



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: 4/16/2026 **VisitType:** Monitoring Visit

Arrival: 10:30 AM **Departure:** 12:15 PM

CCLC-47739

Still Waters Learning Center

1560 Oakbrook Drive Norcross, GA 30093 Gwinnett County
(770) 449-4125

Regional Consultant

Jermecia Moore-Fulton

Phone: (470) 214-7043

Fax:

jermecia.moore-fulton@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. 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.
04/16/2026	Monitoring Visit	Good Standing	
11/20/2025	Complaint Closure	Good Standing	
11/20/2025	Complaint Investigation & 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	1L - Room G		0	0	C	19	C	NA	NA	Not In Use
Main	2L - Room H		0	0	C	17	C	NA	NA	Not In Use
Main	2R - Room A - Preschool 4	Three Year Olds and Four Year Olds	2	13	C	20	C	NA	NA	Story, Circle Time
Main	3R - Room B - Preschool 3		0	0	C	20	C	NA	NA	Not In Use
Main	4R - Room C - Toddler	One Year Olds and Two Year Olds	2	9	C	16	C	NA	NA	Outside, Transitioning
Main	Center - Room F		0	0	C	56	C	NA	NA	Not In Use

Total Capacity @35 sq. ft.: 148

Total Capacity @25 sq. ft.: 0

Total # Children this Date: 22

Total Capacity @35 sq. ft.: 148

Total Capacity @25 sq. ft.: 0

Building	Playground	Playground Occupancy	Playground Compliance
Main	School - Age	50	C
Main	Toddler-Preschool	41	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
0	3	6	7	6	0	0

Comments

Updates/Reminders:

• First Aid and CPR:

Effective July 1, 2025, new staff are required to obtain pediatric First Aid and pediatric CPR training within 45 days of employment. Programs must also have at least one person with current pediatric First Aid and pediatric CPR training in each classroom at all times.

• Operational Policies & Procedures:

-Please update 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 please 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.decal.ga.gov/CCS/RulesAndRegulations.aspx> or through the Center on Shaken Baby Syndrome found at: <https://dontshake.org/>.

• Staff Training:

-Initial Program Orientation- All Employees, including volunteers, independent contractors, students-in-training, etc. should have a completed initial program orientation form on file.

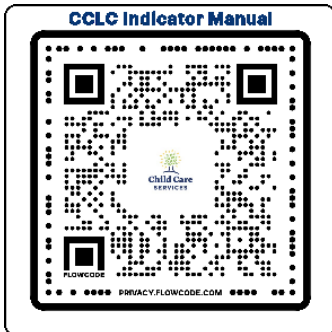
• Annual Training:

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.

-Please ensure to complete rechecks for Criminal Records checks at least 90 days before the five-year expiration. Suggestion: Check monthly or sooner to ensure that staff's criminal records checks are not about to expire.

-For centers conducting or planning on conducting transportation, please remember that the transportation training must be completed prior to participating in transportation and renewed every two years for anyone checking the vehicle, chaperoning on a trip, and signing the checklist, including the director/provider. Please ensure that directors/providers ensure that they also complete the transportation training upon being hired at the center. *Please ensure to mark/indicate when children are loading and unloading and do a physical first and second check (and document by signing) of vehicles used to transport children on transportation documents.

Plan of Improvement: No Plan Developed



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.decal.ga.gov/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.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.ga.gov for more information. Free technical assistance is available!



**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

Summary Report

Date: 4/16/2026 **VisitType:** Monitoring Visit

Arrival: 10:30 AM **Departure:** 12:15 PM

CCLC-47739

Still Waters Learning Center

1560 Oakbrook Drive Norcross, GA 30093 Gwinnett County
(770) 449-4125

Regional Consultant

Jermecia Moore-Fulton

Phone: (470) 214-7043

Fax:

jermecia.moore-fulton@decal.ga.gov

Mailing Address
Same

The following information is associated with a Monitoring Visit:

Activities and Equipment

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)

Met

Comment

Center does not provide swimming activities.

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

Licensed capacity observed to be routinely met by center on this date.

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

Met

Comment

Please be mindful to keep items that pose a hazard inaccessible to children.

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

Met

Comment

Playground observed to be clean and in good repair on this date. However, please monitor the playground/outside area for items that could possibly pose a hazard in the future:

- Refluff resilient surface as needed.
- Biting and/or stinging insects (i.e., bees, ants, etc.).
- Normal wear and tear of the fence surrounding the playground areas.
- Normal wear and tear of playground equipment
- Excessive leaves, sweet gum tree balls, etc.
- Standing water in and/or around playground equipment and/or toys.

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

Proper hand washing observed throughout the center on this date.

591-1-1-.20 Medications(CR)	Met
------------------------------------	------------

Comment

The Provider currently does not dispense/administer medication.

Safety

591-1-1-.05 Animals	Met
----------------------------	------------

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

Center does not participate in field trips at this time.

591-1-1-.36 Transportation(CR)	Met
---------------------------------------	------------

Comment

Center does not provide routine transportation.

Sleeping & Resting Equipment

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

Comment

Please ensure that cribs/cots are labeled for individual use.

Staff Records

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

Comment

Consultant requested to view all Criminal Record checks for employees hired after last visit. Director stated that there have been no new hires since the last visit was conducted on October 28, 2025.

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

Comment

At least one staff person with current and valid pediatric first aid and pediatric CPR observed in each classroom where children were present.

591-1-1-.33 Staff Training	Met
-----------------------------------	------------

Comment

Complete documentation of transportation observed. on this date.

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)	Met
--	------------

Comment

Center observed to maintain appropriate staff:child ratios.

Correction Deadline: 11/25/2025

Corrected on 4/16/2026

.32(4)(b) - The previous citation was observed to be corrected. The Consultant observed both classrooms to have appropriate age groups combined as required on this date.

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

Met

Comment

Staff observed to provide direct supervision and be attentive to children's needs.