



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: 8/4/2025 **VisitType:** Incident Investigation Closure from II/FollowUp on 07/08/2025

CCLC-57474

Joyland Child Development Center

1080 Rainey St. Gainesville, GA 30501 Hall County
(770) 534-5267 shelia.missler@otterlearning.com

Special Investigations Unit Sr. Specialist

Tracey Caine

Phone: (706) 497-1536

Fax: (404) 567-6041

tracey.caine@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.
08/04/2025	Incident Investigation Closure	Support	
07/14/2025	Incident Investigation & Follow Up	Good Standing	
07/08/2025	Incident Investigation & Follow Up	Good Standing	

Comments

07-08-25: The investigative findings were not concluded on this date.

08-04-25: The investigative findings were concluded 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: 8/4/2025 **VisitType:** Incident Investigation Closure from II/FollowUp on 07/08/2025 **Arrival:** 11:00 AM **Departure:** 2:30 PM

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The following information is associated with a Incident Investigation Closure:

Health and Hygiene

591-1-1-.07 Children's Health

Not Met

Finding Associated with Complaint

591-1-1-.07(2) requires that Parents be immediately notified and specific instructions obtained until the child can be picked up or returned to the group, immediately when professional medical attention is required, or when the child experiences symptoms of moderate discomfort, or when the child is involved in an incident that puts their health and/or safety at risk and to notify Parents by the end of the day when professional medical attention is not required, when the child experiences symptoms of less than moderate discomfort or when the child experiences an adverse reaction to prescribed medication which does not constitute moderate discomfort. It was determined based on an investigation that on June 18, 2025, a 5-month-old infant was injured while in care. The staff did not promptly contact the guardian of a 5-month-old infant when the child continued to cry and displayed signs of discomfort throughout the day. At 3:30 p.m., the guardian was made aware that the 5-month-old infant was crying and fussy the entire day. The 5-month-old infant was transported to a medical facility and diagnosed with displaced spiral fracture of the humerus of the left arm. Professional medical attention was required.

Correction Deadline: 8/18/2025

Policies and Procedures

Finding Associated with Complaint

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 which included staff statements, interviews, and documentation, that on June 18, 2024, a 5-month-old infant was injured while in care. On June 18, 2025, the staff was notified by the infant's guardian that the 5-month-old infant would be taken to a medical facility for treatment. The Department determined that the staff failed to complete the required report within 24 hours of being notified on June 18, 2025, that the 5-month-old infant would be taken to a medical facility for treatment. Professional medical attention was obtained.

Correction Deadline: 8/18/2025

Staff Records**591-1-1-.31 Staff(CR)**

Not Met

Finding Associated with Complaint

591-1-1-.31(13) prohibits Center Staff from committing any criminal act, as defined under Georgia law, in the presence of any child enrolled in the Center and requires Center staff to comply with all applicable laws and regulations. It was determined based on an investigation that on June 18, 2025, a staff member roughly handled a 5-month-old infant while in care. The 5-month-old infant sustained a displaced spiral fracture of the humerus of the left arm. The incident resulted in the staff member being arrested and charged with a crime on August 18, 2025.

Correction Deadline: 8/28/2025

Staffing and Supervision**591-1-1-.32 Staff:Child Ratios and Group Size(CR)**

Not Met

Finding Associated with Complaint

591-1-1-.32(4) requires that children under three years old be housed in separate physical areas from older children and cannot be mixed with older children except at specified times and circumstances. It was determined based on an investigation that in the month of June 2025, a child over three years of age was mixed with children under three years of age in the infant classroom. Staff statements revealed that the child was taken to the infant classroom, as punishment until they could calm down. The incident did not occur during the first or last hour of the center's operation hours. The center had a license capacity of 19 or more children at the time of the incident.

Not Met

Correction Deadline: 8/18/2025