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: 5/30/2024 **VisitType:** Complaint Investigation & Licensing Study **Arrival:** 8:10 AM **Departure:** 1:10 PM

CCLC-32037
Primrose School of Suwanee West
800 Peachtree Industrial Blvd. Suwanee, GA 30024 Gwinnett County
(770) 932-3900 Office@primrosesuwaneewest.com

Regional Consultant
Amanda Schofield
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Mailing Address
Same

Quality Rated: No

Compliance Zone Designation		
05/30/2024	Complaint Investigation & Licensing Study	Good Standing
09/13/2023	Monitoring Visit	Good Standing
04/21/2023	Incident Investigation Closure	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-1R-Infants-1 year		0	0	C	10	C	NA	NA	
Main	B-2R-Infants	Infants	2	5	C	11	C	NA	NA	Floor Play,Feeding
Main	C-1L-1 year olds	One Year Olds	1	4	C	13	C	NA	NA	Breakfast,Free Play
Main	D-2L- 2 years	One Year Olds and Two Year Olds	1	5	C	18	C	NA	NA	Free Play,Breakfast
Main	E-3L- 3 years	Two Year Olds and Three Year Olds and Four Year Olds	2	8	C	23	C	NA	NA	Free Play
Main	F-4L- 3 years	Three Year Olds	2	7	C	22	C	31	C	Free Play
Main	G-4R- 4 years	Five Year Olds and Six Year Olds and Over	2	19	C	22	C	31	C	Free Play
Main	H-3R- 4 years	Four Year Olds and Five Year Olds	1	3	C	23	C	32	C	Circle Time
Main	I-rt wing front- 4-5 years		0	0	C	21	C	29	C	
Main	J-right wing rear- 4 years		0	0	C	22	C	31	C	
		Total Capacity @35 sq. ft.: 185			Total Capacity @25 sq. ft.: 229					
Total # Children this Date: 51		Total Capacity @35 sq. ft.: 185			Total Capacity @25 sq. ft.: 229					

Building	Playground	Playground Occupancy	Playground Compliance
Main	A-left front playground	48	C
Main	B-left rear playground	49	C
Main	C- right playground	86	C
Main	D-center front infant playground	6	C

Comments

The purpose of this visit was to conduct a Licensing Study. Staff files, children files, and criminal records checks were reviewed.

Reminders:

Please be sure to enter all temporary closures in DECAL KOALA under the Required Report tab whenever your facility is closed temporarily for one day or more.

Incident Reports are to be submitted via DECAL KOALA with all signed staff statements for staff and the director. Consultant left a copy of Required Reporting Guidelines.

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.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 a1 855-800-7747 or qualityrated@decal.ga.gov **for more information. Free techincal assistance is available!**

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(Findings Report)

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The following information is associated with a Licensing Study Visit:

Activities and Equipment

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

Comment
Consultant observed a variety of equipment and toys throughout the center.

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

Comment
Per Director the center does not provide swimming activities.

Children's Records

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

Comment
Records were observed to be complete and well organized.

Facility

591-1-1-.06 Bathrooms **Not Met**

Finding
591-1-1-.06(4) requires a Center first licensed after March 1, 1991, and Centers that remodel or add to existing plumbing facilities, to have the bathroom area fully enclosed and ventilated to the outside of the building with either an open screened window or functioning exhaust fan and duct system and requires Centers without fully enclosed bathrooms to ensure there is adequate ventilation to control odors and adequate sanitation measures to prevent the spread of contagious diseases. It was determined based on a observation that the restroom vent in the following classes were inoperable: Classroom D-2L, G-4R, I-right, and J-right.

POI (Plan of Improvement)
The Center will fully enclose and ventilate bathroom areas, as required, and will provide adequate ventilation and sanitation in bathrooms that are not fully enclosed.

Correction Deadline: 6/14/2024

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

Comment
Licensed capacity observed to be routinely met by center.

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

Technical Assistance
591-1-1-.25 - Consultant discussed with the director to please ensure to secure the brooms and dustpans to ensure they are inaccessible to children at all times.

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 hazardous items were observed to be accessible to the children present for care during the visit:
- Classroom B: 2R- A tube of Think Baby sunscreen and two packs of diaper wipes were stored in an unlocked bottom drawer located in the far left corner of the room.

- Classroom E: 3L- A plastic grocery bag and pack of wipes were hanging on a hook located in the front right area of the classroom. A pack of wipes was stored on a chair in the restroom.
- Classroom F: 4L Two pairs of adult scissors were stored in a basket on top of the teacher's work station located on the front right side of the room.
- Classroom G: 4R - A bottle of CooperStone Sunscreen and WetOnes disinfectant wipes were stored in a child bookbag. Two teacher bags stored on top of the teacher's work station located in the rear left of the classroom.
-Classroom H-3R- A teacher purse stored on top of a box in the rear front corner of the classroom, adjacent to the teacher's work station.

All items contained the label "KEEP OUT OF REACH OF 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: 5/30/2024

Recited on 5/30/2024

591-1-1-.26 Playgrounds(CR) **Technical Assistance**

Technical Assistance
591-1-1-.26 - Please monitor the playground area for the following hazardous items:
- Normal wear and tear of the fence surrounding the playground areas.
- Normal wear and tear of playground equipment (i.e., chipped paint,etc.).
- Remove any trash or debris
- Refluff resilient surface as needed.
- Ensure to have a secure lock on the gate where the air conditioning unit is housed..

Correction Deadline: 9/23/2023

Corrected on 5/30/2024
.26(6) - The previous citation was observed to be corrected. Consultant observed the play structure to be sprayed with a new coat of paint on this date.

Food Service

591-1-1-.15 Food Service & Nutrition **Met**

Comment
Center menu meets USDA guidelines.

591-1-1-.18 Kitchen Operations **Technical Assistance**

Technical Assistance
591-1-1-.18 - Consultant discussed with the director to please ensure that the refrigerators in the infant classrooms have thermometers to ensure that bottles and food are stored at 40 degrees Fahrenheit.

Comment
Kitchen appears clean and well organized.

Health and Hygiene

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

Comment
Staff stated proper knowledge of diapering procedures.

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

Correction Deadline: 9/13/2023

Corrected on 5/30/2024
.17(7)(a) - The previous citation was observed to be corrected on this date. Consultant observed staff to remind children to wash their hands.

591-1-1-.20 Medications(CR) **N/A**

Comment
Per Director the center currently does not dispense/administer medication.

Policies and Procedures

591-1-1-.21 Operational Policies & Procedures **Technical Assistance**

Technical Assistance
591-1-1-.21(3) - Consultant discussed with the director to please ensure to check center's Emergency Plan every six months.

Safety

591-1-1-.05 Animals **N/A**

Comment
Center does not keep animals on premises.

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

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

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

Comment
Field trip documentation observed to be complete.

591-1-1-.36 Transportation(CR) **Not Met**

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

Finding
591-1-1-.36(7)(c)2. requires that the driver or other designated person shall immediately document in writing, with a check or other mark/symbol to account for each child listed on the passenger transportation checklist each time a child enters and exits the vehicle. The driver or other designated staff person shall document in writing with a different mark/symbol to account for each child listed on the passenger transportation checklist who was not present on the vehicle for any reason. An explanation shall be documented in writing whenever a child is transported to a field trip site but is not present on the return trip to the Center. It was determined based on review of records that the staff members did not document the unloading of three out of three children transported for after school care from Level Creek Elementary School during the week of May 20-24, 2024.

POI (Plan of Improvement)
The driver/other designated person will immediately document in writing with a check/mark/symbol each time a child gets on and off the vehicle.

Correction Deadline: 5/31/2024

Sleeping & Resting Equipment

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

Comment
Consultant observed cribs/cots are labeled for individual use.

Staff Records

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

Comment
Director provided eight staff files for employees hired since last visit, conducted on September 13, 2023.

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 member# 13 date of hire, January 3, 2023 had a valid and current satisfactory Comprehensive Records Check Determination on file that was within the 12 month portability period, but had not been electronically ported as required by the department. Staff member # 13 was observed present in classroom- 3L with eight children and two staff with Comprehensive Background Checks present.

POI (Plan of Improvement)
IMMEDIATE CORRECTION - The Center will 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 ensure CRC rules are maintained.

Correction Deadline: 5/30/2024

591-1-1-.24 Personnel Records **Met**

Correction Deadline: 9/18/2023

Corrected on 5/30/2024
.24(1) - The previous citation was observed to be corrected on this date. Consultant observed orientations to be complete on this date.

591-1-1-.33 Staff Training **Not Met**

Finding
91-1-1-.33(5) requires that every calendar year after the first year of employment, all supervisory and caregiver Personnel, except independent contractors, Students-in-Training and volunteers shall attend ten (10) clock hours of diverse training which is task-focused in on-going health, safety and early childhood or child development related topics and which is offered by an accredited college, university or vocational program or other Department-approved source. The annual ten (10) clock hours of training shall be chosen from the following fields: child development, including discipline, guidance, nutrition, injury control and safety; health, including sanitation, disease control, cleanliness, detection and disposition of illness; child abuse and neglect, including identification and reporting, and meeting the needs of abused and/or neglected children; and business related topics, including parental communication, recordkeeping, etc.; provided however that such business related training shall be limited to no more than two (2) of the required ten (10) clock hours of training. Records of completion of such training shall be maintained, as required by these rules. It was determined based on a review of records staff # 11, date of hire August 23, 2022, staff # 14, date of hire June 13, 2019, and staff # 20, date of hire, July 2, 2024 did not have evidence of annual training hours as required. Staff # 11 obtained six out of t0 training hours.

POI (Plan of Improvement)
The Center will plan and schedule the required 10 hours of annual training each year and follow up to ensure the training is completed.

Correction Deadline: 6/29/2024

591-1-1-.31 Staff(CR) **Not Met**

Technical Assistance
591-1-1-.31 - Discussed that all lead staff must enroll in an approved education program within 6 months of hire and complete degree within 18 months.

Finding
591-1-1-.31(2)(c) requires the Center to maintain a copy and/or written verification of the credential or degree awarded to the lead teacher that is required by these rules in the lead teacher's file, to make the document available for inspection and to provide the document to Department staff upon request. It was determined based on a review of records that staff #15, date of hire did not have evidence credential or degree on file on this date.

POI (Plan of Improvement)
The Center will review lead teacher records to ensure the required documentation is on file and will obtain and file it if not found.

Correction Deadline: 5/30/2024

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) **Technical Assistance**

Technical Assistance
591-1-1-.32 - Consultant discussed with the director to ensure that when combining two and three-year-olds, a written and signed agreement is kept on file. The consultant emailed a copy of the mixed-age agreement on this date.

Comment
Consultant discussed Active Supervision with director. An Active Supervision plan was emailed on this date.supervision plan was created on this date.