



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

Complaint Report

Date: 10/12/2021 **VisitType:** Incident Investigation
Closure from visit on
10/07/2021

Arrival: 1:15 PM

Departure: 2:40 PM

CCLC-35603

Childcare Network #221

306 Baldwin Dr. Albany, GA 31707 Dougherty County
(229) 888-5603 cni221@childcarenetwork.com

Regional Consultant

Debrik Perry

Phone: (478) 599-9821

Fax: (478) 314-5864

debrik.perry@dec.al.ga.gov

Mailing Address

Same

Incident Investigation/Monitoring Visit

Chapter - 591-1-1-.32 Supervision

Rule - .32(7) Supervision-Watchful Oversight

Incident Date - 9/28/2021

Allegation - Substantiated

The center self-reported and based on a review of documents on September 28, 2021 at 3:45 p.m., a two-year-old child was left unsupervised in the classroom for approximately five minutes. No injury was reported.

Director's Response

See Attached

Investigative Findings

October 12, 2021: Investigation findings were concluded on this date. Based on investigation findings that included staff and parent interviews and statements, it was determined that there was enough evidence to support that on September 28, 2021, a one-year-old child was left unsupervised inside a two-year-old classroom. The director, Ms. Hope Sheffield stated that the teachers Ms. Milliner and Ms. Melton were aware that the child had been left in the classroom alone. The teachers also wrote statements to include that they were not aware that the child had been left in the classroom, alone.



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Quality Rated: ★ ★

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.
10/12/2021	Incident Investigation Closure	Good Standing	
10/07/2021	Incident Investigation/Monitoring Visit	Good Standing	
04/22/2021	Licensing Study	Good Standing	

Comments

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.



Please refer to the website, <http://www.dec.al.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

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@dec.al.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://dec.al.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.

Hope Sheffield, Program Official

Date

Debrik Perry , Consultant

Date



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The following information is associated with a Incident Investigation Closure:

Health and Hygiene

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

Not Met

Finding Associated with Complaint

591-1-1-.10(3) requires Center Staff to change diapers in the child's own crib or on a diaper changing surface that is used for no purposes other than changing diapers and other clothing in each room where infants or any other children wearing diapers are served. It was determined based on staff and parent interviews and statements that on September 28, 2021, a one-year-old child was released from care while wearing a soiled diaper. The director stated that the assistant director, Ms. Latoya Perry asked the child's father to take him back to the teacher and have her change his diaper. The teachers, Milliner and Melton both stated that they had communicated about changing the child's diaper, prior to the father arriving,

POI (Plan of Improvement)

The Center will ensure Staff are trained regarding specifically where to change diapers and clothing in each room housing children who are wearing diapers.

Correction Deadline: 10/13/2021

Staffing and Supervision

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

Not Met

Finding Associated with Complaint

591-1-1-.32(1) requires the Center to maintain the required Staff:child ratios as follows: under 1 year or under 18 months if not walking = 1:6; 1 year and walking = 1:8; 2 years = 1:10; 3 years = 1:15; 4 years = 1:18; 5 years = 1:20; and 6 years and older = 1:25. A Center must establish groupings of children for care with maximum group sizes as follows: under 1 year = 12; under 18 months/not walking = 12; 1 year and walking = 16; 2 years = 20; 3 years = 30; 4 years = 36; 5 years = 40; and 6 years and older = 50. It was determined based on staff and parent interviews and statements that on September 28, 2021, the teacher, Melton, walked two students inside the center while leaving the two-year-old teacher, Ms. Calhoun, out of ratio. The director stated that Ms. Melton walked two students inside and Ms. Calhoun was left with 12 one-year-old and two-year-old children. Ms. Melton stated that she left the playground to bring the two students inside due to one of the children biting the other.

POI (Plan of Improvement)

The Center will hire additional Staff or reschedule current Staff to meet required Staff:child ratios and will organize children into groups that meet requirements.

Correction Deadline: 10/13/2021



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