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: 12/16/2025 **VisitType:** Complaint Investigation Follow Up **Arrival:** 11:50 AM **Departure:** 3:25 PM

FR-14607
Hiller, Martha
35 COLDWATER WAY Covington, GA 30016 Newton County
(678) 342-6542

Special Investigations Unit Specialist
Brittany Cook
Phone: (706) 434-4412
Fax: (706) 434-7708
brittany.cook@decal.ga.gov

Mailing Address
Same

Quality Rated: ★ ★

Compliance Zone Designation		
12/16/2025	Complaint Investigation Follow Up	Good Standing
08/21/2025	Licensing Study	Good Standing
08/14/2025	Attempted	Good Standing

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.

Ratio Capacity

Age Ranges	Children Present	Child For Pay	CAPS	Not for Pay	Provider Children
Infant (0-11 mos)	0	0	0	0	0
1 & 2 Years	2	2	0	0	0
3 & 4 Years	4	4	0	0	0
School Age(5+) Years	0	0	0	0	0
Total Under 13 Years	6	6	0	0	0
Total Under 18 Years	6				

Children Present: 6
Total Children: 6
Caregivers/Helpers Present: 3
Total Caregivers/Helpers: 1

Comments
December 16, 2025- The investigation was not concluded 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!**

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Summary Report

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The following information is associated with a Complaint Investigation Follow Up:

Children's Records

Records Reviewed: 6 **Records with Missing/Incomplete Components: 1**

Child # 5 Not Met

"Missing/Incomplete Components"

Immunization Form - (.08)(2)

290-2-3-.08 Children's Records **Not Met**

Correction Deadline: 8/21/2025

Corrected on 12/16/2025
.08(11) - The previous citation was observed corrected on this date. The Consultant reviewed records that were signed by each parent acknowledging receipt of the no liability notice.

Finding
290-2-3-.08(2) requires the Home to maintain a file for each Child that includes evidence of age-appropriate immunizations or a signed affidavit against such immunizations; enrollment in the Home may not continue for more than 30 days without such evidence. It was determined based on a review of records that child #5 did not have a current immunization record on file.

POI (Plan of Improvement)
The Home Provider will ensure that an immunization record/signed affidavit is on file for each enrolled Child.

Correction Deadline: 1/16/2026

Recited on 12/16/2025

Finding
290-2-3-.08(8) requires that the Provider establish written policies and procedures, keep them current, make them consistent with applicable laws, including but not limited to the Americans with Disabilities Act, regulations, and these rules, make them available to Parents and use them to govern the operation of the Family Child Care Learning Home. It was determined based on a review of records that the Home did not have a signed acknowledgment page from the parents in the children's files on this date.

POI (Plan of Improvement)
The Home Provider will ensure current written policies and procedures are available and followed.

Correction Deadline: 12/19/2025

Recited on 12/16/2025

Facility

290-2-3-.11 Physical Plant - Safe Environment(CR) **Not Met**

Finding
290-2-3-.11(2)(f) requires that poisons, medicines, cleaning agents and other hazardous materials be in locked areas or inaccessible to children. It was determined based on observation there were Pine Sol cleaner and Raid bug spray stored in an unlocked closet and a broom and dust pan in the restroom accessible to children.

POI (Plan of Improvement)
To ensure the safe storage of hazardous items, the Home Provider will make these items inaccessible to the children.

Correction Deadline: 12/16/2025

Recited on 12/16/2025

290-2-3-.13 Playgrounds(CR) **Not Met**

Correction Deadline: 8/31/2025

Corrected on 12/16/2025
.13(2)(a) - The previous citation was observed corrected on this date. The Consultant observed the exercise equipment to be in the grass area of the playground.

Finding
290-2-3-.13(2)(d) requires that outside play areas be protected from traffic or other hazards by fencing or other barriers at least four feet in height and approved by the Department. Fencing material shall not present a hazard to children. A fence shall be provided around swimming pools to make them inaccessible when not in use. It was determined based on observation two air conditioner units located on the right side of the paved patio were not enclosed. In addition, there was a six inch gap between the fence gate on the left side of the Home.

POI (Plan of Improvement)
The Home will enclose the outside play area(s) with a four-foot high fence or other Department-approved barrier and inspect regularly to ensure fencing material is safe and any hazards identified are repaired or replaced. The Home will install or repair a fence around swimming pools that makes them inaccessible to children.

Correction Deadline: 12/30/2025

Recited on 12/16/2025

Staff Records

Records Reviewed: 3	**Records with Missing/Incomplete Components: 1**

Staff # 1 Not Met

"Missing/Incomplete Components"

Criminal Records Check -.21(1)(a),Copy Of Satisfactory Criminal Records Check -.21(1)(c)

290-2-3-.21 Criminal Records and Comprehensive Background Checks(CR) **Not Met**

Finding
290-2-3-.21(1)(a) requires the Home to ensure that the Provider, every actual and potential Employee(including residents age 17 and older) and Provisional Employee of the Family Child Care Learning Home has submitted both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site. It was determined based on observation that a resident older than 17 years old, Staff #1, was at the Home and had not submitted a Records Check Application to the Department. Staff #1 was present upstairs from the child care space not responsible for children on this date.

POI (Plan of Improvement)
IMMEDIATE CORRECTION - The Home will complete a background check for all residents to ensure that every actual and potential Provider, Employee and Provisional Employee of a Family Child Care Learning Home submit both a Records Check Application to the Department and Fingerprints to an authorized fingerprinting site as required. The provider 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 Home will review background checks quarterly to ensure the CRC rules are maintained.

Correction Deadline: 12/16/2025

Finding
290-2-3-.21(1)(c) requires every Employee to have a current and valid satisfactory Comprehensive Records Check Determination on file prior to being present at the Home while any child is present for care or before residing in the Home if age 17 or older. 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 observation that a resident older than 17 years old, Staff #1, was at the Home and did not have a current and valid satisfactory Comprehensive Records Check Determination on file. Staff #1 was present upstairs from the child care space not responsible for children on this date.

POI (Plan of Improvement)
IMMEDIATE CORRECTION - The Home will review all records to ensure that every Employee has a valid and current satisfactory Comprehensive Records Check Determination on file prior to being present at the Home while any child is present for care or before an individual age 17 or older resides in the Home. 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. The provider 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 Home will review the records quarterly to ensure the CRC rules are maintained.

Correction Deadline: 12/16/2025

290-2-3-.07 First Aid & CPR **Met**

Correction Deadline: 9/20/2025

Corrected on 12/16/2025
.07(8)(a) - The previous citation was observed corrected on this date. The Consultant reviewed a current First Aid and pediatric CPR training record for the Home with an expiration date of September 3, 2027.

290-2-3-.07 Staff Training **Defer**

Defer
290-2-3-.07(9)(a)- The citation was deferred to December 31, 2025, for the annual (10) clock hours of diverse training.

POI (Plan of Improvement)
The Home will obtain the required annual training for Staff and will keep certificates, cards, or other proof of training on file or within the Georgia Professional Development System (GaPDS). The Home will submit proof of training to the Department, if requested.

Correction Deadline: 9/20/2025