



**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:** 12/3/2021    **VisitType:** Complaint Investigation by Phone    **Arrival:** 2:00 PM    **Departure:** 2:30 PM

**CCLC-49079**

**Kids R Kids #12GA**

5000 Oakbrook Parkway Norcross, GA 30093 Gwinnett County  
(770) 279-8500 info@kidsrkidsoakbrook.com

**Regional Consultant**

Leena Mitchell

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leena.mitchell@decals.ga.gov

**Mailing Address**

Same

**Quality Rated:** ★

<b>Compliance Zone Designation</b>		
12/03/2021	Complaint Investigation by Phone	Good Standing
08/02/2021	Licensing Study	Good Standing
01/14/2021	Monitoring Visit	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**

**Comments**

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.decals.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



**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.decal.ga.gov/>  
Request free technical assistance to help you earn your star rating by contacting the Quality Rated help desk at 855-800-7747 or [qualityrated@decal.ga.gov](mailto:qualityrated@decal.ga.gov)

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@decal.ga.gov](mailto:CCSRefutations@decal.ga.gov).

- 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://decal.ga.gov/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)

\_\_\_\_\_  
Karen Hawthorne, Program Official

\_\_\_\_\_  
Date

\_\_\_\_\_  
Leena Mitchell, Consultant

\_\_\_\_\_  
Date



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### Findings Report

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The following information is associated with a Complaint Investigation by Phone:

### Policies and Procedures

**591-1-1-.21 Operational Policies & Procedures**

**Defer**

**Defer**

591-1-1-.21(3)- Consultant will review emergency drills during the next regulatory visit.

**POI (Plan of Improvement)**

The Center will hold the drills as required and keep the documentation of the drills on file for two years.

**Correction Deadline: 8/7/2021**

**591-1-1-.22 Parental Access**

**Not Met**

**Finding**

591-1-1-.22 requires the Center to permit the custodial Parent(s) of the child access to all child care areas of the Center at any time the child is in attendance. The custodial Parent(s) shall make his or her presence known to Center Staff prior to removing the child from the Center. Parental access: It was determined based on investigative findings which included interviews, that the program does not allow parental access to the facility due to the COVID-19 pandemic. Director stated that the parents drop off and pick up through car pool and do not enter the building.

**POI (Plan of Improvement)**

The Center will permit unlimited parental access.

**Correction Deadline: 12/22/2021**

### Staffing and Supervision

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

**Not Met**

**Finding**

591-1-1-.32(4) requires that children under three years old be housed in separate physical areas from older children and cannot be mixed with older children except at specified times and circumstances. It was determined based on investigative findings that in the afternoon hours two-year-old children were combined with older children in the cafeteria.

**POI (Plan of Improvement)**

The Center will maintain separation of these children under three years old.

**Correction Deadline: 12/3/2021**