



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: 1/14/2026 **VisitType:** Complaint Investigation Closure from CI FollowUp on 12/08/2025

CCLC-15166

Myra Carson DBA Mommy's Cottage

470 Jefferson Highway Winder, GA 30680 Barrow County
(770) 867-8599 sandib1949@gmail.com

Special Investigations Unit Sr. Specialist

Beverly Pollard

Phone: (770) 357-7002

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beverly.pollard@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.
01/14/2026	Complaint Closure	Good Standing	
12/08/2025	Complaint Investigation Follow Up	Good Standing	
06/13/2025	Monitoring Visit	Good Standing	

Comments

The Complaint Investigation was not completed on this date. A final copy will be sent to the facility.

January 14, 2026 The Complaint Investigation was completed on this date. A final copy was sent to the facility.

A Plan of Improvement is due by January 29, 2026.

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.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

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: 1/14/2026 **VisitType:** Complaint Investigation Closure **Arrival:** 1:00 PM **Departure:** 2:45 PM
from CI FollowUp on 12/08/2025

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The following information is associated with a Complaint Closure:

Activities and Equipment

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

Not Met

Finding Associated with Complaint

591-1-1-.12(1) requires each Employee and child in attendance to use all indoor and outdoor furniture, activity materials, and equipment in a safe and appropriate manner and in accordance with the manufacturer's instructions, recommendations, and intended use. All equipment and furniture shall be used only by the age-appropriate group of children. It was determined based on an investigation that on November 18, 2025, a 5-month-old child fell out of a highchair and sustained a head injury and facial laceration. A Staff Person placed the infant in the highchair and fastened the lap strap which was only one point of the three-point harness. The tray and the child fell to the floor. The child received professional medical treatment and was diagnosed with a head injury and the laceration to the forehead was closed with six stitches. The three-point harness on the highchair was not used in accordance with the manufacturer's instructions.

Correction Deadline: 1/14/2026

Health and Hygiene

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

Not Met

Finding Associated with Complaint

591-1-1-.07(4) requires the Center to have a written plan which outlines how emergency medical services will be obtained, including place(s) the child will be taken for emergency care. When a medical emergency arises involving a child, the Center Staff shall seek prompt emergency medical treatment and provide any certified or licensed emergency medical persons with immediate access to the child. It was determined based on an investigation that on November 18, 2025, center staff did not follow their policies and procedures for medical emergencies when a 5-month-old child fell out of a highchair resulting in a head injury and facial laceration. The child's parent was notified but 911 emergency services were not called. The child received professional medical treatment and was diagnosed with a head injury and the laceration was closed with six stitches.

Correction Deadline: 1/14/2026