



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: 11/18/2025 **VisitType:** Licensing Study

Arrival: 9:50 AM **Departure:** 1:00 PM

CCLC-52428

Primrose School at Johns Creek

7396 McGinnis Ferry Road Suwanee, GA 30024 Forsyth County
 (770) 476-9024

Regional Consultant

Francine Arnone

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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.
11/18/2025	Licensing Study	Good Standing	
05/21/2025	Licensing Study	Good Standing	
03/14/2024	Licensing Study	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- 1's	One Year Olds	1	8	C	13	C	NA	NA	Outside
Main	B- young 2's	One Year Olds and Two Year Olds	1	8	C	18	C	NA	NA	Free Play
Main	C- older 2's	One Year Olds and Two Year Olds	1	5	C	20	C	NA	NA	Centers
Main	D- 2's-3's	Two Year Olds and Three Year Olds	1	7	C	20	C	NA	NA	Outside
Main	E- GA Pre-K/Afterschool	Four Year Olds	1	10	C	19	C	NA	NA	Free Play
Main	F- 4's	Three Year Olds	1	7	C	19	C	NA	NA	Centers
Main	G- 3-4's	Three Year Olds and Four Year Olds	1	13	C	19	C	NA	NA	Snack
Main	H- 3's & 4's	Four Year Olds	2	21	NC	20	NC	NA	NA	Outside
Main	I- 6 wks- 12mths	Infants and One Year Olds	2	5	C	20	C	NA	NA	Floor Play
		Total Capacity @35 sq. ft.: 150			Total Capacity @25 sq. ft.: 0		Building @35 capacity limited by Fire Marshall Limitations			
Total # Children this Date: 84		Total Capacity @35 sq. ft.: 150			Total Capacity @25 sq. ft.: 0					

Building	Playground	Playground Occupancy	Playground Compliance
Main	FPlayground D- 6 wks- 12 mths	19	C
Main	Playground A- 1's and 2's	37	C

Main	Playground C- 3 -12 yrs	93	C
Main	Playgrouond B- 2-4 yrs	39	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
5	11	21	25	20	1	6

Comments

A copy of this report was provided on this date.

The Consultant discussed the following:

-Effective July 1, 2025, new staff are required to obtain pediatric First Aid and pediatric CPR training within 45 days of employment. It was further discussed that programs must have at least one person with current pediatric First Aid and pediatric CPR training in each classroom at all times.

-Updating the Center's policies and procedures to include the program's practices regarding the expulsion and suspension of children enrolled for care within the description of behavior management and discipline actions used by the Center.

-Ensure a description of the practices followed by the Center to prevent shaken baby syndrome and abusive head trauma in children up to five years of age that includes the following information: how to recognize, respond to, and report the signs and symptoms of shaken baby syndrome and abusive head trauma; strategies to assist staff members in understanding how to care for infants and how to cope with a crying, fussing, or distraught child; strategies to ensure staff members understand the brain development of children up to five years of age; and a list of prohibited behaviors when dealing with children.

-Additional information can be found in the CCLC Indicator Manual found on DECAL's website at:

<https://www.decal.ga.gov/CCS/RulesAndRegulations.aspx> or through the Center on Shaken Baby Syndrome found at: <https://dontshake.org/>.

-All Employees, including volunteers, independent contractors, students-in-training, etc. should have a completed initial program orientation form on file.

-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.

- A new Child Care Weather Watch Chart is available on the KOALA website. Weather does not permit outdoor play when there is active precipitation or when weather advisories are in effect. Consult the Child Care Weather Watch Chart resource for further guidance, considering specific weather conditions.

Plan of Improvement: Developed This Date

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@dec.al.ga.gov for more information. Free technical assistance is available!



Summary Report

Date: 11/18/2025 VisitType: Licensing Study

Arrival: 9:50 AM Departure: 1:00 PM

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

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

N/A

Comment

Center does not provide swimming activities.

Facility

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

Not Met

Finding

591-1-1-.19(1) requires a Center to provide 35 square feet of usable space per child, which will determine the Center's License capacity. It was determined based on observation that Room H-3's & 4's had 21 children present on this date and two staff present. Room H-3's & 4's is licensed for a maximum capacity of 20 children with 35 SF of usable space per child.

POI (Plan of Improvement)

The Center will limit the number of children in this space to the licensed capacity.

Correction Deadline: 11/18/2025

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

Met

Correction Deadline: 5/21/2025

Corrected on 11/18/2025

.25(13) - The previous citation has been corrected. There were no hazards observed to be accessible on this date.

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

Met

Correction Deadline: 5/28/2025

Corrected on 11/18/2025

.26(4) - The previous citation has been corrected. The Consultant observed that on Playground A-1's and 2's the white fencing was repaired with a board to cover the 6 inch gap on the bottom of the fence and on Playground B-2-4 yrs, the black gate on the back of the playground had a board installed to fill in the gap between the building and the start of the fence.

Health and Hygiene

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

Comment

Staff stated proper knowledge of diapering procedures.

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

Comment

Proper hand washing observed throughout the center on this date.

591-1-1-.20 Medications(CR) N/A

Comment

The Provider currently does not dispense/administer medication.

Policies and Procedures

591-1-1-.21 Operational Policies & Procedures Technical Assistance

Technical Assistance

591-1-1-.21(2)(r) - New - Ensure a description of the practices followed by the Center to prevent shaken baby syndrome and abusive head trauma in children up to five years of age that includes the following information: how to recognize, respond to, and report the signs and symptoms of shaken baby syndrome and abusive head trauma; strategies to assist staff members in understanding how to care for infants and how to cope with a crying, fussing, or distraught child; strategies to ensure staff members understand the brain development of children up to five years of age; and a list of prohibited behaviors when dealing with children.

Correction Deadline: 11/23/2025

Safety

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

Comment

Staff were observed to maintain a positive learning environment on this date.

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

Comment

Complete documentation of transportation observed on this date.

Sleeping & Resting Equipment

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

Comment

Discussed SIDS and infant sleeping position.

Staff Records

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

Comment

Criminal record checks were observed to be complete.

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

Comment

Evidence observed of 100% of center Staff certified in First Aid and CPR containing emergency care for infants and children on this date.

591-1-1-.33 Staff Training Met

Correction Deadline: 6/20/2025

Corrected on 11/18/2025

.33(3)(a)-(k) - The previous citation has been corrected. The Consultant reviewed the files and found that all staff completed the Health and Safety training as required.

Correction Deadline: 6/20/2025

Corrected on 11/18/2025

.33(5) - The previous citation has been corrected. The Consultant observed the 2025 10 hours of annual training to be completed by all staff on this date.

591-1-1-.31 Staff(CR)

Met

Correction Deadline: 5/21/2025

Corrected on 11/18/2025

.31(2)(c) - The previous citation has been corrected. The Consultant reviewed the files and found each classroom has a qualified Lead Teacher as required.

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.