



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: 4/28/2026 VisitType: Complaint Investigation Follow Up Arrival: 9:30 AM Departure: 1:00 PM

CCLC-2211

Towne Square Academy

480 Racetrack Rd. McDonough, GA 30252 Henry County
(770) 914-0093

Regional Consultant

Dyneshia Lynn

Phone: ()

Fax:

dyneshia.lynn@decal.ga.gov

Joint with: Yolanda Marable

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.
04/28/2026	Complaint Investigation Follow Up	Good Standing	
02/09/2026	Licensing Study	Support	
09/29/2025	Monitoring Visit	Good Standing	

Ratios/License Capacity

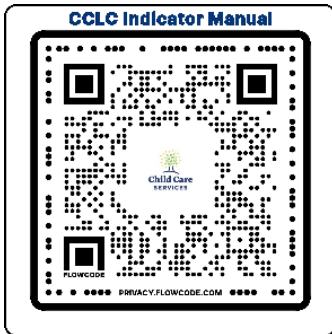
Building	Room	Age Group	Staff	Children	NC/C	Max 35 SF.	35 SF. Comp.	Max 25 SF.	25 SF. Comp.	Notes
Main	A/1	Infants	1	5	C	13	C	NA	NA	Floor Play
Main	B/2		0	0	C	14	C	NA	NA	Not In Use
Main	C/3	One Year Olds	2	14	C	16	C	NA	NA	Floor Play,Centers
Main	D/4		0	0	C	21	C	29	C	Not In Use
Main	E/5	Four Year Olds	2	19	C	20	C	NA	NA	Circle Time,Centers
Main	F/6	GA PreK	2	22	C	22	C	NA	NA	Centers
Main	G/7		0	0	C	14	C	NA	NA	Not In Use
Main	H/8		0	0	C	16	C	NA	NA	Not In Use
Main	I/9	Two Year Olds	1	11	NC	19	C	NA	NA	Circle Time
Main	J/10	Three Year Olds	1	15	C	17	C	NA	NA	Centers
Main	K/School Age		0	0	C	20	C	28	C	Not In Use
Total Capacity @35 sq. ft.: 192					Total Capacity @25 sq. ft.: 192					
Total # Children this Date: 86		Total Capacity @35 sq. ft.: 192			Total Capacity @25 sq. ft.: 192					

Building	Playground	Playground Occupancy	Playground Compliance
Main	Infant/Toddler Playground	13	C
Main	Left back playground	59	C
Main	Rear Left Playground	17	C
Main	Rear Playground	59	C

Comments

A disconnect letter was not left due to MyKoala issues.
The exit conference was discussed with the Director.

Plan of Improvement: Developed This Date



For additional information regarding any licensing topics discussed during this visit, please consult the Rules and Regulations Indicator Manual. This manual provides comprehensive clarification of each rule, including evaluation indicators, related best practices, and relevant considerations to support your program's continued and sustained compliance.

To access the Indicator Manual, please scan the QR code below or visit our website at <https://www.dec.state.ga.us/CCS/RulesAndRegulations.aspx>.

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.state.ga.us/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 Complaint Investigation Follow Up:

Activities and Equipment

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

Not Met

Finding

591-1-1-.12(6) requires that a variety of age-appropriate toys and play materials be available, stored on low, open shelves accessible to children in each room or assigned area. It was determined based on observation that in Classroom Main I/9 Two Year Olds, four out of 7 shelves were empty without toys or books.

POI (Plan of Improvement)

The Center director will ensure there is a variety of age-appropriate toys and play materials in each room for each age group. that are stored on low, open shelves accessible to children.

Correction Deadline: 5/15/2026

Recited on 4/30/2026

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 was observed to be routinely met by the center on this date.

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

Not Met

Finding

591-1-1-.25(3) requires the Center and surrounding premises to be kept clean, free of debris and in good repair. Hygienic measures such as, but not limited to, screened windows and proper waste disposal procedures shall be utilized to minimize the presence of rodents, flies, roaches and other vermin at the Center. It was determined based on observation that classroom I/9 Two year olds back lid toilet had a sharp edge on the right back side that posed a cutting hazard.

POI (Plan of Improvement)

The Center will have the Center and surrounding areas cleaned, make repairs where needed, and remove all debris is removed. The Center will implement a plan to keep areas clean and in good repair that includes regular monitoring.

Correction Deadline: 5/8/2026

Recited on 4/28/2026

Finding

591-1-1-.26(4) requires that playgrounds be protected from traffic or other hazards by a (4) four foot high fence or other barrier approved by this Department. Fencing material shall not present a hazard to children and shall be maintained so as to prevent children from leaving the playground area by any means other than through an approved access route. Fence gates shall be kept closed except when persons are entering or exiting the area. It was determined based on observation that the main left back playground had a 5-Inch gap on the bottom left front gate that posed an entrapment hazard.

POI (Plan of Improvement)

The Center will routinely check the fence to determine if it is in good repair and remains at least 4 feet high, and will repair any hazards. The Center will train Staff to identify and report any fence hazards and to keep the fence gates closed when not in use.

Correction Deadline: 5/14/2026

Recited on 4/30/2026

Defer

Resilient surface will be checked at the next visit due to flooding around the structures.

POI (Plan of Improvement)

The Center will add additional resilient surfacing to the fall zones where needed and check daily, adding resilient surfacing as needed to maintain adequate resiliency.

Correction Deadline: 2/28/2026

Food Service

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

Met

Correction Deadline: 2/9/2026

Corrected on 4/28/2026

The previous citation was observed corrected on this date. The center weekly menus did not present choking hazards.

Health and Hygiene

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

Met

Correction Deadline: 2/9/2026

Corrected on 4/28/2026

The previous citation was observed corrected on this date. Room E5 and Room C3 were observed to use the proper hand-washing procedures.

Correction Deadline: 2/9/2026

Corrected on 4/28/2026

The previous citation was observed corrected on this date. Room I9 and Room A1 were observed to use the proper hand-washing procedures.

Policies and Procedures

591-1-1-.21 Operational Policies & Procedures

Met

Correction Deadline: 2/14/2026

Corrected on 4/28/2026

The previous citation was observed to be corrected on this date. Practices for Shaken Baby Syndrome and abusive head trauma were included in policies and procedures.

Safety

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

Met

Comment

Age-appropriate discussion and/or redirection observed.

Comment

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

Correction Deadline: 2/28/2026

Corrected on 4/28/2026

The previous citation was observed corrected on this date. The center's three vans (Tag #AAN5628, Tag #ABJ2032, and Tag #BNW0654) were observed to have panels installed beneath the second-row windows of each vehicle, and the floors of all vans were free from debris.

Correction Deadline: 2/10/2026

Corrected on 4/28/2026

The previous citation was observed corrected on this date. The center's transportation checklist included the load and unload mark for 11 out of 11 children.

Correction Deadline: 2/9/2026

Corrected on 4/28/2026

The previous citation was observed corrected on this date. The consultant observed completed transportation forms.

Sleeping & Resting Equipment

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

Not Met

Finding

591-1-1-.30(1)(b)1 requires that cots and mats are of sound construction and of sufficient size to accommodate comfortably the size and weight of the child; and that mats are in good repair, washable, covered with a waterproof material and at least two inches (2") thick. It was determined based on observation that 17 blue mats in classroom main E/5 Four-Year olds were torn on the corners and posed a contamination hazard.

POI (Plan of Improvement)

The Center will ensure that cots and mats are of sound construction and of sufficient size to accommodate the size and weight of the child and mats are in good repair, washable, covered with a waterproof material and is at least two inches thick.

Correction Deadline: 4/28/2026

Correction Deadline: 2/9/2026

Corrected on 4/28/2026

The previous citation was observed corrected on this date. The storage of cots and mats were inaccessible to children.

Staff Records

Records Reviewed: 23

Records with Missing/Incomplete Components: 5

Staff # 6

Not Met

Date of Hire: 03/17/2026

Reminder - Health & Safety training is required within 90 calendar days of hired

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

Staff # 7

Not Met

Date of Hire: 03/18/2026

Reminder - Health & Safety training is required within 90 calendar days of hired

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

Staff # 10

Not Met

Date of Hire: 12/01/2025

"Missing/Incomplete Components"

.24(1)-No Record,.24(1)-Evidence of Orientation Missing

Staff # 19

Not Met

Date of Hire: 02/24/2026

Reminder - Health & Safety training is required within 90 calendar days of hired"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

Staff # 20

Not Met

Date of Hire: 02/15/2024

"Missing/Incomplete Components"

.14(2)-CPR missing,.14(2)-First Aid Missing

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

Director provided six files for employees hired since the last visit.

591-1-1-.14 First Aid & CPR(CR)**Not Met****Finding**

Previously Cited: 591-1-1-.14(1)(a) requires all Staff who provide direct care to children must obtain certification in a biennial training program in pediatric cardiopulmonary resuscitation (CPR) and a triennial training program in pediatric first aid within the first 45 days of employment. Current and valid evidence of the successful completion of such training shall be maintained on the Center's premises. The hours obtained completing this certification will not count towards the required annual training hours. It was determined based on a review of records that Staff #20 date of hire February 19,2026 was present in classroom Main A/1 Infants and One Year Olds without evidence of a cardiopulmonary resuscitation (CPR) and pediatric first aid training certificate.

POI (Plan of Improvement)

Previously Cited: All caregiver Staff will complete the required training. The Director will send copies via email verification of completed CPR/First Aid certification to the Consultant upon completion and will develop a plan to ensure all caregiver Staff have completed this training within the first 45 days of employment and that evidence of successful completion of the training is on file available for inspection.

All caregiver Staff must successfully complete a biennial training program in cardiopulmonary resuscitation (CPR) and a triennial training program in first aid taught by certified or licensed health care professionals or trainers and must deal with the provision of emergency care to infants and children. The Director will send copies via email of verification of completed CPR/First Aid certification to the Consultant upon completion.

Correction Deadline: 5/12/2026**Recited on 4/28/2026****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 #10 date of hire December 1,2025 did not have evidence of personnel file as required.

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: 5/3/2026

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

591-1-1-.33(1) requires all Employees and Provisional Employees to receive Initial Center orientation prior to assignment to children or task. It was determined based on review of records Staff #6 date of hire March 17, 2026, Staff #7 date of hire March 18, 2026, Staff #10 date of hire December 1, 2025, and Staff #19 date of hire February 24, 2026 did not have evidence of orientation as required.

POI (Plan of Improvement)

The Center will develop and provide orientation for all new Staff prior to their assignment to children or task.

Correction Deadline: 4/28/2026

Comment

Discussed: Health and Safety Training is required for each staff member with direct care responsibilities within 90 calendar days of their hire date.

Defer

Training will be reviewed at the next licensing study.

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: 3/11/2026

Defer

Training will be reviewed at the next licensing study.

POI (Plan of Improvement)

The Center will plan and schedule the required 10 hours of annual training each year to include a least two (2) hours in evidence based, developmentally appropriate language and literacy practices and follow up to ensure the training is completed.

Correction Deadline: 3/11/2026

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

Discussed that all lead staff must enroll in an approved education program within 6 months of hire and complete degree within 18 months.

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**

Adequate supervision observed on this date.

Correction Deadline: 2/9/2026

Corrected on 4/28/2026

The previous citation was observed corrected on this date. The consultant observed supervision throughout the center.