



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: 11/21/2025 **VisitType:** Monitoring Visit

Arrival: 8:30 AM **Departure:** 10:35 AM

CCLC-128
Sheltering Arms - Longview Drive Center
3833 Longview Drive Douglasville, GA 30135 Douglas County
(770) 949-3717

Regional Consultant
Kara Williams
Phone: ()
Fax:
kara.williams@decal.ga.gov

Mailing Address
Same

Quality Rated: ★ ★

Compliance Zone Designation			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.
11/21/2025	Monitoring Visit	Good Standing	
04/30/2025	Licensing Study	Good Standing	
05/07/2024	Licensing Study	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	#1	Infants	2	5	C	12	C	NA	NA	Floor Play
Main	#2	Infants and One Year Olds	2	6	C	13	C	NA	NA	Floor Play
Main	#3	One Year Olds	2	7	C	19	C	NA	NA	Floor Play
Main	#4	One Year Olds and Two Year Olds	3	8	C	20	C	NA	NA	Free Play
Main	#5	Two Year Olds	2	7	C	19	C	NA	NA	Outside
Main	#6	Two Year Olds	2	9	C	20	C	NA	NA	Outside
Main	#7	Four Year Olds and Five Year Olds	3	16	C	26	C	NA	NA	Centers
Main	#8	Four Year Olds	2	19	C	27	C	NA	NA	Centers
Main	#9	Three Year Olds	2	13	C	27	C	NA	NA	Outside
Main	1A		0	0	C	6	C	NA	NA	Not In Use
Main	2A		0	0	C	6	C	NA	NA	Not In Use

Total Capacity @35 sq. ft.: 195

Total Capacity @25 sq. ft.: 0

Total # Children this Date: 90

Total Capacity @35 sq. ft.: 195

Total Capacity @25 sq. ft.: 0

Building	Playground	Playground Occupancy	Playground Compliance
Main	Back	26	C
Main	Infant/Toddler	22	C
Main	Middle	41	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
7	16	26	17	37	3	0

Comments

Discussed compliance with state rules and regulations to support ongoing health and safety of children in care.

Plan of Improvement: No Plan Developed

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 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@decgal.ga.gov for more information. Free technical assistance is available!



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

Summary Report

Date: 11/21/2025 **VisitType:** Monitoring Visit

Arrival: 8:30 AM **Departure:** 10:35 AM

CCLC-128
Sheltering Arms - Longview Drive Center
3833 Longview Drive Douglasville, GA 30135 Douglas County
(770) 949-3717

Regional Consultant
Kara Williams
Phone: ()
Fax:
kara.williams@decal.ga.gov

Mailing Address
Same

The following information is associated with a Monitoring Visit:

Activities and Equipment

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

Technical Assistance

Comment

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

Technical Assistance

591-1-1-.12(4) - Please ensure all monitors in classrooms are secure and do not pose a tipping hazard.

Correction Deadline: 11/21/2025

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

N/A

Comment

Center does not provide swimming activities.

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 be mindful to keep items that pose a hazard inaccessible to 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 in classroom #5 the right cabinet door under the sink was left unlocked with hand soap and cleaning supplies with a warning label stating "keep out of reach of children." Additionally, the top right side drawer nearest to the changing table was left unlocked with adult scissors accessible to preschool children.

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: 11/21/2025

591-1-1-.26 Playgrounds(CR)

Met

Comment

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

Health and Hygiene

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

Proper diapering procedures observed.

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

Please ensure lids remain on trash containing organic waste.

Comment

Proper hand washing observed throughout the center on this date.

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

Documentation for medication dispensing observed completed on this date.

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

Staff were observed to maintain a positive learning environment on this date.

591-1-1-.36 Transportation(CR)**N/A****Comment**

Center does not provide routine transportation.

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

Discussed SIDS and infant sleeping position.

Finding

591-1-1-.30(2) requires the Center to provide a safe sleep environment in accordance with American Academy of Pediatrics (AAP), Consumer Product Safety Commission (CPSC) and American Society for Testing and Materials (ASTM) recommendations as listed in these rules for all infants. Center Staff shall place an infant to sleep on the infant's back in a crib unless the Center has been provided a physician's written statement authorizing another sleep position for that particular infant that includes how the infant shall be placed to sleep and a time frame that the instructions are to be followed. When an infant can easily turn over from back to front and back again, Staff shall continue to put the infant to sleep initially on the infant's back but allow the infant to roll over into his or her preferred position and not re-position the infant. Sleepers, sleep sacks and wearable blankets that fit according to the commercial manufacturer's guidelines and will not slide up around the infant's face may be used when necessary for the comfort of the sleeping infant. Swaddling shall not be used unless the Center has been provided a physician's written statement authorizing its use for a particular infant that includes instructions and a time frame for swaddling the infant. Center Staff shall not place objects or allow objects to be placed in or on the crib with an infant such as but not limited to toys, pillows, quilts, comforters, bumper pads, sheepskins, stuffed toys, or other soft items and shall not attach objects or allow objects to be attached to a crib with a sleeping infant, such as, but not limited to, crib gyms, toys, mirrors and mobiles. It was determined based on observation that an infant in the Main #1 infant classroom, was asleep in a crib that had a bib hanging on the side of the crib that posed a suffocation hazard.

POI (Plan of Improvement)

The Center will take all steps necessary to provide a safe sleep environment for infants as listed in these rules; will train Staff to follow these rules; and will monitor for compliance. Additionally staff removed bib immediately while consultant was present.

Correction Deadline: 11/21/2025**Staff Records****591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)****Met****Comment**

Director provided two file(s) for employees hired since last visit.

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

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

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

Correction Deadline: 5/30/2025

Corrected on 11/21/2025

.33(5) - The previous citation was observed corrected on this date. All newly hired staff since last regulatory visit had required training on file.

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

Staff observed to be compliant with applicable laws and regulations.

Staffing and Supervision

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

Center observed to maintain appropriate staff:child ratios.

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

Staff observed to provide direct supervision and be attentive to children's needs.