



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: 9/3/2026 **VisitType:** Incident Investigation/Licensing Study **Arrival:** 11:00 AM **Departure:** 7:15 PM

CCLC-62165
Big Blue Marble - John's Creek
 3835 Johns Creek Parkway Suwanee, GA 30024 Forsyth County
 (770) 476-3877

Special Investigations Unit Sr. Specialist
 Brittany Mathews
 Phone: (678) 238-3985
 Fax:
 brittany.mathews@dec.al.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.
09/03/2026	Incident Investigation/Licensing Study	Good Standing	
08/04/2026	Incident Investigation Closure	Good Standing	
07/13/2026	Incident Investigation & Follow Up	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 - Suite 100	Infants	1	2	C	16	C	NA	NA	Nap,Feeding
Main	B - Suite 150		0	0	C	16	C	NA	NA	
Main	C - Suite 200	One Year Olds	1	6	C	16	C	NA	NA	Lunch
Main	D - Suite 250	Two Year Olds	1	4	C	22	C	NA	NA	Lunch
Main	E - Suite 300		0	0	C	24	C	NA	NA	
Main	F - Suite 350	Three Year Olds and Four Year Olds	2	11	C	24	C	NA	NA	Lunch
Main	G - Suite 400		0	0	C	24	C	NA	NA	
Main	H - Suite 450 Ga Pre-k	GA PreK	2	8	C	24	C	NA	NA	Lunch
Main	I - Gym 2 Ga. Pre-k	GA PreK	2	13	C	30	C	NA	NA	Lunch
Total Capacity @35 sq. ft.:			196			Total Capacity @25 sq. ft.:		0		
Total # Children this Date: 44			Total Capacity @35 sq. ft.:		196		Total Capacity @25 sq. ft.:		0	

Building	Playground	Playground Occupancy	Playground Compliance
Main	Playground A - Infant/Toddler	28	C
Main	Playground B Left - School Age	150	C
Main	Playground C - Back Right - Preschool	59	C
Main	Playground D - Front Right - Toddlers	35	C

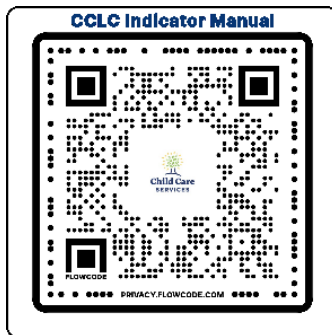
Enrolled Children					
Infant (0-12 months)	Toddler (1-2 yrs)	Preschool (3-5yrs/full time care)	School Age (before/after care only)	GA PreK only	Summer Only
2	12	13	14	22	0

Comments

The following items were discussed during the visit:

- Classroom Hazards
- Playground Hazards
- Maintenance Repairs- Sinks
- Safe Sleep
- Weather Watch Chart

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.decal.ga.gov/CCS/RulesAndRegulations.aspx>.



For additional information regarding the full compliance inspection results of this program or any licensed program in the state, access the Child Care Services Compliance-at-a Glance website by scanning this QR code or visiting: <https://families.decal.ga.gov>.

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.al.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.al.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: 9/3/2026

VisitType: Incident Investigation/Licensing
Study

Arrival: 11:00 AM **Departure:** 7:15 PM

CCLC-62165

Big Blue Marble - John's Creek

3835 Johns Creek Parkway Suwanee, GA 30024 Forsyth County
(770) 476-3877

Special Investigations Unit Sr. Specialist

Brittany Mathews

Phone: (678) 238-3985

Fax:

brittany.mathews@dec.al.ga.gov

Mailing Address

Same

The following information is associated with a Licensing Study Visit:

Activities and Equipment

591-1-1-.03 Activities

Met

Comment

Age-appropriate activities observed throughout the center.

Comment

Lesson Plans were observed to be posted and reflected the current weeks activities in each classroom.

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

Met

Comment

Equipment and furniture observed to be properly secured, as applicable.

591-1-1-.35 Swimming Pools & Water-related Activities(CR)

Met

Comment

Center does not provide swimming activities.

Children's Records

591-1-1-.08 Children's Records

Met

Comment

Records were observed to be complete and well organized.

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.

Finding

591-1-1-.25(13) requires that potentially hazardous equipment, materials and supplies be stored in a locked area inaccessible to children. It was determined based on observation that the following hazards were accessible to children:

-A-Suite 200- An adult pair of scissors were observed on the top of the cubbies shelf.

-I-Gym 2 Ga. Pre-K- A large clear plastic bag labeled "Super Store" was observed in a child's cubby, which posed as a suffocation hazard.

POI (Plan of Improvement)

The Center will identify all hazardous items and keep them in a locked area inaccessible to children. The Center will inform all Staff about hazardous items and the safe storage of those items.

Correction Deadline: 9/3/2026

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 the following repairs were needed:

-A-Suite 200- The children's left-hand sink faucet was inoperable and did not provide warm running water.

-H-Suite 450 Ga Pre-K- The children's sink did not provide warm running water.

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: 9/3/2026

591-1-1-.26 Playgrounds(CR)**Not Met****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 there was a 4.5-inch gap at the bottom of the left-side fence on Playground A.

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: 9/3/2026

Correction Deadline: 6/25/2026

Corrected on 9/3/2026

.26(8) - The previous citation was observed corrected on this date. The Consultant observed that Playground A (Infant/Toddler), Playground B (Left, School Age), and Playground C (Back Right, Preschool) had adequate resilient surfacing within the fall zones of the play structures.

Finding

591-1-1-.26(9) requires the playground to be kept clean, free from litter and free of hazards, such as but not limited to rocks, exposed tree roots and exposed sharp edges of concrete. It was determined based on observation that the following hazards were observed on the playgrounds:

Playgrounds B and C green benches contained rust and peeled paint. In addition, Playground B was observed with two yellow bikes with rust and peeled paint.

The Consultant observed that the previously identified outdoor hazards had been addressed. On Playground A, the exposed tree roots located in the front left corner of the playground had been covered, and the area no longer presented a tripping hazard. On Playground B, the area near the gate leading to Playground C, where erosion had created a large step-up to the concrete path and exposed buried pipe and irrigation materials, had been replaced with a ramp and no longer posed a tripping hazard. Additionally, the padding surrounding a pole supporting the blue sunshade in the back left corner of Playground B had been repaired or replaced, and exposed foam was no longer observed. The plastic barrier surrounding the play structure in the back left corner of Playground B had also been corrected, and the previously observed 11-inch step created by ground deterioration was no longer present.

POI (Plan of Improvement)

The Center will remove any litter and fix or remove hazards from the playground and will routinely monitor the playground and remove litter and hazards.

Correction Deadline: 9/9/2026

Recited on 9/3/2026

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

Center menu meets USDA guidelines.

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**

Hand washing requirements for diapering were discussed with the director on this date.

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

591-1-1-.17(8) requires staff to wash their hands with liquid soap and warm running water upon arrival for the day, when moving from one child care group to another, upon re-entering the child care area after outside play, before and after diapering each child, dispensing medication, applying topical medications, handling and preparing food, eating, drinking, preparing bottles, feeding each child, assisting children with eating and drinking, after toileting or assisting children with toileting, using tobacco products, handling garbage and organic waste, touching animals or pets, handling bodily fluids and after contamination by any means. It was determined based on observation that a staff member used gloves and did not wash their hands prior to changing an infant's while in the A-Suite 100 classroom. During the diaper change, the staff member removed their gloves.

POI (Plan of Improvement)

The Center will ensure liquid soap and warm running water are available for handwashing, train Staff on the handwashing requirements, review the requirements with Staff periodically, and monitor handwashing.

Correction Deadline: 9/3/2026

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

The Provider currently does not dispense/administer medication.

Policies and Procedures

Comment

Program observed complete emergency drills

Safety**591-1-1-.05 Animals**

Met

Comment

Animals maintained clean and appropriately caged.

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

Complete documentation of transportation observed on this date.

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 observation that a staff member allowed an infant to sleep on a mat while in the A-Suite 100 classroom.

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: 9/2/2026

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

Met

Comment

Criminal record checks were observed to be complete.

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

Met

Comment

Criminal records checks were observed to be complete.

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

Evidence observed of 100% of center Staff certified in First Aid and CPR containing emergency care for infants and children on this date.

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

Documentation observed of required staff training.

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**

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

The following information is associated with a Incident Investigation Visit:

Staffing and Supervision

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

Correction Deadline: 8/4/2026

Corrected on 9/3/2026

.32(7) - The previous citation was associated with an investigation and the correction date has since passed.