**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:** 7/9/2026 **VisitType:** Monitoring Visit **Arrival:** 8:05 AM **Departure:** 10:00 AM

**CCLC-52927**
**Rays of Hope Childcare**
745 West Moores Crossing Road Thomaston, GA 30286 Upson County
(706) 647-0050

Regional Consultant
Brandi Mangino
Phone: (404) 548-4987
Fax:
brandi.mangino@decal.ga.gov

**Mailing Address**
Same

Quality Rated: ★ ★

| Compliance Zone Designation | | |
|---|---|---|
| 07/09/2026 | Monitoring Visit | Deficient |
| 01/06/2026 | Licensing Study | Good Standing |
| 08/29/2025 | Complaint Closure | Good Standing |

**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.

**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 - (1R) 5-12 yrs | Four Year Olds and Five Year Olds and Six Year Olds and Over | 1 | 14 | C | 10 | NC | 14 | C | Free Play,Breakfast |
| Main | B- (2R) 1's | | 0 | 0 | C | 9 | C | NA | NA | |
| Main | C- (3R) 2's | Two Year Olds | 1 | 5 | C | 12 | C | NA | NA | Breakfast |
| Main | D - (3L) 4's | Three Year Olds | 1 | 7 | C | 21 | C | NA | NA | Centers,Breakfast |
| Main | E - (2L) 3's | | 0 | 0 | C | 13 | C | NA | NA | |
| Main | F - (1L) 6wks-18mths | One Year Olds | 1 | 6 | C | 19 | C | NA | NA | Breakfast |
| | | Total Capacity @35 sq. ft.: 84 | | | Total Capacity @25 sq. ft.: 88 | | | | | |
| Total # Children this Date: 32 | | Total Capacity @35 sq. ft.: 84 | | | Total Capacity @25 sq. ft.: 88 | | | | | |

| Building | Playground | Playground Occupancy | Playground Compliance |
|---|---|---|---|
| Main | Playground A - 6wks-12 yrs | 111 | C |

**Enrolled Children**

| Under 1 years | 1 years | 2 years | 3 years | 4 years | 5 years (Prekonly) | 5 years and older |
|---|---|---|---|---|---|---|
| 8 | 8 | 10 | 10 | 7 | 0 | 15 |

**Comments**
The purpose of the visit was to conduct a Monitoring Visit.

The center will need to submit a plan of improvement through decal koala by July 23, 2026. The plan will need to include the date of correction, how the rule was corrected and how the rule will be maintained going forward.

Plan of Improvement: To Be Submitted 07/23/2026

CCLC Indicator Manual

For additional information regarding any licensing topics discussed during this visit, please consult the Rules and Regulations Indicator Manual. This manual provides comprehensive clarification of each rule, including evaluation indicators, related best practices, and relevant considerations to support your program's continued and sustained compliance.

To access the Indicator Manual, please scan the QR code below or visit our website at https://www.decal.ga.gov/CCS/RulesAndRegulations.aspx.

Compliance at a Glance

For additional information regarding the full compliance inspection results of this program or any licensed program in the state, access the Child Care Services Compliance-at-a Glance website by scanning this QR code or visiting: https://families.decal.ga.gov.

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.

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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.

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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@decal.ga.gov for more information. Free technical assistance is available!**

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**Summary Report**

**Date:** 7/9/2026 **VisitType:** Monitoring Visit **Arrival:** 8:05 AM **Departure:** 10:00 AM

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**The following information is associated with a Monitoring Visit:**

## Activities and Equipment

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

**Comment**
Discussed adding equipment and toys to enhance variety.

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

**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 the 1R classroom had 14 children in a space that was licensed for 10 children.

**Correction Deadline: 7/9/2026**

**Recited on 7/9/2026**

**591-1-1-.25 Physical Plant - Safe Environment(CR)** **Not Met**

**Correction Deadline: 1/6/2026**

**Corrected on 7/9/2026**
**.25(13) - Citation corrected. Consultant discussed rule requirements for hazards being inaccessible.**

**Finding**
591-1-1-.25(3) requires the Center and surrounding premises to be kept clean, free of debris and in good repair. Hygienic measures such as, but not limited to, screened windows and proper waste disposal procedures shall be utilized to minimize the presence of rodents, flies, roaches and other vermin at the Center. It was determined based on observation that the the two rugs in Room E (2L) were in need of being cleaned due to stains.

**Correction Deadline: 7/9/2026**

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**591-1-1-.26 Playgrounds(CR)** **Not Met**

**Technical Assistance**
Consultant discussed that two cozy coupe cars were in need of repair in that one did not have a door and one was missing a steering wheel.

**Correction Deadline: 7/9/2026**

**Finding**
591-1-1-.26(4) requires that playgrounds be protected from traffic or other hazards by a (4) four foot high fence or other barrier approved by this Department. Fencing material shall not present a hazard to children and shall be maintained so as to prevent children from leaving the playground area by any means other than through an approved access route. Fence gates shall be kept closed except when persons are entering or exiting the area. It was determined based on observation that fencing throughout was not meeting the 4-foot height requirement in that it was measuring to be approximately 3-feet in height.

**Correction Deadline: 7/23/2026**

**Recited on 7/9/2026**

**Finding**
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. It was determined based on observation that the following hazards were present on the playground::
-exposed concrete next to the shaded area
-water hose on the fencing accessible to children
-debris on the ground near the exit door

**Correction Deadline: 7/9/2026**

## Food Service

**591-1-1-.15 Food Service & Nutrition** **Not Met**

**Finding**
591-1-1-.15(1) requires that meals and snacks are served, with serving sizes dependent upon the age of the child, that meet nutritional guidelines as established by the United States Department of Agriculture Child and Adult Care Food Program. Meals and snacks shall be varied daily, and additional servings of nutritious food shall be offered to children over and above the required daily minimum, if not contraindicated by special diets. It was determined based on observation that USDA guidelines were not met in that only cereal and milk were served for breakfast.

**Correction Deadline: 7/9/2026**

## Health and Hygiene

**591-1-1-.10 Diapering Areas & Practices(CR)** **Not Met**

**Finding**
591-1-1-.10(4) requires that if diapers are changed on a diaper changing surface, the surface shall be smooth, nonporous, and equipped with a guard or rails to prevent falls. Between each diaper change, the diaper changing surface shall be cleaned with a disinfected and dried with a single-use disposable towel. It was determined based on observation that the diapering station in Room C (2R) was not cleaned in that debris was still on the table. When the staff was asked about the cleaning processes it was stated that the diapering station was "cleaned at the end of the day".

**Correction Deadline: 7/9/2026**

**591-1-1-.17 Hygiene(CR)** **Not Met**

**Finding**
591-1-1-.17(6) requires garbage and organic waste to be stored in containers that are lined with plastic liners and have tight-fitting covers. Trash and garbage shall be removed from the building daily or as often as necessary to maintain the premises in a clean condition. It was determined based on observation that trash cans throughout did not have trash can lids and organic waste was placed inside them.

**Correction Deadline: 7/9/2026**

**Finding**
591-1-1-17(7) requires that children wash their hands with liquid soap and warm running water upon arrival for care, when moving from one child care group to another, upon re-entering the child care area after outside play, before and after eating meals and snacks, handling or touching food, playing in water; after toileting and diapering, playing in sand, touching animals or pets, and contact with bodily fluids and after contamination by any other means. It was determined based on observation that in Room F (1L) a 1-year-old child came in and was placed down at the table and not required to wash hands before breakfast.

**Correction Deadline: 7/9/2026**

**Finding**
591-1-1-.17(8) requires staff to wash their hands with liquid soap and warm running water upon arrival for the day, when moving from one child care group to another, upon re-entering the child care area after outside play, before and after diapering each child, dispensing medication, applying topical medications, handling and preparing food, eating, drinking, preparing bottles, feeding each child, assisting children with eating and drinking, after toileting or assisting children with toileting, using tobacco products, handling garbage and organic waste, touching animals or pets, handling bodily fluids and after contamination by any means. It was determined based on staff statement that hands are wash after diapering and not prior.

**Correction Deadline: 7/9/2026**

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

**Comment**
The Provider currently does not dispense/administer medication.

## Policies and Procedures

**591-1-1-.21 Operational Policies & Procedures** **Not Met**

**Finding**
591-1-1-.21(2)(r) requires Center policies and procedures include 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. It was determined based on a review of records that the center did not implement a new policy to reflect how 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.

**Correction Deadline: 7/16/2026**

**Recited on 7/9/2026**

**Finding**
591-1-1-.21(3) requires that the Center conduct drills for fire, tornado and other emergency situations. The fire drills will be conducted monthly and tornado and other emergency situation drills will be conducted every six months. The Center shall maintain documentation of the dates and times of these drills for two years. It was determined based on a review of records that center had no conducted a lock down drill for the 2026 year and the center did not conduct a tornado drill for January 2026 as required from the prior visit.

**Correction Deadline: 7/31/2026**

**Recited on 7/9/2026**

## Safety

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

**Comment**
Age-appropriate discussion and/or redirection observed.

**591-1-1-.36 Transportation(CR)** **N/A**

**Comment**
Center does not provide routine transportation.

## Sleeping & Resting Equipment

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

**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: 8** **Records with Missing/Incomplete Components: 1**

Staff # 1 Not Met

Date of Hire: 03/09/2026

"Missing/Incomplete Components"

.14(2)-First Aid Missing,.14(2)-CPR missing,.33(3)-Health & Safety Certificate

**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)** **Not Met**

**Finding**
Previously Cited: 591-1-1-.14(1)(a) requires all Staff who provide direct care to children must obtain certification in a biennial training program in pediatric cardiopulmonary resuscitation (CPR) and a triennial training program in pediatric first aid within the first 45 days of employment. Current and valid evidence of the successful completion of such training shall be maintained on the Center's premises. The hours obtained completing this certification will not count towards the required annual training hours. It was determined based on a review of records that staff member #7 was over 45 days of hire and did not have first aid and CPR on file.

591-1-1-.14(1)(a) requires all Staff who provide direct care to children must obtain certification in a biennial training program in pediatric cardiopulmonary resuscitation (CPR) and a triennial training program in pediatric first aid within the first 45 days of employment. Current and valid evidence of the successful completion of such training shall be maintained on the Center's premises. The hours obtained completing this certification will not count towards the required annual training hours. It was determined based on a review of records that staff member #1 did not have first aid and CPR on file within 45 days of hire.

**Correction Deadline: 7/9/2026**

**Recited on 7/9/2026**

**Correction Deadline: 2/5/2026**

**Corrected on 7/9/2026**
**.14(1)(b) - Citation corrected.**

**Finding**
591-1-1-.14(2)(b) requires that there must always be one staff person present in each classroom where children are present that has current and valid pediatric cardiopulmonary resuscitation (CPR) and pediatric first aid training. It was determined based on observation that the staff member in Room A was alone and did not have first aid and CPR on file.

**Correction Deadline: 7/9/2026**

**Recited on 7/9/2026**

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**591-1-1-.33 Staff Training** **Not Met**

**Finding**
591-1-1-.33(3)(a)-(k) requires each Staff member with direct care responsibilities to complete health and safety orientation training within the first 90 days of employment. The state-approved training hours obtained will count toward required first year training hours. The training must address the following health and safety topics: a)prevention and control of infectious diseases (including immunizations); b) prevention of sudden infant death syndrome and use of safe sleeping practices; c) administration of medication, consistent with standards for parental consent; d) prevention of and response to emergencies due to food and allergic reactions; e) building and physical premises safety, including identification of and protection from hazards that can cause bodily injury such as electrical hazards, bodies of water, and vehicular traffic; f) prevention of shaken baby syndrome, abusive head trauma and child maltreatment; g) emergency preparedness and response planning for emergencies resulting from a natural disaster or a human-caused event (such as violence at a child care facility); h) handling and storage of hazardous materials and the appropriate disposal of bio contaminants; i) precautions in transporting children; j) recognition and reporting of child abuse and neglect; and k) child development to include all major domains:cognitive; social and emotional; physical development and motor skills; communication, language, and literacy; and approaches to play and learning. It was determined based on a review of records that staff member #1 was over 90 days of hire did not have health and safety orientation on file.

**Correction Deadline: 7/23/2026**

**Recited on 7/9/2026**

**Correction Deadline: 2/5/2026**

**Corrected on 7/9/2026**
**.33(5)(b)(1) - Citation will be deferred until the first regulatory visit of 2027 as staff have until December 31, 2026 to complete all required annual training hours for the 2026 year.**

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

**Comment**
Discussed that all lead staff must enroll in an approved education program within 6 months of hire and complete degree within 18 months.

## Staffing and Supervision

**591-1-1-.32 Staff:Child Ratios and Group Size(CR)** **Met**

**Correction Deadline: 1/6/2026**

**Corrected on 7/9/2026**
**.32(2) - Citation observed to be corrected.**

**591-1-1-.32 Supervision(CR)** **Not Met**

**Finding**
591-1-1-.32(7) requires that children be supervised at all times appropriate to the individual age, needs and capabilities of each child. Such supervision must include, but not be limited to, indoor and outdoor activities, mealtime, nap time, transportation, field trips, and transitions between activities. "Supervision" means that the appropriate number of Staff members are physically present in the area where children are being cared for and are providing watchful oversight to the children, volunteers and Students-in-Training. The persons supervising in the child care area must be alert, positioned to maximize their ability to hear and see the children at all times, and able to respond promptly to the needs and actions of the children being supervised, as well as the actions of the volunteers and Students-in-Training, and provide timely attention to the children's actions and needs. Staff shall be attentive and participating with all children during mealtimes and shall be seated within an arm’s length away from children thirty-six (36) months of age and younger. It was determined based on observation that a school-age child walked to the front lobby without supervision to bring a bowl, and another was observed to walking in the hall from another room. It was further determined that in Room C (3R) and Room F (1L) the staff were not seated while children under the age of 36-months were eating. In Room C the staff member stood and walked around, in Room E the staff member was at the diapering area when consultant walked in.

**Correction Deadline: 7/9/2026**

**Recited on 7/9/2026**