



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: 6/25/2026 **VisitType:** Complaint Investigation Closure
from CI/MV on 06/02/2026

Arrival: 11:20 AM **Departure:** 2:15 PM

CCLC-54782

Tots Around The Clock

2500 Cherokee Road, Suite A Athens, GA 30605 Clarke County
(706) 850-8142

CCS Coordinator

Margarita Collier

Phone: (678) 891-5989

Fax: Margarita Collier

margarita.collier@decal.ga.gov

Mailing Address

Same

Quality Rated: ★

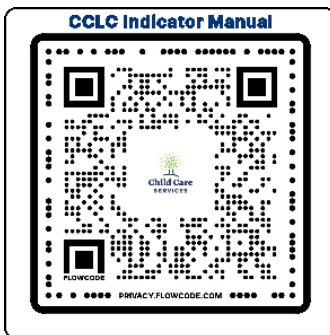
Compliance Zone Designation			Compliance Zone Designation - A summary measure of a program's 12 month monitoring history, as it pertains to child care health and safety rules. The three compliance zones are good standing, support, and deficient. Good Standing - Program is demonstrating an acceptable 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.
06/25/2026	Complaint Closure	Good Standing	
03/31/2026	Licensing Study	Good Standing	
11/20/2025	Monitoring Visit	Good Standing	

Comments

The visit report was left open on this date because of myKOALA issues and pending further information related to the investigation. Upon its completion, a copy of the report will be sent to the child care program via email.

June 25, 2026 - The investigation was closed.

Plan of Improvement: Developed This Date 06/25/2026



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.decal.ga.gov/CCS/RulesAndRegulations.aspx>.

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

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.



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Summary Report

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The following information is associated with a Complaint Closure:

Activities and Equipment

591-1-1-.03 Activities

Not Met

Finding Associated with Complaint

591-1-1-.03(6) requires Center Staff to ensure children less than three years of age do not spend more than one-half hour of time consecutively in confining equipment, such as swings, highchairs, jump seats, carriers or walkers. Children shall use such equipment only when they are awake. Such children shall be allowed time to play on the floor daily. Infants shall have supervised tummy time on the floor daily when they are awake. It was determined based on investigative findings that on May 6, 2026, a 4-month-old child was confined in their car seat for 1 hour and 30 minutes. Investigative findings revealed that two staff members were present at the center. However, Staff A was caring for children ranging in ages 4-month-old to 9-year-old in classroom B-Toddler while Staff B was in the kitchen preparing the children's breakfast.

POI (Plan of Improvement)

The Center will train Staff to use confining equipment appropriately, to provide supervised floor play daily for children under three years of age, including infants, and will monitor regularly.

Correction Deadline: 6/23/2026

Finding Associated with Complaint

591-1-1-.03(9) requires center staff to refrain from engaging in, or allowing children or other adults to engage in, activities that could be detrimental to a child's health or well-being, such as but not limited to, horse play, rough play, wrestling, and picking up a child in a manner that could cause injury. It was determined based on investigative findings that on May 6, 2026, at 8:30 am, children were allowed to engage in activities that were detrimental to their health and well-being when four to five toddlers and preschoolers were observed climbing chairs to a table, stood up, and danced. It was further determined that a 1-year-old child was observed to be kicked, pushed, and stepped on when other children played around them and staff did not intervene. No injuries were reported.

POI (Plan of Improvement)

The Center will review requirements with Staff to ensure that appropriate activities are conducted with children.

Correction Deadline: 6/23/2026

Food Service

Finding Associated with Complaint

591-1-1-.15(2)(a) requires Center Personnel to hold and feed infants less than six months of age and older children who cannot hold their own bottles or sit alone. Baby bottles shall never be propped; the infant's head shall be elevated while feeding. It was determined based on investigative findings that on May 6, 2026, staff failed to hold and feed a 4-month-old infant during feeding time when the infant was observed to have their milk bottle propped against the side of their car seat.

POI (Plan of Improvement)

The Center will train Staff to hold infants less than six months old or who can not hold their own bottle, to never prop bottles and to elevate infant's heads during feeding. The director will monitor Staff to ensure appropriate feeding procedures are followed.

Correction Deadline: 6/23/2026

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 investigative findings that on May 5, 2026, at 8:30 am mixed age ratios were not met when one staff member was assigned to 16 children (three 1-year-olds, 4 2-year-olds, 3 4-year-olds, 1 5-year-olds, and 1 9-year-old) in classroom B-Toddler when a ratio of 1:8 was required. A second staff member was present at the center. But the second staff member was preparing the children breakfast in the kitchen.

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: 6/23/2026

Finding Associated with Complaint

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 on May 6, 2026, children under 3-years-old were housed with children 3-years-old and older in classroom B-Toddler at 8:30 am. Investigative findings revealed that three 1-year-olds, four 2-year-olds, three 3-year-olds, three 4-year-olds, one 5-year-old, and one 9-year-old were housed in classroom B-Toddler.

POI (Plan of Improvement)

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

Correction Deadline: 6/25/2026