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: 8/21/2026 **VisitType:** Incident Investigation

CCLC-117
Phoenix School
415 E. Lake Dr. Decatur, GA 30030 DeKalb County
(404) 687-9010 Director@thephoenixschool.com

Special Investigations Unit Specialist
Brittany Cook
Phone: (470) 388-7513
Fax:
brittany.cook@decal.ga.gov

Mailing Address
Same

Quality Rated: ★ ★

Compliance Zone Designation		
03/19/2026	Monitoring Visit	Good Standing
09/11/2025	Licensing Study	Good Standing
07/08/2025	Incident Investigation Closure	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
The investigative findings were not concluded on this date. The investigation remains open pending additional information. Upon completion, the findings will be reviewed with the child care program and a final copy of the report will be sent.
August 21, 2026- The investigation was cocluded on this date.

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: 8/21/2026 **VisitType:** Incident Investigation **Arrival:** 2:10 PM **Departure:** 3:35 PM

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The following information is associated with a Incident Investigation:

Policies and Procedures

591-1-1-.29 Required Reporting **Not Met**

Finding
591-1-1-.29(3) requires the Director or designated person-in-charge to report or cause to be reported to the Department within twenty-four (24) hours or the next work day: any death of a child while in the care of the Center; any serious illness or injury requiring hospitalization or professional medical attention other than first aid of a child while in the care of the Center; any situation when a child in care becomes missing, such as, but not limited to, a child who is left on a vehicle, a child who leaves the building, playground, or property, or a child who is left behind on any trip; any fire; any structural disaster; any emergency situation that requires temporarily relocating children; and any time the program's operating status changes (i.e., open to closed or temporarily closed and temporarily closed to open). It was determined based on an investigation that a 3-year-old child sustained a chin injury on July 8, 2026, at approximately 4:35 p.m. on the Main A playground. The staff administered first aid for the injury, completed an incident report, notified management and the parent. The child departed at approximately 5:30 p.m. According to statements, the parents informed staff at departure that professional medical attention would be obtained. On July 9, 2026, the parents informed staff that the 3-year-old child was diagnosed with a chin laceration that required stitches. Records indicated that the incident was not reported to the Department within 24 hours as required.

Correction Deadline: 8/21/2026

Staffing and Supervision

591-1-1-.32 Supervision(CR) **Not Met**

Finding

591-1-1-.32(7) requires that children be supervised at all times appropriate to the individual age, needs and capabilities of each child. Such supervision must include, but not be limited to, indoor and outdoor activities, mealtimes, naptime, transportation, field trips, and transitions between activities. "Supervision" means that the appropriate number of Staff members are physically present in the area where children are being cared for and are providing watchful oversight to the children, volunteers and Students-in-Training. The persons supervising in the child care area must be alert, positioned to maximize their ability to hear and see the children at all times, and able to respond promptly to the needs and actions of the children being supervised, as well as the actions of the volunteers and Students-in-Training, and provide timely attention to the children's actions and needs. Staff shall be attentive and participating with all children during mealtimes and shall be seated within an arm’s length away from children thirty-six (36) months of age and younger. It was determined based on an investigation that on July 8, 2026, at approximately 4:35 p.m. a 3-year-old child sustained a chin injury on the Main A playground and staff did not see the incident. At the time of the incident, two staff members were supervising four 3-year-old children and six 4-year-old children. Staff A was seated facing the seesaw but further back. Staff B was seated closer to the seesaw, but their back was turned. The 3-year-old and another child were on the seesaw when the other child abruptly got off the seesaw. The 3-year-old child fell forward and hit their chin on the seesaw. Staff heard the 3-year-old child crying and the child walked to them under the gazebo. First aid was administered and the parents were notified. Medical attention was obtained and the child was diagnosed with a chin laceration. Center staff did not see the incident and were not positioned to provide watchful oversight as required.

Correction Deadline: 8/21/2026