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

Investigation Report

Date: 8/28/2026 **VisitType:** Complaint Investigation

CCLC-67289
Ladder of Learning
2818 Hunter Street Brunswick, GA 31520 Glynn County
(912) 574-0999 trinasladderoflearning@gmail.com

Regional Consultant
Connie Boatright
Phone: (404) 947-1033
Fax:
connie.boatright@decal.ga.gov

Mailing Address
Same

Quality Rated: No

Compliance Zone Designation		
08/05/2026	Complaint Closure	Good Standing
06/25/2026	Complaint Investigation Follow Up	Good Standing
06/17/2026	Monitoring Visit	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.

Comments
Findings were discussed with the provider and a final copy was emailed via DocuSign.

Advisement of Potential for Repeated Rule Violations during Pending Investigations

This report shall serve as official notice of potential rule violations. These potential rule violations have been detailed in this report and discussed with you by the consultant. The department shall conduct a thorough investigation to determine if in fact the alleged rule violation(s) should or should not be substantiated. Please be aware that the investigation may take some time to be finalized to ensure fairness and accuracy. During this investigation period, any violations of an identical rule or rules will require the department to treat any and all substantiated rule violations identified in the investigation as repeated rule violation(s).

Further, from time to time the department discovers additional rule violations during the course of an investigation. If there are new rule violation(s), your consultant shall inform you of the violation(s) as soon as possible. However, as stated above, any violations of identical rule(s) will require the department to treat any and all additional rule violations identified in the investigation as repeated rule violations.

All rule violations found in relation to a complaint or incident investigation will be associated with the date the investigation was closed.



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)

I have read and understand the Rules and Regulations for Child Care Learning Centers, 591-1-1. I acknowledge that the items noted in this report have been discussed with me and I have agreed to a Plan of Improvement (POI) as indicated in this report. I understand that correction of these deficiencies, while required, will not necessarily prevent DECAL from taking adverse action against this facility. I understand that if I disagree with any of the deficiencies cited, I have the right to refute them on this report or any other form that I choose to send to Child Care Services.

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Summary Report

Date: 8/28/2026 **VisitType:** Complaint Investigation **Arrival:** 12:20 PM **Departure:** 3:15 PM

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The following information is associated with a Complaint Investigation:

Activities and Equipment

591-1-1-.03 Activities **Not Met**

Finding
591-1-1-.03(8) requires a center to provide individual attention to each child by responding promptly to the child's distress signals and need for comfort. It was determined based on an investigation that on August 3, 2026, between 11:16 a.m. and 11;36 a.m. Center Staff placed two infants on their stomach on a floor mat for tummy time and did not provide the infants with an age appropriate activity.

POI (Plan of Improvement)
The Center will provide staff training in when and how to respond appropriately to children's distress signals and need for comfort.

Correction Deadline: 8/12/2026

Health and Hygiene

591-1-1-.17 Hygiene(CR) **Not Met**

Finding
591-1-1-.17(2) requires that Personnel, to the extent possible, keep children clean, dry and comfortable. It was determined based on an investigation that on August 3, 2026, between 11:15 a.m. and 11:36 a.m., Center Staff placed two infants on their stomach and allowed them to cry for six to 10 minutes until they fell asleep.

POI (Plan of Improvement)
The Center will train staff, review regularly, and monitor.

Correction Deadline: 8/12/2026

Sleeping & Resting Equipment

591-1-1-.30 Safe Sleeping and Resting Requirements(CR) **Not Met**

Finding

591-1-1-.30(2) requires the Center to provide a safe sleep environment in accordance with American Academy of Pediatrics (AAP), Consumer Product Safety Commission (CPSC) and American Society for Testing and Materials (ASTM) recommendations as listed in these rules for all infants. Center Staff shall place an infant to sleep on the infant's back in a crib unless the Center has been provided a physician's written statement authorizing another sleep position for that particular infant that includes how the infant shall be placed to sleep and a time frame that the instructions are to be followed. When an infant can easily turn over from back to front and back again, Staff shall continue to put the infant to sleep initially on the infant's back but allow the infant to roll over into his or her preferred position and not re-position the infant. Sleepers, sleep sacks and wearable blankets that fit according to the commercial manufacturer's guidelines and will not slide up around the infant's face may be used when necessary for the comfort of the sleeping infant. Swaddling shall not be used unless the Center has been provided a physician's written statement authorizing its use for a particular infant that includes instructions and a time frame for swaddling the infant. Center Staff shall not place objects or allow objects to be placed in or on the crib with an infant such as but not limited to toys, pillows, quilts, comforters, bumper pads, sheepskins, stuffed toys, or other soft items and shall not attach objects or allow objects to be attached to a crib with a sleeping infant, such as, but not limited to, crib gyms, toys, mirrors and mobiles. It was determined based on an investigation that on August 3, 2026, between 11:16 a.m. and 11;55 a.m., two infants fell asleep on a floor mat, were allowed to continue sleeping on a floor mat, and were not transitioned to a crib as required. Additionally, it was determined that Staff were placing infants on their stomach when placing them in their crib and not on their back as required.

POI (Plan of Improvement)
The Center will take all steps necessary to provide a safe sleep environment for infants as listed in these rules; will train Staff to follow these rules; and will monitor for compliance.

Correction Deadline: 8/12/2026