



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

Cover Sheet

Date: 11/9/2021 **VisitType:** Licensing Study

Arrival: 10:00 AM

Departure: 11:00 AM

CCLC-130

Sheltering Arms - Norcross Center

5360 Old Norcross Road Norcross, GA 30071 Gwinnett County
 (770) 263-6595 emunoz@shelteringarmsforkids.com

Regional Consultant

Leena Mitchell

Phone: (706) 433-7111

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leena.mitchell@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.
11/09/2021	Licensing Study	Good Standing	
04/14/2021	Monitoring Visit	Good Standing	
11/10/2020	Licensing Study	Good Standing	
			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.

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	2L	Four Year Olds	1	8	C	28	C	NA	NA	Centers
Main	3L	Three Year Olds	2	16	C	22	C	NA	NA	Outside
Main	4L	One Year Olds and Two Year Olds	3	10	C	22	C	NA	NA	Outside
Main	5L	Two Year Olds	2	11	C	21	C	NA	NA	Centers
Main	6L	Two Year Olds	1	4	C	21	C	NA	NA	Circle Time
Main	Front - 1st Right	Infants and One Year Olds	2	5	C	20	C	NA	NA	Floor Play
Main	I L	GA PreK	2	19	C	30	C	NA	NA	Centers
Total Capacity @35 sq. ft.: 164						Total Capacity @25 sq. ft.: 0				
Total # Children this Date: 73			Total Capacity @35 sq. ft.: 164			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	A - Infant	7	C
Main	B - Middle	41	C
Main	Playground - Right	47	C

Comments

An Administrative Review was conducted on November 1, 2021. Staff files, children's files, training, and background checks were all reviewed. A virtual inspection was conducted on November 9, 2021 with the director. An in-person visit was not conducted due to the COVID-19 pandemic.

Plan of Improvement: No Plan Developed

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.state.ga.us/CCS/Regulations.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



Important New Deadlines:

Due to the ongoing COVID restrictions, the deadline to become Quality Rated for programs who want to continue to receive Childcare and Parent Services (CAPS), has been extended to at least December 31, 2021.

Get started today! Sign up by completing a short online application: <https://qualityrated.dec.state.ga.us/>
Request free technical assistance to help you earn your star rating by contacting the Quality Rated help desk at 855-800-7747 or qualityrated@dec.state.ga.us

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), e-mail the following information to CCSRefutations@dec.state.ga.us.

- 1) Facility name, license number and visit date
- 2) Your name, title/relationship to the facility, e-mail address & up to two phone number(s) where you can be reached
- 3) Specific rule number(s) that you are refuting, along with your concerns or questions regarding the rule citation

Refutations must be submitted to Child Care Services (CCS) within 10 business days of the completion date.

A sample form for submitting a refutation can be found at: <http://dec.state.ga.us/ChildCareServices/RefutationInformation.aspx>

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)

Elvia Muñoz, Program Official

Date

Leena Mitchell, Consultant

Date



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Findings Report

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The following information is associated with a Licensing Study:

Activities and Equipment

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

Met

Comment

A virtual walk through was conducted on this date due to the COVID-19 pandemic. Upon the virtual walk through, a variety of equipment was observed to be clean, properly secured, and in good repair.

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

Met

Comment

Center does not provide swimming activities.

Children's Records

Records Reviewed: 5

Records with Missing/Incomplete Components: 0

Child # 1	Met
Child # 2	Met
Child # 3	Met
Child # 4	Met
Child # 5	Met

591-1-1-.08 Children's Records**Met****Comment**

Consultant discussed the following rule with the Provider on this date: 591-1-1-.08(1) requires the Center Staff to maintain a file for each child while such child is in care and for one year after that child is no longer enrolled. In order for the file to be complete, the file shall contain the following: child's name, birth date, sex, address, living arrangement, name of school if applicable; names of both Parents, home and work addresses, and home and work telephone numbers; name(s) and addresses of the person(s) to whom the child may be released including address, telephone numbers, relationship to child and to Parent(s), and other identifying information; name(s) and telephone number(s) of person(s) to contact in emergencies when the Parent cannot be reached; name and telephone number of the child's primary source of health care; and a statement regarding known allergies, physical problems, mental health disorders, mental retardation or developmental disabilities which limit the child's participation in the program.

Correction Deadline: 11/9/2021**Facility****591-1-1-.06 Bathrooms****Met****Comment**

Bathrooms observed to be clean and well maintained.

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

Licensed capacity observed to be routinely met by center.

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

A virtual walk through was conducted on this date due to the COVID-19 pandemic. The center appeared to be clean, well maintained, and safe from hazardous condition upon virtual walk through.

591-1-1-.26 Playgrounds(CR)**Met****Comment**

Playground observed to be clean and in good repair.

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

Center menu meets USDA guidelines.

Comment

Please ensure that infant feeding forms are updated regularly.

Comment

Consultant discussed the following rule with the Provider on this date: 591-1-1-.15(3) adding a thermometer to classroom refrigerator's to ensure milk and bottles are kept at a temperature of forty (40) degrees Fahrenheit or less.

Correction Deadline: 11/9/2021**591-1-1-.18 Kitchen Operations****Met****Comment**

Kitchen appears clean and well organized.

Health and Hygiene

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

Staff stated proper knowledge of diapering procedures. Hand washing and sanitizing requirements for diapering were discussed with the Director on this date.

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

Staff stated proper knowledge of hand washing and hygiene procedures for staff and children during virtual visit.

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

Discussed proper medication documentation and procedures.

Policies and Procedures

591-1-1-.21 Operational Policies & Procedures	Met
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Comment

Program observed complete emergency drills

591-1-1-.27 Posted Notices	Met
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Comment

Observed all required posted notices.

591-1-1-.29 Required Reporting	Met
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Comment

The consultant discussed the updated required reporting requirements regarding suspected cases of child abuse (at the center and/or home) reported to the Department of Family and Children Services, communicable illness required to be reported to the Department of Public Health, and temporary closure of the center via DECAL KOALA.

Safety

591-1-1-.05 Animals	Met
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Comment

Center does not keep animals on premises.

591-1-1-.11 Discipline(CR)	Met
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Comment

A virtual visit was conducted due to the COVID-19 pandemic. Discipline was not directly observed during the virtual walk through. Regulations regarding proper discipline were discussed with the Director on this date.

591-1-1-.13 Field Trips(CR)	Met
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Comment

Center does not participate in field trips at this time.

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

Center does not provide routine transportation.

Sleeping & Resting Equipment

Comment

Discussed SIDS and infant sleeping position.

Comment

The correct number of mats, sheets and blankets were observed on this date. Cleaning and disinfecting of mats was discussed with the director on this date.

Staff Records

Records Reviewed: 24**Records with Missing/Incomplete Components: 0**

Staff # 1	Met
Date of Hire: 01/13/2020	
Staff # 2	Met
Date of Hire: 04/23/2001	
Staff # 3	Met
Date of Hire: 04/23/2001	
Staff # 4	Met
Date of Hire: 08/17/2020	
Staff # 5	Met
Date of Hire: 01/16/2020	
Staff # 6	Met
Date of Hire: 09/01/2007	
Staff # 7	Met
Date of Hire: 08/27/1987	
Staff # 8	Met
Date of Hire: 03/09/2004	
Staff # 9	Met
Date of Hire: 01/25/2021	
Staff # 10	Met
Date of Hire: 10/15/2018	
Staff # 11	Met
Date of Hire: 08/01/2011	
Staff # 12	Met
Date of Hire: 04/14/2021	
Staff # 13	Met

Records Reviewed: 24**Records with Missing/Incomplete Components: 0**

Date of Hire: 06/20/2016

Staff # 14

Met

Date of Hire: 11/09/2020

Staff # 15

Met

Date of Hire: 08/07/2015

Staff # 16

Met

Date of Hire: 09/20/2021

Staff # 17

Met

Date of Hire: 01/15/2021

Staff # 18

Met

Date of Hire: 08/20/1990

Staff # 19

Met

Date of Hire: 10/01/2005

Staff # 20

Met

Date of Hire: 09/13/2004

Staff # 21

Met

Date of Hire: 10/11/1999

Staff # 22

Met

Date of Hire: 04/22/2019

Staff # 23

Met

Date of Hire: 10/23/2017

Staff # 24

Met

Date of Hire: 01/23/2017

Staff Credentials Reviewed: 15**591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)****Met****Comment**

The director provided two files for staff members hired since the previous visit conducted on April 14, 2021. The consultant observed two of two newly hired staff members to have evidence of a satisfactory criminal record check letter on file.

591-1-1-.09 Criminal Records Check(CR)**Met****Comment**

Criminal records checks were observed to be complete.

591-1-1-.14 First Aid & CPR**Met**

Comment

Evidence observed of 100% of center staff certified in First Aid and CPR.

Comment

Please replace/add missing/expired item(s) in first aid kit(s).

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

Documentation observed of required staff training.

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

Staff observed to be compliant with applicable laws and regulations.

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**

A Virtual Visit was conducted due to the COVID-19 pandemic. Proper supervision of children, including being prompt to children's needs, was discussed with the Director on this date.