



# Georgia Dept of Early Care and Learning

BRIGHT FROM THE START

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**Brian P. Kemp**  
Governor

**Amy M. Jacobs**  
Commissioner

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January 15, 2021

Dear Child Care Provider:

I am writing to remind you about a couple of important items as our state continues to deal with COVID-19. Last year in response to the pandemic, the Georgia Department of Early Care and Learning (DECAL) implemented an administrative review process and began virtual visits as we supported and monitored early care and education programs in the state.

First, the administrative review process requires you to provide DECAL with requested documents through your DECAL KOALA account. Also, to be **in compliance** with Georgia's rules and regulations and **maintain your license**, you must be available for a virtual visit OR feel comfortable with an in-person visit to your facility.

If the technology needed to participate in a virtual visit is intimidating, we recommend you ask a staff member, friend, or relative who feels comfortable with technology to help you. If you agree to an in-person visit, I assure you that DECAL staff will use best practices to prevent the spread of COVID-19 while conducting the visit. BUT, being visited by a representative from DECAL, either virtually or in-person, is necessary to maintain your license to operate.

Second, rule revisions, effective October 1, 2020, require all licensed child care programs to immediately report or report within 24 hours to DECAL and other agencies:

1. Any suspected cases of child abuse, neglect, and deprivation
2. Cases of notifiable communicable diseases
3. All temporary and permanent closures, including any day the child care program will be closed, such as for holidays, staff workdays, and closures due to low enrollment, etc.

You can comply with all state reporting requirements by logging in to your DECAL KOALA ([www.decalkoala.com](http://www.decalkoala.com)) account. You can also report temporary closures for up to six months in advance in your DECAL KOALA account.

Thank you for your cooperation as we continue to navigate through this public health emergency and thank you for all you do to serve and keep Georgia's children safe.

Stay safe and well,

*Pam Stevens*

Pam Stevens  
Deputy Commissioner for Child Care Services