



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: 12/2/2025 **VisitType:** Licensing Study

Arrival: 10:00 AM **Departure:** 12:00 PM

CCLC-54104
ServFirst Learning Academy
6045 Riverdale Road College Park, GA 30349 Fulton County
(770) 731-0839

Regional Consultant
Shameka Dozier
Phone: (770) 857-7010
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shameka.dozier@dec.al.ga.gov

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.
12/02/2025	Licensing Study	Good Standing	
07/23/2024	Licensing Study	Good Standing	
05/21/2024	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	A - School Age		0	0	C	30	C	NA	NA	
Main	B - School Age		0	0	C	8	C	NA	NA	
Total Capacity @35 sq. ft.: 35			Total Capacity @25 sq. ft.: 0			Building @35 capacity limited by Building Department				
Total # Children this Date: 0			Total Capacity @35 sq. ft.: 35			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	A	22	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
0	0	0	0	1	0	3

Comments

Food preparation, pediatric First Aid and pediatric CPR training within 45 days of employment, operational policies & procedures, initial program orientation, and 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 were discussed with provider on this date.

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 at 855-800-7747 or qualityrated@decal.ga.gov for more information. Free technical assistance is available!



Summary Report

Date: 12/2/2025 VisitType: Licensing Study

Arrival: 10:00 AM Departure: 12:00 PM

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The following information is associated with a Licensing Study:

Activities and Equipment

591-1-1-.03 Activities

Met

Comment

Age-appropriate activities observed throughout the center.

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

Met

Comment

Discussed adding equipment and toys to enhance variety.

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

Met

Correction Deadline: 7/31/2024

Corrected on 12/2/2025

.08(1) - Previous citation of four of five children records reviewed having no file or missing identifying information was observed to be corrected on this date.

Correction Deadline: 8/2/2024

Corrected on 12/2/2025

.08(2) - Previous citation of three of five children records reviewed having either expired immunization or no immunization record on file was observed to be corrected on this date.

Facility

591-1-1-.06 Bathrooms

Met

Comment

Bathrooms observed to be clean and well maintained.

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

Met

Comment

The program has the following capacity limitations: The program capacity is limited to 35 due to the certificate of occupancy.

591-1-1-.25 Physical Plant - Safe Environment(CR)**Met****Comment**

No hazards observed accessible to children on this date.

591-1-1-.26 Playgrounds(CR)**Met****Comment**

Playground not observed on this date due to inclement weather.

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

Center menu meets USDA guidelines.

591-1-1-.18 Kitchen Operations**Met****Comment**

Kitchen appears clean and well organized on this date.

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

No children enrolled who require diapering. School age children attend only for after school hours.

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

There were no children present on this date. Proper hand washing of children and staff was discussed with the director on this date.

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

The Provider currently does not dispense/administer medication.

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

591-1-1-.21(1)(a-o) - 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.al.ga.gov/CCS/RulesAndRegulations.aspx> or through the Center on Shaken Baby Syndrome found at: <https://dontshake.org/>.

Correction Deadline: 12/7/2025

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

Center does not keep animals on premises.

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

There were no children present on this date. Regulations regarding proper discipline were discussed with the director on this date.

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**

Paperwork, checklist, permission forms, annual inspection form and proper check of the vehicle after transportation were discussed with the director.

Finding

591-1-1-.36(4)(a) requires an annual safety check for each vehicle. The annual safety check, completed by a trained individual, should include a check of the: tires, headlights, horn, taillights, turn signals, brake lights, brakes, suspension, exhaust system, steering, windows, windshields and windshield wipers. A copy of the annual safety check will be kept in the Center or on the vehicle and should include evidence of any repairs and/or replacements that were identified as needed on the inspection report. It was determined based on review of records that the vehicle annual inspection was last inspected on August 19, 2024 and has expired.

POI (Plan of Improvement)

The Center will obtain the annual vehicle inspection.

Correction Deadline: 12/7/2025

Technical Assistance

591-1-1-.36(6) - Parental authorization for routine transportation was discussed with the provider on this date.

Correction Deadline: 12/3/2025

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

Sleeping/Naps are not required for this program. School age children attend only for after school hours.

Staff Records**Records Reviewed: 3****Records with Missing/Incomplete Components: 3**

Staff # 1

Not Met

Date of Hire: 08/03/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.24(1)-Evidence of Orientation Missing

Staff # 2

Not Met

Date of Hire: 08/03/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.24(1)-Evidence of Orientation Missing

Staff # 3

Not Met

Date of Hire: 08/03/2020

"Missing/Incomplete Components"

.33(5)-10 Hrs. Annual Training,.24(1)-Evidence of Orientation Missing

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

Criminal record checks were observed to be complete.

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

Correction Deadline: 8/9/2024

Corrected on 12/2/2025

.14(2) - Previous citation of staff #3, #4, and #5 having expired CPR and First Aid that expired in May 2024 was observed to be corrected on this date.

591-1-1-.24 Personnel Records

Not Met

Finding

591-1-1-.24(1) requires the center to maintain a personnel file on the Director, all Employees, Provisional Employees, Personnel, Staff, Students-in-Training, Volunteers, Clerical, Housekeeping, Maintenance, and other Support Staff for the duration of the term of employment plus one calendar year, and it shall contain the following: identifying information to include: name, date of birth, social security number, current address and current telephone number; employment history; as applicable to the position held: evidence of education and qualifying work experience; evidence of all training required by these rules which shall include: title of training, date of training, trainer's signature, location of training and number of clock hours obtained; a statement completed by the staff member that the information provided is true and accurate; any other records required by these rules; and as applicable to the position held, evidence of required orientation including date and signature of person providing the orientation; It was determined based on review of records that staff #1, #2, and #3 did not have evidence of their required orientation in their staff file.

POI (Plan of Improvement)

The Center will secure required information for all Personnel. The Center will ensure that complete information is in the personnel file for all Directors, Employees, Provisional Employees, Personnel, Staff, Students-in-Training, Volunteers, Clerical, Housekeeping, Maintenance and other Support Staff.

Correction Deadline: 12/5/2025

Recited on 12/2/2025

591-1-1-.33 Staff Training

Not Met

Technical Assistance

591-1-1-.33(4) - Food preparation training was discussed with the provider on this date.

Correction Deadline: 1/1/2026

Finding

Previously Cited: 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 review of records that staff #3 had zero of ten required hours, staff #4 had one of ten required hours, and staff # 5 had one of ten required hours for the year 2023.

591-1-1-.33(5)(a) 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 offered by an accredited college, university or vocational program or other Department-approved source. It was determined based on review of records that staff #1, #2, and #3 had two of ten required annual hours for 2024.

POI (Plan of Improvement)

Previously Cited: The Center will plan and schedule the required 10 hours of annual training each year and follow up to ensure the training is completed.

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: 12/31/2025

Recited on 12/2/2025

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: 1/1/2026

Correction Deadline: 8/2/2024

Corrected on 12/2/2025

.33(6) - Previous citation was corrected.

Finding

Previously Cited: 591-1-1-.33(6) requires that evidence of orientation and training shall be documented in the Personnel file of each Staff member and shall be available to the Department for inspection. It was determined based on review of records that staff members #1, #2, #3, #4, and #5 did not have evidence of orientation and training on file.

591-1-1-.33(6) requires that evidence of orientation and training shall be documented and maintained in the Personnel file and/or Georgia's workforce registry and professional development system of each Staff member and shall be available to the Department for inspection. It was determined based on review of records that staff #1, #2, and #3 did not have evidence of orientation in their staff file.

POI (Plan of Improvement)

Previously Cited: The Center will develop and implement procedures to review staff records for documentation of training and orientation, to obtain and place missing documentation in staff records, and to file such documents in staff records on an ongoing basis.

The Center will develop and implement procedures to review staff records for documentation of training and orientation, to obtain and place missing documentation in staff records, and to file such documents in staff records or through Georgia's workforce registry and professional development system on an ongoing basis.

Correction Deadline: 12/5/2025

Recited on 12/2/2025

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

There were no children were present on this date. Proper ratios and classroom capacities were discussed with the director on this date.

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

There were no children present on this date. Proper supervision of children, including being prompt to children's needs, was discussed with the director on this date.