/3/2025**

|                                |
|--------------------------------|
| <b>Policies and Procedures</b> |
|--------------------------------|

|                                                          |                             |
|----------------------------------------------------------|-----------------------------|
| <b>591-1-1-.21 Operational Policies &amp; Procedures</b> | <b>Technical Assistance</b> |
|----------------------------------------------------------|-----------------------------|

**Technical Assistance**

591-1-1-.21(2)(r) - New - Discussed updating the Center's policies and procedures to include the program's practices regarding the expulsion and suspension of children enrolled for care within the description of behavior management and discipline actions used by the Center.

Also discussed to ensure a description of the practices followed by the Center to prevent shaken baby syndrome and abusive head trauma in children up to five years of age that includes the following information: how to recognize, respond to, and report the signs and symptoms of shaken baby syndrome and abusive head trauma; strategies to assist staff members in understanding how to care for infants and how to cope with a crying, fussing, or distraught child; strategies to ensure staff members understand the brain development of children up to five years of age; and a list of prohibited behaviors when dealing with children.

Additional information can be found in the CCLC Indicator Manual found on DECAL's website at:

<https://www.dec.state.ga.us/CCS/Regulations.aspx> or through the Center on Shaken Baby Syndrome found at: <https://dontshake.org/>.

**Correction Deadline: 10/8/2025**

**Comment**

Program observed complete emergency drills

**591-1-1-.27 Posted Notices**

**Met**

**Comment**

Observed all required posted notices.

|               |
|---------------|
| <b>Safety</b> |
|---------------|

**591-1-1-.05 Animals**

**N/A**

**Comment**

Center does not keep animals on premises.

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

**Met**

**Comment**

Age-appropriate discussion and/or redirection observed.

**591-1-1-.13 Field Trips(CR)**

**N/A**

**Comment**

Center does not participate in field trips at this time.

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

**Not Met**

**Comment**

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

**Technical Assistance**

591-1-1-.36(4)(c) -Consultant discussed with director to ensure that there is a working fire extinguisher and first aid kit when changing vehicles that provide transportation.

**Correction Deadline: 10/3/2025**

**Finding**

591-1-1-.36(7)(b) requires that an emergency medical information record be maintained in the vehicle for each child being transported. The emergency medical information record for each child shall include a listing of the child's full name, date of birth, allergies, special medical needs and conditions, current prescribed medications that the child is required to take on a daily basis for a chronic condition, the name and telephone number of the child's doctor, the local medical facility that the Center uses in the area where the Center is located and the telephone numbers where the Parents can be reached. It was determined based on review of records that one of 13 emergency medical information record was not maintained on the vehicle for a child receiving transportation services from September 22, 2025, to October 2, 2025.

**POI (Plan of Improvement)**

The Center will obtain a complete emergency medical information record for each child that is transported and maintain a copy on the vehicle.

**Correction Deadline: 10/4/2025**

**Finding**

591-1-1-.36(7)(c)3. requires that the driver or other designated person document in writing the date and time of arrival and departure each time the vehicle departs from the Center, is loaded or unloaded at each school and when the vehicle returns to the Center; each time the vehicle departs from the Center, arrives at the location where any child is picked up or dropped off and when the vehicle returns to the Center; each time the vehicle leaves the Center, arrives at a field trip destination, leaves a field trip destination, and returns to the Center. It was determined based on review of records that center staff did not document in writing the date for school transportation routes conducted to Sprout Springs Elementary and Chestnut Elementary on September 29, 2025, September 30, 2025, October 1, 2025, and October 2, 2025.

**POI (Plan of Improvement)**

The Center will ensure that each date and time of arrival and departure is documented by the driver or designated person with training, review and monitoring.

**Correction Deadline: 10/4/2025**

**Sleeping & Resting Equipment**

**591-1-1-.30 Safe Sleeping and Resting Requirements(CR)**

**Met**

**Comment**

Staff stated knowledge of infant safe sleep requirements.

**Staff Records**

**591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)**

**Met**

**Comment**

Criminal record checks were observed to be complete.

**Comment**

Director provided eight files for employees hired since last visit July 16, 2025.

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

**Technical Assistance**

**Comment**

Evidence observed of 100% of center Staff certified in First Aid and CPR containing emergency care for infants and children on this date.

**Technical Assistance**

591-1-1-.14(3) - Consultant discussed with director to ensure that the center has masks and a first aid manual in the center first aid kit.

**Correction Deadline: 10/13/2025**

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

**Technical Assistance**

**Technical Assistance**

591-1-1-.33(5)(b)1. - New - Discussed that effective July 1, 2025, all staff are required to obtain at least two hours in evidence based, developmentally appropriate language and literacy practices and at least two hours in on-going child development and health and safety related topics as part of their 10 hours of annual training.

**Correction Deadline: 11/2/2025**

**Comment**

Staff observed to be compliant with applicable laws and regulations.

|                                 |
|---------------------------------|
| <b>Staffing and Supervision</b> |
|---------------------------------|

**Comment**

Center observed to maintain appropriate staff:child ratios.

**Comment**

Adequate supervision observed on this date.