



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: 7/16/2026 **VisitType:** Complaint Investigation & Monitoring Visit

Arrival: 10:15 AM **Departure:** 5:00 PM

CCLC-62656
Creme de la Creme Sugarloaf
 2349 Meadow Church Road Duluth, GA 30097 Gwinnett County
 (678) 389-4403

Regional Consultant
 Jermecia Moore-Fulton
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Mailing Address
 Same

Quality Rated: No

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.
07/16/2026	Complaint Investigation & Monitoring Visit	Good Standing	
02/24/2026	Licensing Study	Good Standing	
11/25/2025	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 - Creme Prep (4-5yrs)	Four Year Olds and Five Year Olds	2	18	C	22	C	NA	NA	Transitioning,Outside,Circle Time
Main	B - Coconut Theatre		0	0	C	13	C	NA	NA	Not In Use
Main	C - Toddler Club C	Two Year Olds and Three Year Olds	1	5	C	19	C	NA	NA	Transitioning
Main	D - Pouponniere-Infant B	Infants and One Year Olds	2	6	C	12	C	NA	NA	Transitioning,Lunch,Diapering
Main	D - Pouponniere-Infant C	One Year Olds	1	5	C	12	C	NA	NA	Lunch
Main	E - Pouponniere-Infant 1		0	0	C	19	C	NA	NA	Not In Use
Main	F - Toddler Club A		0	0	C	18	C	NA	NA	Not In Use
Main	G - Toddler Club D	One Year Olds	1	0	C	13	C	NA	NA	Lunch
Main	H - Library		0	0	C	13	C	NA	NA	Not In Use
Main	I - Math and Science		0	0	C	10	C	NA	NA	Not In Use
Main	J - Music		0	0	C	12	C	NA	NA	Not In Use
Main	K-Art		0	0	C	12	C	NA	NA	Not In Use
Main	L-Computer Lab		0	0	C	11	C	NA	NA	Not In Use
Main	M - KREM TV	Five Year Olds	1	13	C	21	C	NA	NA	Transitioning,Free Play
Main	N-Private Kindergarten/ School Age	Six Year Olds and Over	3	25	C	33	C	NA	NA	Centers
Main	O-Gym		0	0	C	31	C	NA	NA	Not In Use

Main	Q- G2-2's	Two Year Olds	1	8	C	21	C	NA	NA	Lunch,Transitioning
Main	R-G3-3's	Three Year Olds	2	28	C	25	NC	NA	NA	Lunch,Transitioning
Total Capacity @35 sq. ft.: 317					Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 108		Total Capacity @35 sq. ft.: 317			Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
Main	A- Tennis Court	29	C
Main	B- Basketball area	110	C
Main	C- Rabbit Run	274	C
Main	D- Tot Lot	52	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
11	13	20	33	29	0	47

Comments

-Please ensure to complete all temporary closures by 8 a.m. (vacation, emergencies, school closures, holidays, etc.) in DECAL KOALA at all times under the Required Report tab whenever your facility is closed temporarily when you are not caring for children for one day or more. Please be sure to SAVE the report prior to exiting.

-Please ensure to complete rechecks for Criminal Records Checks at least 90 days before the five year expiration. Suggestion: Check monthly or sooner to ensure that staff's Criminal Records Checks are not about to expire.

-Incident Reports are to be submitted via DECAL KOALA with all signed staff statements for staff and the Director.

-All amendments are required to be electronically entered in DECAL KOALA.

-Please ensure to hide staff who are no longer employed in your DECAL KOALA account.

-Please ensure that director and staff responsible for food preparation completes the four (4) hours of nutrition training as soon as possible but within the first year of employment.

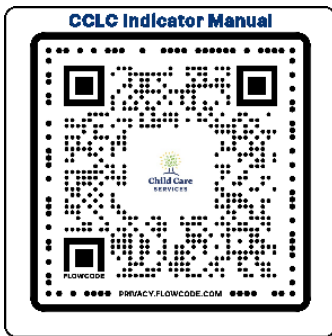
• Staff Training: -Initial Program Orientation- All Employees, including volunteers, independent contractors, students-in-training, etc. should have a completed initial program orientation form on file.

• Annual Training: Effective July 1, 2025, all staff are required to obtain at least two hours in evidence based, developmentally appropriate language and literacy practices and at least two hours in on-going child development and health and safety related topics as part of their 10 hours of annual training.

• First Aid and CPR: Effective July 1, 2025, new staff are required to obtain pediatric First Aid and pediatric CPR training within 45 days of employment. Programs must also have at least one person with current pediatric First Aid and pediatric CPR training in each classroom at all times.

-For centers conducting or planning on conducting transportation, please remember that the transportation training must be completed prior to participating in transportation and renewed every two years for anyone checking the vehicle, chaperoning on a trip, and signing the checklist, including the director/provider. Please ensure that directors/providers ensure that they also complete the transportation training upon being hired at the center. *Please ensure to mark/indicate when children are loading and unloading and do a physical first and second check (and document by signing) of vehicles used to transport children on transportation documents.

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.dec.al.ga.gov/CCS/RulesAndRegulations.aspx>.

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!



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Summary Report

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The following information is associated with a Monitoring Visit:

Activities and Equipment

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

Met

Comment

A variety of equipment and toys were observed throughout the center on this date.

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

Met

Comment

Center does not provide swimming activities.

Facility

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

Met

Comment

Discussed movement of children to maintain capacities.

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

Not Met

Correction Deadline: 2/24/2026

Corrected on 7/16/2026

.25(13) - The previous citation was observed to be corrected.

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 hazardous items were accessible to children in the following classrooms:

-A : Insect Repellent on bin by entrance door

-C: Rips and tears with exposed foam on blue chair and a package of wipes in the restroom

-M: Hand Sanitizer and plastic grocery bags

N: Hand Sanitizer and plastic grocery bags

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: 7/16/2026

591-1-1-.26 Playgrounds(CR)

Met

Comment

Playground observed to be clean and in good repair on this date.

Health and Hygiene

591-1-1-.10 Diapering Areas & Practices(CR)**Met****Comment**

Proper diapering procedures observed.

591-1-1-.17 Hygiene(CR)**Met****Comment**

Proper hand washing observed throughout the center on this date.

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

The Provider currently does not dispense/administer medication.

Safety

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)**Not Met****Finding**

591-1-1-.13(6) requires Center Staff to have emergency medical information on each child who goes on a field trip that includes allergies, special medical needs and conditions, current prescribed medications required to be taken on a daily basis for a chronic condition, the name and phone number of the child's doctor, the local medical facility the Center uses in the area where the Center is located, and the telephone numbers where the parent can be reached. The emergency medical information shall be left at the Center as well as taken on the trip in the possession of the adult in charge of the trip. It was determined based on a review of records, several children's emergency medical information form did not include allergies, the name and phone number of the child's doctor and the local medical facility the Center uses in the area where the Center is located.

POI (Plan of Improvement)

Center Staff will review emergency medical information for each child who goes on a field trip and obtain any missing information. The Center will ensure that this information is in the possession of both the Center and the required adult on the trip.

Correction Deadline: 7/17/2026

591-1-1-.36 Transportation(CR)**Met****Comment**

A current/completed inspection was observed for all vehicles used in transporting children this date.

Comment

Paperwork, checklist, permission forms, annual inspection form and proper check of the vehicle after transportation were discussed with the director.

Sleeping & Resting Equipment

591-1-1-.30 Safe Sleeping and Resting Requirements(CR)**Met****Comment**

Please ensure that cribs/cots are labeled for individual use.

Staff Records

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

Director provided five files for employees hired since the last visit was conducted on February 24, 2026. The Consultant observed five new staff members to have evidence of a satisfactory comprehensive criminal background check on file.

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

At least one staff person with current and valid pediatric first aid and pediatric CPR observed in each classroom where children were present.

591-1-1-.31 Staff(CR)**Met****Comment**

Discussed that all lead staff must enroll in an approved education program within 6 months of hire and complete degree within 18 months.

Staffing and Supervision

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

Center observed to maintain appropriate staff:child ratios.

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

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