



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: 7/14/2021 **VisitType:** Complaint Closure from visit on 07/01/2021 **Arrival:** 9:30 AM **Departure:** 12:00 PM

CCLC-53645

Kindercare 5003

2725 Lawrenceville Suwanee Road Suwanee, GA 30024 Gwinnett County
 (770) 271-8206 kathy.fuller@kindercare.com

Mailing Address
 3051 Parkbrooke Circle
 Woodstock, GA 30189

Regional Consultant

Melissa McFarlin

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Joint with: Twylah Tyner

Quality Rated: ★ ★ ★

Compliance Zone Designation		
07/14/2021	Complaint Closure	Good Standing
07/01/2021	Complaint Investigation & Initial Licensing Study	Good Standing
01/26/2021	Initial Licensing Study	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.

Comments

An Administrative Review was conducted the week of June 28, 2021. Staff files, children's files, training, and background checks were all reviewed. An in person Initial Licensing Study and Complaint Investigation was conducted on July 1, 2021. The exit conference was conducted virtually on July 6, 2021 and July 14, 2021 at 10:00 am with Kathy Fuller. Permission to Operate issued on July 19, 2021. Facility does carry Liability Insurance. PTO was granted after the investigation was complete.

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.



Reminder: All employees of child care programs must be fingerprinted before **January 1, 2017**. For instructions and to submit records check applications online, please visit www.decalkoala.com. You are encouraged not to wait and to complete the process as soon as possible.

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@decals.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://decals.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)

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.

Kathy Fuller, Program Official

Date

Melissa McFarlin , Consultant

Date

Twylah Tyner , Consultant

Date



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Summary Report

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The following information is associated with a Complaint Closure:

Staffing and Supervision

591-1-1-.32 Supervision(CR)

Not Met

Finding Associated with Complaint

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, mealtimes, naptime, 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 staff and children's statements, interviews, collaboration with The Department of Family and Children Services (DFCS) and other supporting documentation, that on June 21, 2021, a staff member failed to provide watchful oversight when a five-year-old child engaged in an inappropriate activity with an eight-year-old child while in the classroom. The incident occurred during naptime when the staff member responsible for watchful oversight of children did not see when a five-year-old child engaged in an inappropriate activity with an eight-year-old child in care. The staff member reported that she was on another side of the classroom and sitting on the floor when the incident occurred. The staff member reported that she observed that the five-year-old child had his pants undone and the eight-year-old child put a book over the five-year-old child's genitals to cover them. The staff member reported that the incident occurred within a five-minute time frame. According to the diagram of the classroom, several bookshelves and tables constricted the view of the classroom; therefore, the staff member was unable to see all the children on the other side of the classroom. Three (3) out of four (4) children interviewed also revealed that during naptime, they were unable to see the staff member in the classroom as the staff member was not present in the area.

POI (Plan of Improvement)

The Center will train Staff and monitor to ensure they are providing supervision and watchful oversight to the children at all times. The staff will ensure to position themselves in an area of the classroom that allows complete viewing of all children.

Correction Deadline: 7/14/2021