



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: 3/27/2026 VisitType: Licensing Study

Arrival: 9:00 AM Departure: 12:30 PM

CCLC-50331

Helping Hands Learning Center

2115 Windsor Spring Road, Suite 24 Augusta, GA 30906
Richmond County
(706) 809-5572

Regional Consultant

April Christian

Phone: ()

Fax:

april.christian@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.
03/27/2026	Licensing Study	Good Standing	
09/02/2025	Monitoring Visit	Deficient	
04/21/2025	Incident Investigation Closure	Good Standing	
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	Room A	Infants	1	10	NC	19	C	NA	NA	Floor Play
Main	Room B	One Year Olds	1	17	NC	21	C	NA	NA	Free Play
Main	Room C	Two Year Olds	1	16	NC	21	C	NA	NA	Free Play
		Total Capacity @35 sq. ft.: 39			Total Capacity @25 sq. ft.: 0		Building @35 capacity limited by Playground Limitations			
Suite 16	Left Classroom		0	0	C	21	C	NA	NA	Not In Use
Suite 16	Right Classroom	Three Year Olds and Four Year Olds	2	25	C	21	NC	NA	NA	Free Play
		Total Capacity @35 sq. ft.: 40			Total Capacity @25 sq. ft.: 0		Building @35 capacity limited by Fire Marshall Limitations			
Total # Children this Date: 68		Total Capacity @35 sq. ft.: 79			Total Capacity @25 sq. ft.: 0					

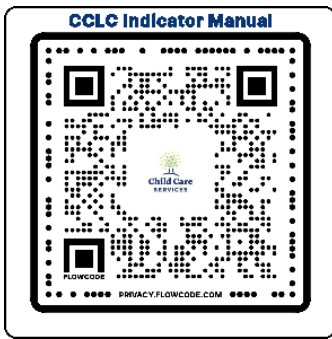
Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground A	13	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
9	18	21	21	12	0	9

Comments

The findings on this report were reviewed with the Director on this date.

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.state.ga.us for more information. Free technical assistance is available!



Summary Report

Date: 3/27/2026 **VisitType:** Licensing Study

Arrival: 9:00 AM **Departure:** 12:30 PM

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The following information is associated with a Licensing Study:

Activities and Equipment

591-1-1-.03 Activities

Met

Comment

Please ensure lesson plans are posted and reflect the current weeks activities in each classroom.

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

Met

Comment

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

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

Comment

Parent agreements observed obtained/completed.

Facility

591-1-1-.06 Bathrooms

Met

Comment

Please monitor bathrooms for necessary supplies.

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

Not Met

Finding

591-1-1-.19(1) requires a Center to provide 35 square feet of usable space per child, which will determine the Center's License capacity. It was determined that 25 (number of children) were observed in Suite 16 (name of classroom). The license capacity for this classroom was 21.

POI (Plan of Improvement)

The Center will limit the number of children in this space to the licensed capacity.

Correction Deadline: 4/25/2026

Comment

591-1-1-.25(11) - Please ensure that the carpet in Main Room A, Suite 16 left and right was tight and clean as required.

Correction Deadline: 4/26/2026

Technical Assistance

591-1-1-.25(3) - Please ensure that the toilets in the Suite 24 bathroom and Suite 16 bathroom bolts are repaired or covered to prevent sharp edges.

Correction Deadline: 3/27/2026

Correction Deadline: 10/2/2025

Corrected on 3/27/2026

.25(8) - The previous citation was observed corrected on this date. The electrical outlets were covered with protective caps as required on this date.

591-1-1-.26 Playgrounds(CR)**Not Met**

Correction Deadline: 10/2/2025

Corrected on 3/27/2026

.26(4) - The previous citation was observed corrected on this day. The black fence was repaired and in good condition as required.

Finding

591-1-1-.26(8) requires climbing and swinging equipment to have a resilient surface beneath the equipment and the fall zone from such equipment must be adequately maintained by the Center to assure continuing resiliency. It was determined based on observation that there was less than one inch of resilient surfacing under the blue slide on Playground A when three inches was required.

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: 4/27/2026

Recited on 3/27/2026

Correction Deadline: 10/2/2025

Corrected on 3/27/2026

.26(9) - The previous citation was observed corrected on this date. The wasp nest, the mop and the cracked blue bat were removed from Playground B as required.

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

Please ensure that bottles are covered and fully labeled with child's full name.

Comment

Please ensure that the infant feeding forms are updated regularly.

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**

Staff stated proper knowledge of diapering procedures.

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

Comment

Staff were observed to remind children to wash hands 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-.27 Posted Notices Met

Comment

Observed all required posted notices.

591-1-1-.29 Required Reporting Met

Comment

Thank you for reporting as required.

Safety

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

Comment

Center does not keep animals on premises.

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

Comment

Age-appropriate discussion and/or redirection observed.

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) N/A

Comment

Center does not provide routine transportation.

Sleeping & Resting Equipment

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

Correction Deadline: 10/2/2025

Corrected on 3/27/2026

.30(1)(a)3 - The previous citation was observed corrected on this date. Consultant arrived observed thirteen infant sheets were tight fitted as required.

Correction Deadline: 10/2/2025

Corrected on 3/27/2026

.30(2)(c) - The previous citation was observed corrected on this date. Upon Consultant's arrival an infant was placed in a safety approved crib as required.

Correction Deadline: 9/2/2025

Corrected on 3/27/2026

.30(4) - The previous citation was observed corrected on this date. The cots in Suite 16 back right corner were inaccessible and separate from the other children's bedding as required.

Staff Records

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

Correction Deadline: 9/2/2025

Corrected on 3/27/2026

.09(1)(c) - The previous citation was observed corrected on this date. The Consultant observed documentation of satisfactory comprehensive criminal records check determination letters on the file for all staff on this date.

Correction Deadline: 9/2/2025

Corrected on 3/27/2026

.09(1)(l)3. - The previous citation was observed corrected on this date. The Consultant observed documentation of satisfactory comprehensive criminal records check determination letters on the file for all staff on this date.

591-1-1-.09 Criminal Records Check(CR)	Met
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Comment

Criminal records checks were observed to be complete.

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

591-1-1-.14(2)(b) requires that there must always be one staff person present in each classroom where children are present that has current and valid pediatric cardiopulmonary resuscitation (CPR) and pediatric first aid training. It was determined based on a review of records that Staff # 2 hired on October 30, 2021, did not have a valid pediatric cardiopulmonary resuscitation (CPR) and pediatric first aid on this date.

POI (Plan of Improvement)

The Director will schedule and/or position caregiver Staff throughout the Center to ensure at least one currently pediatric CPR and First Aid trained Staff person is present in each classroom where children are present.

Correction Deadline: 5/2/2026

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

591-1-1-.33(4) requires within the first year of employment, the Director and person with primary responsibility for food preparation shall have four clock hours of training in food nutrition planning, preparation, serving, proper dish washing and food storage. It was determined based on a review of records that Staff #1, hired on December 10, 2019 and Staff #4, hired on February 8, 2021, did not have evidence of four clock hours of training in food nutrition planning, preparation, serving, proper dish washing and food storage as required.

POI (Plan of Improvement)

The Center will schedule food preparation training, as required, and follow up to ensure the training is completed.

Correction Deadline: 4/30/2026

Recited on 3/27/2026

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 a review of records that Staff #1 (Date of Hire: 12/10/2019), Staff #2 (Date of Hire: 07/20/2020), Staff #4 (Date of Hire: 09/29/2020), Staff #5 (Date of Hire: 02/08/2021), Staff #6 (Date of Hire: 09/09/2022), Staff #9 (Date of Hire: 01/13/2013), Staff #10 (Date of Hire: 05/01/2020), and Staff #11 (Date of Hire: 07/20/2020) did not have evidence of completing ten hours of annual training for the 2024 calendar year as required.

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.

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: 5/15/2026

Recited on 3/27/2026

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)

Not Met

Finding

591-1-1-.32(1) requires the Center to maintain the required Staff:child ratios as follows: under 1 year or under 18 months if not walking = 1:6; 1 year and walking = 1:8; 2 years = 1:10; 3 years = 1:15; 4 years = 1:18; 5 years = 1:20; and 6 years and older = 1:25. A Center must establish groupings of children for care with maximum group sizes as follows: under 1 year = 12; under 18 months/not walking = 12; 1 year and walking = 16; 2 years = 20; 3 years = 30; 4 years = 36; 5 years = 40; and 6 years and older = 50. It was determined based on observation that a ratio of 1:10 was present in Main Room A, consisting of ten infants . A second staff person was needed to meet the minimum ratio of 1:6. It was determined based on observation that a ratio of 1:17 was present in Main Room B, consisting of 17 Toddlers. A second staff person was needed to meet the minimum ratio of 1:8 for toddlers. It was further determined that a ratio of 1:16 was present in Main Room C, consisting of 16 Two year old. A second staff person was needed to meet the minimum ratio of 1:10 as required.

POI (Plan of Improvement)

The Center will hire additional Staff or reschedule current Staff to meet required Staff:child ratios and will organize children into groups that meet requirements.

Correction Deadline: 4/27/2026

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

Met

Comment

Discussed providing direct supervision and be attentive to children's needs.