



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: 8/14/2025 **VisitType:** Licensing Study

Arrival: 10:50 AM **Departure:** 2:45 PM

CCLC-63527

Towne Square Academy at Norcross

2175 North Norcross-Tucker Rd. Norcross, GA 30071 Gwinnett
County
(718) 483-5093 amber@milestoneed.com

Regional Consultant

Jermecia Moore-Fulton

Phone: (470) 214-7043

Fax:

jermecia.moore-fulton@decal.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.
08/14/2025	Licensing Study	Good Standing	
02/12/2025	Monitoring Visit	Good Standing	
07/08/2024	Initial 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-Class #1 (Elementary)		0	0	C	27	C	NA	NA	Not In Use
Main	B-Afterschool		0	0	C	25	C	NA	NA	Not In Use
Main	C-Class #2	Three Year Olds and Five Year Olds	1	12	C	25	C	NA	NA	Centers
Main	D-Class #3 (GAPreK)	GA PreK	2	16	C	25	C	NA	NA	Centers
Main	E-Toddler	One Year Olds and Two Year Olds	3	14	C	25	C	NA	NA	Diapering, Centers
Total Capacity @35 sq. ft.: 127			Total Capacity @25 sq. ft.: 0							
Total # Children this Date: 42			Total Capacity @25 sq. ft.: 0							

Building	Playground	Playground Occupancy	Playground Compliance
Main	PG B/Large	104	C
Main	PG/A/Small	22	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
0	7	11	12	17	1	2

Comments

***Updates/Reminders:**

• 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. 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.

• Operational Policies & Procedures:

-Please update 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.

-Also please 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.dec.al.gov/CCS/RulesAndRegulations.aspx> or through the Center on Shaken Baby Syndrome found at: <https://dontshake.org/>.

• 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.

• The CCS Consultant discussed and left a copy of the updated Child Care Weather Watch Chart with the program today. 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.dec.al.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!



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

(Findings Report)

Date: 8/14/2025 **VisitType:** Licensing Study

Arrival: 10:50 AM **Departure:** 2:45 PM

CCLC-63527

Towne Square Academy at Norcross

2175 North Norcross-Tucker Rd. Norcross, GA 30071 Gwinnett
County
(718) 483-5093 amber@milestoneed.com

Regional Consultant

Jermecia Moore-Fulton

Phone: (470) 214-7043

Fax:

jermecia.moore-fulton@dec.al.ga.gov

Mailing Address

Same

The following information is associated with a LS:

Activities and Equipment

Records Reviewed: 10

Records with Missing/Incomplete Components: 1

Staff # 2

Not Met

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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

Records Reviewed: 10

Records with Missing/Incomplete Components: 1

Staff # 2

Not Met

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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 on this date.

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

Met

Comment

Please be mindful to keep items that pose a hazard inaccessible to children.

Correction Deadline: 7/18/2024

Prior Visits: 07/08/2024

Corrected on 8/14/2025

.26(6) - The previous citation was observed to be corrected, The Consultant observed the dome climber on playground A to be free of rust and chipping paint and there is no longer a rock climbing area on playground B.

Technical Assistance

591-1-1-.26(9) - requires the playground to be kept clean, free from litter and free of hazards, such as but not limited to rocks, exposed tree roots and exposed sharp edges of concrete. Please monitor the playground/outside area for the items that could possibly pose a hazard in the future:

- Biting and/or stinging insects (i.e., bees, ants, etc.).
- Normal wear and tear of the fence surrounding the playground areas.
- Normal wear and tear of playground equipment (i.e., chipped paint, rust, cracked/broken, etc.).
- Refluff resilient surface as needed.
- Standing water in and/or around playground equipment and/or toys.

Correction Deadline: 8/14/2025

Health and Hygiene

Records Reviewed: 10

Records with Missing/Incomplete Components: 1

Staff # 2

Not Met

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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

Proper diapering procedures observed.

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

Staff were observed to remind children to wash hands on this date.

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

Discussed proper medication documentation and procedures.

Safety

Records Reviewed: 10

Records with Missing/Incomplete Components: 1

Staff # 2

Not Met

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

591-1-1-.05 Animals**N/A****Comment**

Center does not keep animals on premises.

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)**Met****Comment**

Center does not participate in field trips at this time.

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

N/A

Comment

Center does not provide routine transportation.

Correction Deadline: 10/20/2023**Prior Visits: 02/12/2025****Corrected on 8/14/2025**

.36(7)(d)2. - The previous citation was observed to be corrected in that the Center is currently not providing routine transportation.

Sleeping & Resting Equipment**Records Reviewed: 10****Records with Missing/Incomplete Components: 1**

Staff # 2

Not Met

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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

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

Staff Records**Records Reviewed: 10****Records with Missing/Incomplete Components: 1**

Staff # 2

Not Met

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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

Director provided [four] file(s) for employees hired since last visit. The Consultant observed four new staff members hired since the previous visit to have evidence of a satisfactory comprehensive criminal background check on file.

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

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

591-1-1-.24 Personnel Records**Not Met****Finding**

591-1-1-.24(1) requires the center to maintain a personnel file on the Director, all Employees, Provisional Employees, Personnel, Staff, Students-in-Training, Volunteers, Clerical, Housekeeping, Maintenance, and other Support Staff for the duration of the term of employment plus one calendar year, and it shall contain the following: identifying information to include: name, date of birth, social security number, current address and current telephone number; employment history; as applicable to the position held: evidence of education and qualifying work experience; evidence of all training required by these rules which shall include: title of training, date of training, trainer's signature, location of training and number of clock hours obtained; a statement completed by the staff member that the information provided is true and accurate; any other records required by these rules; and as applicable to the position held, evidence of required orientation including date and signature of person providing the orientation; It was determined based on review of records staff member #2 did not have evidence of required orientation.

POI (Plan of Improvement)

The Center will secure required information for all Personnel. The Center will ensure that complete information is in the personnel file for all Directors, Employees, Provisional Employees, Personnel, Staff, Students-in-Training, Volunteers, Clerical, Housekeeping, Maintenance and other Support Staff.

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

Met

Comment

Staff observed to be compliant with applicable laws and regulations.

Staffing and Supervision

Records Reviewed: 10

Records with Missing/Incomplete Components: 1

Staff # 2

Not Met

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing

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.