



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: 1/6/2026 **VisitType:** Incident Investigation & Follow Up **Arrival:** 11:05 AM **Departure:** 2:30 PM

CCLC-66194

Primrose School of Harmony on the Lakes

404 Argonne Terrace Holly Springs, GA 30115 Cherokee County
(770) 704-0721

Special Investigations Unit Specialist

Brittany Cook

Phone: (706) 434-4412

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brittany.cook@dec.al.ga.gov

Joint with: LaToya Longshore

Mailing Address

Same

Quality Rated: No

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.
01/06/2026	Incident Investigation & Follow Up	Good Standing	
09/15/2025	Licensing Study	Good Standing	
05/28/2025	Initial 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	A- First Right- Infants	Infants	2	7	C	8	C	NA	NA	Nap,Feeding,Tr ansitioning
Main	B- First Left- 7 months to 13 months	One Year Olds	2	9	C	12	C	NA	NA	Free Play
Main	C- 2nd Left-13 months-22 months	One Year Olds	2	10	C	12	C	NA	NA	Free Play,Art
Main	D- 3rd Left- 18 months to 32 months	One Year Olds	2	13	C	16	C	NA	NA	Free Play
Main	E- Fourth Left- Two Year Old	Two Year Olds	2	12	C	16	C	NA	NA	Outside
Main	F- Early Preschool 2	Two Year Olds	2	14	C	24	C	NA	NA	Outside
Main	G- Preschool Pathways	Two Year Olds and Three Year Olds	2	13	C	24	C	NA	NA	Centers
Main	H- Pre-K 1	Four Year Olds and Five Year Olds	2	17	C	24	C	NA	NA	Circle Time
Main	I- Preschool 1	Three Year Olds and Four Year Olds	2	14	C	24	C	NA	NA	Outside
Main	J- Preschool 2	Three Year Olds and Four Year Olds	2	14	C	24	C	NA	NA	Outside
Total Capacity @35 sq. ft.: 184					Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 123					Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
Main	Garden - UNL	5	C
Main	Playground E Toddler	64	C
Main	Playground A Infant	11	C
Main	Playground B	26	C
Main	Playground C School Age	66	C
Main	Playground D Preschool	66	C

Comments

January 6, 2026- The investigation was not concluded on this date.

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.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)

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 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 Incident Investigation & Follow Up:

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

Comment

591-1-1-.26(6) - During the follow up visit conducted on January 6, 2026, the playground equipment on Main playground D Preschool was labeled with a sticker that labeled the equipment "ages 5 to 12 supervision required". During the course of an investigation the Provider provided written documentation from the manufacturer that corrected the age range appropriate for children aged 2 to 12 years old.

Correction Deadline: 1/16/2026

	Staff Records
Records Reviewed: 39	Records with Missing/Incomplete Components: 1

Staff # 27

Not Met

Date of Hire: 09/22/2025

"Missing/Incomplete Components"

.09-Criminal Records Check Missing

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

591-1-1-.09(1)(a) requires that a Center ensure that every actual and potential Director, Employee and Provisional Employee of a Child Care Learning Center submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site. It was determined based on a review of records that Staff #27 had not submitted both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site on this date. Staff #27 was hired on September 22, 2025. Staff #27 was present in the Main C- 2nd Left- 13 months-22 months classroom with ten 1-year-old children on this date.

POI (Plan of Improvement)

IMMEDIATE CORRECTION - The Center will review all records to ensure that every actual and potential Director, Employee and Provisional Employee of a Child Care Learning Center submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site as required. 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 the records prior to hire and monthly to ensure the CRC rules are maintained.

Correction Deadline: 1/6/2026

Finding

591-1-1-.09(1)(c) requires the Center to ensure that every Employee has a valid and current satisfactory Comprehensive Records Check Determination on file prior to being present at the Center while any child is present for care or before an individual age 17 or older resides in the Center. The Comprehensive Records Check Determination must have a Records Check Clearance Date that is no older than the preceding 12 months of the hire date; provided, however, if the Employee has had a lapse of employment from the child care industry that lasted for 180 days (6 months) or longer, a new satisfactory Comprehensive Records Check Determination is required. It was determined based on a review of records that Staff #27 did not have a current satisfactory Comprehensive Records Check Determination on file on this date. Staff #27 was hired on September 22, 2025. Staff #27 was present in the Main C- 2nd Left- 13 months-22 months classroom with ten 1-year-old children on this date.

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