



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: 2/26/2026 **VisitType:** Monitoring Visit

Arrival: 10:00 AM **Departure:** 2:00 PM

CCLC-66476

Tender Hearts Learning Academy

7188 Turner Lake Circle Covington, GA 30014 Newton County
(470) 444-1166

Regional Consultant

Cassandra Jakes-Beasley

Phone: (770) 357-7016

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cassandra.jakes-beasley@dec.al.ga.gov

Mailing Address

Same

Quality Rated: No

<u>Compliance Zone Designation</u>		
02/26/2026	Monitoring Visit	Good Standing
07/23/2025	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.

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 Building	Room A-1st R-4 year olds		0	0	C	19	C	NA	NA	Not In Use
Main Building	Room B-2nd R-3year olds	Three Year Olds and Four Year Olds and Five Year Olds	2	17	C	19	C	NA	NA	Not In Use, Floor Play, Lunch
Main Building	Room C-3rd R-Toddlers		0	0	C	19	C	NA	NA	Not In Use
Main Building	Room D- 4th R-1 year olds		0	0	C	19	C	NA	NA	Not In Use
Main Building	Room I-3rd L-School Age		0	0	C	19	C	NA	NA	Not In Use
Main Building	Room J-2nd L-Infants	Infants	1	6	C	19	C	NA	NA	Diapering, Nap
Total Capacity @35 sq. ft.: 114			Total Capacity @25 sq. ft.: 0							
Total # Children this Date: 23			Total Capacity @35 sq. ft.: 114							
			Total Capacity @25 sq. ft.: 0							

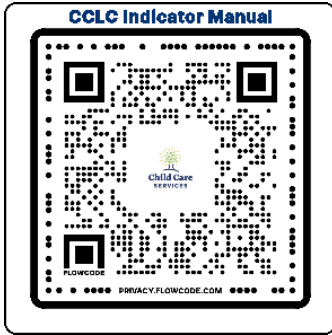
Building	Playground	Playground Occupancy	Playground Compliance
Main Building	Main Playground	46	C

Enrolled Children						
Under 1 years	1 years	2 years	3 years	4 years	5 years (Prekonly)	5 years and older
6	5	0	7	50	0	18

Comments

Background checks were reviewed.

Plan of Improvement: No Plan Developed



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.dec.state.ga.us/CCS/RulesAndRegulations.aspx>.

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

You have received permission to operate and the form received with this report is intended to serve as a temporary license which is **valid for thirty(30) days**. Your actual license/ will be emailed to you upon receipt of the licensing fee. You may pay the licensing fee either online at <http://www.dec.state.ga.us/> or by certified check or money order mailed to: Bright from the Start, 2 Martin Luther King Jr. Drive SE, Suite 670 East Tower, Atlanta, GA 30334

O.C.G.A. Section 42.1.12(j)(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 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)

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.al.ga.gov for more information. Free technical assistance is available!



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Summary Report

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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

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

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)

Met

Comment

Licensed capacity observed to be routinely met by center on this date.

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 the following medication, saline solution, liquid tylenol and cough syrup were stored in a back packs locate in the hallway.

-in the 2nd right classroom, there was an unlocked closet containing various cleaning supplies.

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: 2/26/2026

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

Not Met

Comment

Discussed maintenance of resilient surface. Please fluff and redistribute.

Finding

591-1-1-.26(8) requires climbing and swinging equipment to have a resilient surface beneath the equipment and the fall zone from such equipment must be adequately maintained by the Center to assure continuing resiliency. It was determined based on observation there was one to two inches of measurable wood chips in the fall zone of the small climbing structures, three inches were required and there was three inches of measurable in the fall zones of the swings, six inches were required.

POI (Plan of Improvement)

The Center will add additional resilient surfacing to the fall zones where needed and check daily, adding resilient surfacing as needed to maintain adequate resiliency.

Correction Deadline: 3/8/2026

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 the green outdoor carpet underneath the shady structure was not smooth, creating a possible tripping hazard.

POI (Plan of Improvement)

The Center will remove any litter and fix or remove hazards from the playground and will routinely monitor the playground and remove litter and hazards.

Correction Deadline: 2/26/2026

Health and Hygiene**591-1-1-.10 Diapering Areas & Practices(CR)****Met****Comment**

Staff stated proper knowledge of diapering procedures.

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

Proper hand washing observed throughout the center on this date.

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

The Provider currently does not dispense/administer medication.

Safety**591-1-1-.05 Animals****Met****Comment**

Center does not keep animals on premises.

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

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

591-1-1-.13 Field Trips(CR)**Met****Comment**

Center does not participate in field trips at this time.

591-1-1-.36 Transportation(CR)**Not Met****Comment**

Paperwork, checklist, permission forms, annual inspection form and proper check of the vehicle after transportation were discussed with the director.

Comment

The vehicle had an approved fire extinguisher and first aid kit on this date.

Comment

The vehicle was checked for compliance. Proper restraints were observed and discussed with the director.

Finding

591-1-1-.36(3)(a-b) requires any Center that provides any type of transportation to obtain two (2) hours of state-approved or state-accepted transportation training, biannually, for the Director and for each person responsible for or who participates in the transportation of children. The training shall include, but is not limited to, a review of the transportation rules, a review of approved transportation forms and procedures, and instruction on the usage and completion of the forms and procedures. This training may be counted as part of the annual training requirements for Staff. It was determined based on review the center director did not have current evidence of two (2) hours of state-approved or state-accepted transportation training, as required.

POI (Plan of Improvement)

The Center will ensure that the Director, Center Staff, and any person responsible for the transportation of children has completed the required transportation training.

Correction Deadline: 3/8/2026

Finding

591-1-1-.36(4)(a) requires an annual safety check for each vehicle. The annual safety check, completed by a trained individual, should include a check of the: tires, headlights, horn, taillights, turn signals, brake lights, brakes, suspension, exhaust system, steering, windows, windshields and windshield wipers. A copy of the annual safety check will be kept in the Center or on the vehicle and should include evidence of any repairs and/or replacements that were identified as needed on the inspection report. It was determined based on review the center did not have annual safety check for two vans used to transport children from school.

POI (Plan of Improvement)

The Center will obtain the annual vehicle inspection.

Correction Deadline: 3/3/2026

Finding

591-1-1-.36(6) requires written Parental authorization for routine transportation provided by or on behalf of the Center. Written authorization must include the routine pick-up location, routine pick-up time, routine delivery location, routine delivery times and the name of any person authorized to receive the child. It was determined based on review the center did not have authorization from the parent that included the routine pick-up location, routine pick-up time, routine delivery location, routine delivery times and the name of any person authorized to receive the child for children transported from school.

POI (Plan of Improvement)

The Center will obtain the required written parental authorization.

Correction Deadline: 2/27/2026

Finding

591-1-1-.36(7)(b) requires that an emergency medical information record be maintained in the vehicle for each child being transported. The emergency medical information record for each child shall include a listing of the child's full name, date of birth, allergies, special medical needs and conditions, current prescribed medications that the child is required to take on a daily basis for a chronic condition, the name and telephone number of the child's doctor, the local medical facility that the Center uses in the area where the Center is located and the telephone numbers where the Parents can be reached. It was determined based on review the center did not have emergency medical information records in the vehicle for each child being transported from school.

POI (Plan of Improvement)

The Center will obtain a complete emergency medical information record for each child that is transported and maintain a copy on the vehicle.

Correction Deadline: 2/27/2026

Sleeping & Resting Equipment

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

Met

Comment

Pleasant naptime environment observed.

Comment

Please ensure that cribs/cots are labeled for individual use.

Staff Records

Records Reviewed: 6

Records with Missing/Incomplete Components: 1

Staff # 3

Not Met

Date of Hire: 08/04/2025

"Missing/Incomplete Components"

.33(3)-Health & Safety Certificate,.31(2)(b)2.-Staff Qualifications-Education Missing

591-1-1-.09 Criminal Records and Comprehensive Background Checks(CR)	Met
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Comment

Director provided [2] file(s) for employees hired since last visit.

591-1-1-.14 First Aid & CPR(CR)	Met
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Comment

Evidence observed of 100% of center Staff certified in First Aid and CPR containing emergency care for infants and children on this date.

591-1-1-.31 Staff(CR)	Not Met
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Comment

Staff observed to be compliant with applicable laws and regulations.

Finding

591-1-1.31(2)(b)3.(iii) requires the Center to maintain the lead teacher's professional development plan in the file and available for inspection by Department staff upon request. It was determined based on review the center did not have written professional plans on file for lead teachers.

POI (Plan of Improvement)

The Center will maintain professional development plans in the staff file and make the plan available upon the Department's request.

Correction Deadline: 2/26/2026

Staffing and Supervision

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

Center observed to maintain appropriate staff:child ratios.

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

Adequate supervision observed on this date.