



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: 10/23/2025 **VisitType:** Complaint Investigation Closure from CI/LS on 10/16/2025

CCLC-65964

Lakestones Academy - Cartersville

216 E Felton Rd Cartersville, GA 30121 Bartow County
(678) 820-6899 adrienne.echols@otterlearning.com

Regional Consultant

Sharnette Glenn

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sharnette.glenn@dec.al.ga.gov

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.
10/23/2025	Complaint Closure	Good Standing	
10/16/2025	Complaint Investigation & Licensing Study	Good Standing	
04/21/2025	Initial Licensing Study	Good Standing	

Comments

The complaint investigation closed on October 23, 2025.

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

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: 10/23/2025 **VisitType:** Complaint Investigation Closure **Arrival:** 1:30 PM **Departure:** 4:00 PM
from CI/LS on 10/16/2025

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The following information is associated with a Complaint Closure:

Activities and Equipment

591-1-1-.03 Activities

Not Met

Finding Associated with Complaint

591-1-1-.03(9) requires center staff to refrain from engaging in, or allowing children or other adults to engage in, activities that could be detrimental to a child's health or well-being, such as but not limited to, horse play, rough play, wrestling, and picking up a child in a manner that could cause injury. It was determined based on the investigation, the staff statements and interviews, and video footage revealed that the child was eating dirt on the playground on October 7, 2025. Staff statements revealed that they noticed the child licking the dirt off their hands and asked the child to move out of the dirt several times. Staff statements further revealed that physically removing was not an option for them and other children's safety. The video footage revealed that the child was eating dirt off their hands, and the staff members were talking among themselves. The staff members looked over at the child, but they did not intervene as the child ate dirt for 13 minutes. The video footage further revealed that the staff member was questioned during pick up about why the child was eating dirt, and that is when the staff member went over to the child and tried to intervene.

POI (Plan of Improvement)

The Center will review requirements with Staff to ensure that appropriate activities are conducted with children.

Correction Deadline: 10/22/2025

Organization

591-1-1-.37 Inspections & Investigations

Not Met

Finding Associated with Complaint

591-1-1-.37(e) requires the Center shall not make or condone any Staff to make a false or misleading statement to the Department in connection with any authorized investigation or inspection being conducted by the Department. It was determined based on the investigation that staff statements and interviews gave misleading and false statements. Staff statements revealed that on the playground, they were watching a child who ran into the pole. Staff statements further revealed that they did not know anything about the incident until the next day, after Bright From The Start came to investigate. The video footage revealed three staff members: two on one playground by the fence, and another on the other side of the fence on the other playground. They were talking to each other, turning around, looking at the child eating dirt, and laughing. The video footage further revealed that four staff members witnessed the incident, as they observed the child eating the dirt.

POI (Plan of Improvement)

The Center will not make, or condone Staff to make false or misleading statements to the Department.

