



**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:** 9/26/2022    **VisitType:** Licensing Study    **Arrival:** 9:20 AM    **Departure:** 3:40 PM

**CCLC-54297**

**Cozy West Childcare & Learning Center**

1263 Augusta West Pky Augusta, GA 30909 Richmond County  
 (706) 650-0232 cozywestcenter@gmail.com

**Regional Consultant**

Melyn Smith  
 Phone: (706) 855-3455  
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 melyn.smith@dec.al.gov

**Mailing Address**

8840 Old Southwick Pass  
 Alpharetta, GA 30022

**Quality Rated:**

<b>Compliance Zone Designation</b>			<b>Compliance Zone Designation</b> - 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.
09/26/2022	Complaint Closure	Good Standing	
09/26/2022	Complaint Investigation & Licensing Study	Good Standing	
09/06/2022	Complaint Investigation by Phone	Good Standing	

**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-First Left 2's	Two Year Olds	2	15	C	28	C	NA	NA	Centers
Main	B-Second Left 3's	Three Year Olds	1	15	C	32	C	NA	NA	TV,Centers
Main	C-Back PreK	PreK	2	18	C	38	C	NA	NA	Centers
Main	D-Second Right 1's	One Year Olds	2	10	C	22	C	NA	NA	Floor Play,Art,TV
Main	E- First Right- Infants	Infants and One Year Olds	1	4	C	11	C	NA	NA	Floor Play
Total Capacity @35 sq. ft.: 131					Total Capacity @25 sq. ft.: 0					
Total # Children this Date: 62			Total Capacity @35 sq. ft.: 131			Total Capacity @25 sq. ft.: 0				

Building	Playground	Playground Occupancy	Playground Compliance
Main	Play A	48	C
Main	Play B	128	C
Main	Play C	57	C

**Comments**

The purpose of this visit was to conduct a Complaint Investigation, Licensing Study, and to follow up on the previous visit.

Plan of Improvement: Developed This Date 09/26/2022

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.state.ga.us/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 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.state.ga.us](mailto:qualityrated@dec.state.ga.us) for more information. Free technical assistance is available!**

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](http://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)

Michelle Abbott, Program Official

Date

Melyn Smith, Consultant

Date



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**Findings Report**

**Date:** 9/26/2022 **VisitType:** Licensing Study

**Arrival:** 9:20 AM

**Departure:** 3:40 PM

**CCLC-54297**

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The following information is associated with a Licensing Study Visit:

**Activities and Equipment**

**591-1-1-.03 Activities**

**Not Met**

**Finding**

591-1-1-.03(2) requires the Center to keep current lesson plans on site that reflect appropriate instruction practices and activities to support children's development The Center shall have sufficient and varied play and learning equipment and materials to support the above program of activities in all developmental areas. It was determined, based on review of records, that four of five operating classrooms did not have current lesson plans available for review on this date.

**POI (Plan of Improvement)**

The Center will keep current lesson plans on site that include appropriate instruction practices and activities and will have sufficient and varied play and learning equipment and materials to support the activities.

**Correction Deadline: 10/3/2022**

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

**Not Met**

**Comment**

A variety of equipment and toys were observed throughout the center.

**Technical Assistance**

591-1-1-.12(2) - The Consultant discussed with the Director to please ensure all vinyl furniture was in good repair, as a blue vinyl mat in the Room D and a green vinyl wedge in Room E were observed to have small tears in the corners on this date.

**Correction Deadline: 9/26/2022**

**Finding**

591-1-1-.12(3) requires that equipment and furniture be placed so as to permit the children's freedom of movement and to minimize danger of accident and collision. It was determined, based on observation, that stacked chairs were observed present in Rooms B, C, and D on this date, which posed as a potential accident or collision hazard.

**POI (Plan of Improvement)**

Center staff will re-position the identified equipment and/or furniture and the director will view each classroom to verify appropriate make changes, as needed, and have a system to monitor these items.

**Correction Deadline: 9/26/2022**

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

**N/A**

**Comment**

Center does not provide swimming activities.

**Children's Records**

**Records Reviewed: 8**

**Records with Missing/Incomplete Components: 7**

Child # 1	Not Met
<u>"Missing/Incomplete Components"</u>	
.08(1)(a)-Work Address Missing,.08(3)-Address of Release Person Missing,.08(1)-Doctor, Clinic, Phone Numbers	
Child # 2	Not Met
<u>"Missing/Incomplete Components"</u>	
.08(1)-Doctor, Clinic, Phone Numbers	
Child # 3	Not Met
<u>"Missing/Incomplete Components"</u>	
.08(1)-Doctor, Clinic, Phone Numbers	
Child # 4	Not Met
<u>"Missing/Incomplete Components"</u>	
.08(1)-Doctor, Clinic, Phone Numbers	
Child # 5	Met
Child # 6	Not Met
<u>"Missing/Incomplete Components"</u>	
.08(1)-Doctor, Clinic, Phone Numbers	
Child # 7	Not Met
<u>"Missing/Incomplete Components"</u>	
.08(1)-Doctor, Clinic, Phone Numbers	
Child # 8	Not Met
<u>"Missing/Incomplete Components"</u>	
.08(3)-Address of Release Person Missing,.08(3)-Name of Release Person Missing,.08(1)-Doctor, Clinic, Phone Numbers	

**Finding**

591-1-1-.08(1) requires the Center Staff to maintain a file for each child while such child is in care and for one year after that child is no longer enrolled. In order for the file to be complete, the file shall contain the following: child's name, birth date, sex, address, living arrangement, name of school if applicable; names of both Parents, home and work addresses, and home and work telephone numbers; name(s) and addresses of the person(s) to whom the child may be released including address, telephone numbers, relationship to child and to Parent(s), and other identifying information; name(s) and telephone number(s) of person(s) to contact in emergencies when the Parent cannot be reached; name and telephone number of the child's primary source of health care; and a statement regarding known allergies, physical problems, mental health disorders, mental retardation or developmental disabilities which limit the child's participation in the program. It was determined, based on review of records, that seven of eight children's files reviewed were lacking the name and/or phone number for the child's primary physician. It was further determined that two of eight children's files reviewed were lacking the information and/or addresses for release persons. It was further determined that one of eight children's files reviewed was lacking the work address for one parent on this date.

**POI (Plan of Improvement)**

Center staff will develop a plan that includes how to obtain all required information for currently enrolled children and how to ensure this is done for future enrollees as well. The plan will also include how and where to maintain files for the required amount of time. The plan will be implemented and followed.

**Correction Deadline: 10/7/2022**

	<b>Facility</b>
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**591-1-1-.19 License Capacity(CR)**

**Met**

**Comment**

Licensed capacity observed to be routinely met by center.

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

**Not Met**

**Finding**

591-1-1-.25(13) requires that potentially hazardous equipment, materials and supplies be stored in a locked area inaccessible to children. It was determined, based on observation, that the following potential hazards were observed on this date:

- Room A – A broom and dustpan were observed accessible to children beside the stack of cots on this date. Plastic bags and containers of diapering wipes were observed accessible to children in an unlocked and open storage closet. Toilet brushes were observed accessible to children in the two bathrooms located in the classroom.
- Room B – Diapering wipes and plastic bags containing diapers and pull-ups were observed accessible to children in a low shelf near the bathrooms. Spray bottles of bleach water solution and soapy water solution were observed accessible to children on a low shelf by the classroom door on this date.
- Room C – A toilet brush was observed accessible to children in the boys' bathroom and a plunger was observed accessible to children in the girls' bathroom on this date.
- Room D – A plastic bag was observed accessible to children in a child's cubby on this date.

**POI (Plan of Improvement)**

The Center will identify all hazardous items and keep them in a locked area inaccessible to children. The Center will inform all Staff about hazardous items and the safe storage of those items.

**Correction Deadline: 9/26/2022**

**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 a hole measuring three inches in length by approximately one inch in width was observed in the boys' bathroom door in Room C on this date.

**POI (Plan of Improvement)**

The Center will have the Center and surrounding areas cleaned, make repairs where needed, and remove all debris is removed. The Center will implement a plan to keep areas clean and in good repair that includes regular monitoring.

**Correction Deadline: 10/7/2022**

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**591-1-1-.26 Playgrounds(CR)**

**Not Met**

**Comment**

Discussed maintenance of resilient surface. Please fluff and redistribute.

**Finding**

591-1-1-.26(6) requires that playground equipment provide an opportunity for the children to engage in a variety of experiences and shall be age-appropriate. For example, toddlers shall not be permitted to swing in swings designed for School-age Children. The outdoor equipment shall be free of lead-based paint, sharp corners and shall be regularly maintained in such a way as to be free of rust and splinters that could pose significant safety hazard to the children. All equipment shall be arranged so as not to obstruct supervision of children. It was determined, based on observation, that the green picnic table on Playground B was observed to be broken on one side and missing a bench seat on this date.

**POI (Plan of Improvement)**

The Center will provide a variety of age-appropriate equipment that is arranged so as not to obstruct supervision of children. Staff will check the equipment daily to ensure that the equipment is free of hazards, rust and splinters.

**Correction Deadline: 10/6/2022**

**Correction Deadline: 1/26/2022**

**Corrected on 9/26/2022**

**.26(8) - Previous citation corrected, based on observation, in that the climbing equipment was observed to have six inches of resilient surface on this date.**

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**Food Service**

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**591-1-1-.15 Food Service & Nutrition**

**Technical Assistance**

**Comment**

Please ensure that infant feeding forms are updated regularly. The Consultant discussed the infant feeding plans with the staff member on this date.

**Technical Assistance**

591-1-1-.15(7) - The Consultant discussed with the Director to please ensure that foods that are associated with young children’s choking incidents, such as, but not limited to, peanuts, hot dogs, raw carrots, popcorn, fish with bones, cheese cubes, grapes and any other food that is of similar shape and size of the trachea/windpipe, which include cheese sticks and string cheese, shall not be served to the children less than four (4) years of age. Children older than four (4) years of age may be served these foods provided that the foods are cut in such a way as to minimize choking. Food shall not be accessible or served to children until it has been chopped, diced, cut or mashed and is appropriate for each child’s age and individual eating, chewing and swallowing ability.

**Correction Deadline: 9/26/2022**

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**Health and Hygiene**

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

**Met**

**Comment**

Staff state proper knowledge of diapering procedures.

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

**Comment**

Proper hand washing observed throughout the center.

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**591-1-1-.20 Medications(CR)** **N/A**

**Comment**

The Provider currently does not dispense/administer medication.

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**Policies and Procedures**

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

**Comment**

Program observed complete emergency drills

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**Safety**

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

**Comment**

Center does not keep animals on premises.

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

**Comment**

Staff were observed to maintain a positive learning environment on this date.

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**591-1-1-.13 Field Trips(CR)** **N/A**

**Comment**

Center does not participate in field trips at this time.

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

**Comment**

Center does not provide routine transportation.

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**Sleeping & Resting Equipment**

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**591-1-1-.30 Safe Sleeping and Resting Requirements(CR)** **Not Met**

**Comment**

Pleasant naptime environment observed.

**Finding**

591-1-1-.30(1)(b)1 requires that cots and mats are of sound construction and of sufficient size to accommodate comfortably the size and weight of the child; and that mats are in good repair, washable, covered with a waterproof material and at least two inches (2") thick. It was determined, based on observation, that mats with tears were observed present in Rooms D and E on this date, which prevented the mats from being thoroughly washable on this date.

**POI (Plan of Improvement)**

The Center will ensure that cots and mats are of sound construction and of sufficient size to accommodate the size and weight of the child and mats are in good repair, washable, covered with a waterproof material and is at least two inches thick.

**Correction Deadline: 10/7/2022**

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**Staff Records**

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Staff # 1 Not Met  
Date of Hire: 08/25/2022 Reminder - Health & Safety training is required within 90 calendar days of hired

"Missing/Incomplete Components"  
.24(1)-Evidence of Orientation Missing

Staff # 2 Not Met  
Date of Hire: 05/31/2022

"Missing/Incomplete Components"  
.14(2)-CPR missing,.14(2)-First Aid Missing,.33(3)-Health & Safety Certificate,.24(1)-Evidence of Orientation Missing

Staff # 3 Not Met  
Date of Hire: 02/04/2022

"Missing/Incomplete Components"  
.31(2)(b)2.-Staff Qualifications-Education Missing

Staff # 4 Not Met  
Date of Hire: 04/16/2021

"Missing/Incomplete Components"  
.31(2)(b)2.-Staff Qualifications-Education Missing

Staff # 5 Met  
Date of Hire: 08/19/2022 Reminder - Health & Safety training is required within 90 calendar days of hired

Staff # 6 Met  
Date of Hire: 09/22/2022 Reminder - Health & Safety training is required within 90 calendar days of hired

Staff # 7 Met  
Date of Hire: 04/16/2021

Staff # 8 Not Met  
Date of Hire: 08/05/2022 Reminder - Health & Safety training is required within 90 calendar days of hired

"Missing/Incomplete Components"  
.24(1)-Evidence of Orientation Missing

Staff # 9 Met  
Date of Hire: 07/29/2019

Staff # 10 Met  
Date of Hire: 04/16/2021

Staff # 11 Met



**Records Reviewed: 15****Records with Missing/Incomplete Components: 8**

Date of Hire: 12/10/2021

Staff # 12

Met

Date of Hire: 10/03/2022

Reminder - Health & Safety training is required within 90 calendar days of hired

Staff # 13

Not Met

Date of Hire: 05/03/2022

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing,.14(2)-CPR missing,.14(2)-First Aid Missing

Staff # 14

Not Met

Date of Hire: 02/07/2022

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing,.31(2)(b)2.-Staff Qualifications-Education Missing

Staff # 15

Not Met

Date of Hire: 06/20/2022

"Missing/Incomplete Components"

.24(1)-Evidence of Orientation Missing,.14(2)-First Aid Missing,.33(3)-Health &amp; Safety Certificate

**Staff Credentials Reviewed: 6****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****Not Met****Comment**

Complete first aid kits observed in center.

**Finding**

591-1-1-.14(2) requires a Staff member who is trained in CPR and first aid to be on the premises and on any field trip whenever any child is present. In addition, Staff who provide direct care to children must satisfactorily obtain certification in first aid and CPR by December 29, 2016 if employed prior to September 30, 2016 and within 90 days of their hire date if employed after September 30, 2016. It was determined, based on review of records that Staffs #2 and 13 did not obtain certification in first aid and CPR within 90 days of hire. It was further determined that Staff #15 was lacking certification in first aid within 90 days of hire.

**POI (Plan of Improvement)**

The Center will develop a schedule to ensure there is always a staff person with current first aid and CPR training present and will develop and implement a plan to ensure all staff members have satisfactorily completed first aid and CPR training by the specified date.

**Correction Deadline: 10/26/2022****591-1-1-.33 Staff Training****Not Met****Finding**

591-1-1-.33(1) requires all Employees and Provisional Employees to receive Initial Center orientation prior to assignment to children or task. It was determined, based on review of records, that Staffs #1, 2, 8, 13, 14, and 15 were lacking evidence of orientation prior to assignment to a classroom or task on this date.

**POI (Plan of Improvement)**

The Center will develop and provide orientation for all new Staff prior to their staff's assignment to children or task.

**Correction Deadline: 9/30/2022**

**Finding**

591-1-1-.33(3) 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: prevention and control of infectious diseases (including immunizations); prevention of sudden infant death syndrome and use of safe sleeping practices; administration of medication, consistent with standards for parental consent; prevention of and response to emergencies due to food and allergic reactions; 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; prevention of shaken baby syndrome, abusive head trauma and child maltreatment; 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); handling and storage of hazardous materials and the appropriate disposal of bio contaminants; precautions in transporting children; recognition and reporting of child abuse and neglect; and child development. It was determined, based on review of records, that Staffs # 2 and 15 were lacking evidence of completing the Health and Safety Orientation Training within 90 days of hire, as required.

**POI (Plan of Improvement)**

The Center will develop and implement a plan to schedule and track this training for all employees based on their hire dates and will ensure that the training includes all required components as required.

**Correction Deadline: 10/26/2022**

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

**Not 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.

**Comment**

Staff observed to be compliant with applicable laws and regulations.

**Correction Deadline: 1/31/2022**

**Corrected on 9/26/2022**

**.31(2)(a) - Previous citation corrected, based on owner statements, that the center had designated lead teachers for all operating classrooms on this date.**

**Finding**

591-1-1-.31(2)(b)2. requires teachers and lead caregivers to meet minimum academic requirements and qualifying experience at the time of employment. It was determined, based on review of records, that Staffs # 3, 4, and 14, identified as lead teachers, were lacking evidence of meeting the minimum academic requirements on this date. A Professional Learning Plan was developed on this date with the Director.

**POI (Plan of Improvement)**

A teacher/lead caregiver will be hired that meets the minimum academic requirements and qualifying work experience.

**Correction Deadline: 10/14/2022**

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**Staffing and Supervision**

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

**Met**

**Comment**

Center observed to maintain appropriate staff:child ratios.

**Comment**

Staff observed to provide direct supervision and be attentive to children's needs.