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: 8/3/2026 **VisitType:** Complaint Investigation Follow Up **Arrival:** 10:30 AM **Departure:** 12:30 PM

CCLC-52927
Rays of Hope Childcare
745 West Moores Crossing Road Thomaston, GA 30286 Upson County
(706) 647-0050

Special Investigations Unit Sr. Specialist
Tomekia Sherman
Phone: (404) 821-4239
Fax: +1 (404) 445-1874
tomekia.sherman@decal.ga.gov

Mailing Address
Same

Quality Rated: ★ ★

Compliance Zone Designation		
08/03/2026	Complaint Investigation Follow Up	Good Standing
07/27/2026	POI Follow Up	Good Standing
07/09/2026	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.

Data retrieval failed for the subreport, 'RatioCapacity', located at: Koala.Reports.Visits.RDLC.RatioCapacity.rdlc.

Comments
Previous citations were found corrected on this date.

Plan of Improvement: No Plan Developed

CCLC Indicator Manual

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.

Compliance at a Glance

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.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:

Facility

591-1-1-.19 License Capacity(CR) **Met**

Correction Deadline: 7/27/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.

591-1-1-.25 Physical Plant - Safe Environment(CR) **Met**

Correction Deadline: 1/6/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.

Food Service

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

Correction Deadline: 7/27/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.

Correction Deadline: 7/27/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.

Staff Records

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

Correction Deadline: 7/27/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.

Correction Deadline: 7/27/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.

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

Correction Deadline: 2/5/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.

Correction Deadline: 2/5/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.

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

Correction Deadline: 2/5/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.

Staffing and Supervision

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

Correction Deadline: 1/6/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.

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

Correction Deadline: 7/27/2026

Corrected on 8/3/2026
Previous citation found corrected on this date.