



157 Litchfield Street in Torrington, CT 06790
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Early Learning and Child Care Center Nursery School Program

Parent Policy Book

MISSION STATEMENT

“To prepare children for life-long success through education, health services, family support, and programs of excellence.”

PHILOSOPHY OF THE CENTER

- We believe strong relationships are vitally important to the development of every child. These include the relationships between children, between children and their teachers, and between all center staff and families. We believe in building true partnerships through effective communication that is genuine, encouraging, and collaborative in nature.
- We respect and value diversity and strive to demonstrate this respect through our actions and words. We focus on building awareness and acceptance of differences in beliefs and practices. We believe that respecting differences helps build individual self esteem and inclusion within our community.
- We believe a safe, nurturing environment is essential. A safe environment provides for both physical and emotional well being. We believe children learn best in an environment that is warm, accepting, adaptable, and appropriately challenging.
- We believe that children learn through play. As children play, they learn problem solving skills, academic skills, social skills, creativity, language skills, and fine and gross motor skills. Teachers will intentionally plan and provide experiences to encourage friendships, promote cooperation, and foster learning in all domains.

CURRICULUM AND ASSESSMENT

Brooker Memorial uses the nationally recognized Creative Curriculum as a guideline for planning lessons, activities, and experiences. Assessments are performed using the Teaching Strategies Gold assessment tool. Assessments are done at the end of September and again in May to measure progress toward learning goals. Parents will be invited for Parent-Teacher conferences to review their child’s assessment results.

PARENT COMMUNICATION

Brooker Memorial strives to establish positive and open communication with the families of the children enrolled in our program. We believe parents are an integral part of their child’s education. Therefore, parents are welcome in the center at any time to visit and are encouraged to volunteer. Your child’s teacher will communicate with you daily either verbally or in writing about your child’s day to ensure the most positive experience for your child. A monthly calendar will be emailed to all families whose emails we have on file, and posted in front of the Director’s office. Important notices can also be found in front of the Director’s office, so please be sure to check periodically.

GENERAL POLICIES OF THE CENTER

Admission Policy:

Enrollments are accepted August through March providing space is available. Prior to admission to the center, parents/guardians must complete all forms in the enrollment packet and other information pertaining to your child. The enrollment packet must be returned to the center no later than 2 weeks prior to the start date. This includes an **Early Childhood Health Assessment Record** that must be completed by the child's physician. As children receive additional immunizations, it is the parent/guardian's responsibility to provide the center with these updates. Parents/guardians must also read the center's policy book, sign, and return the last page indicating they have received and read our policies and agree to abide by them. Your child's enrollment is not guaranteed if the required forms and first month's tuition* are not received by 2 weeks prior to their start date.

Additionally, all children must visit their prospective classroom on their scheduled Visiting Day prior to their first day of attendance. Visiting Day for children attending 2 days (Tues. & Thurs.) will be the Thursday before the program begins from 10:00-11:00 am. All others will visit the Friday before the program begins also from 10:00-11:00. Parents or caregivers need to visit **WITH** their child. Children must visit for at least 30 minutes, but are welcome to stay for the hour.

*Prior to enrollment, families are required to pay the full amount for the first month of the child's tuition. Monthly payments are expected thereafter according to the Payment Schedule shown on our rate sheet.

Withdrawal or Dismissal Policy:

Withdrawal from the center will require **two weeks** written notice. If 2 weeks notice is not given, parents will be responsible for paying 2 weeks of tuition from the date the notice is given. Additionally, families are asked to make a monthly commitment to the center. Tuition will not be refunded if a family withdraws their child prior to the end of the month (An exception may be made if a child is dismissed from the program **by** the center). Withdrawal notice forms are available in the bin near the parent entrance.

We are committed to providing services to children of varying needs. However, the center reserves the right to dismiss a child when it is determined it is in the best interest of the child/children. In making this decision we will consider the safety and needs of **all** the children in the group and the ability of staff to effectively carry out their duties as teachers.

HOURS AND DAYS OF OPERATION

Brooker Memorial Early Learning and Child Care Center Nursery School Program operates from September through June each year from 9:30am to 12:00pm. A 2, 3, or 5 day option is available-please see our rate sheet for more information. The program begins with a scheduled visitation day on either the Thursday or Friday before your child's first day of attendance.

The Nursery School program will be *closed* according to the Torrington Public Schools (TPS) schedule. This includes days that TPS close due to inclement weather. Nursery School will still be held if there is a delayed opening. In the event of a 90 minute delay,

the program will run from 10:30 am until 1:00pm. In the event of a 2 hour delay, the program will run from 11:00am to 1:30pm.

A copy of the TPS calendar can be found online at www.torrington.org.

Monthly tuition remains the same each month regardless of the number of opening/closing days, or any absences due to illness or other circumstances.

Payment/Tuition Policy:

1. Tuition payments for the month are due two weeks in advance. (See the rate sheet for payment schedule).
2. **Non-payment of tuition will prohibit your child from attending the center until tuition, including late fees, is paid in full.**
3. A \$20 late fee is charged for tuition not received by the Friday following the scheduled due date.
4. If a payment is made by check and the check is returned to Brooker Memorial for any reason, the family is responsible for resubmitting the check and for any bank fees Brooker Memorial incurs. In addition, Brooker will charge a \$10 returned check fee. If a check is returned to Brooker Memorial two separate times, Brooker Memorial reserves the right to accept only cash, credit card, or money order payments for tuition from that time forward.
5. Payments of cash or checks can be placed in the small lock box mounted in the parent information area. When making cash payments, please include your name, your child's name, and the payment amount on the envelope. When writing a check, please include your child's name and the payment period. Receipts will only be generated for cash payments. You may request a receipt if you pay by check.
6. Brooker Memorial accepts VISA and MASTERCARD. We can also set up an automatic checking or savings withdrawal. Please see the child care secretary to pay your child care bill using one of these methods.
7. Statements are not distributed on a regular basis to reduce paper usage. Tuition charges are constant according to your child care contract. Full payment is expected every month. Copies of account statements are available upon request.
8. Each family is given a mailbox which is located at the parent information center. Please remember to check this box regularly, as it will include important information such as memos, receipts, and/or other messages.

Health Policy:

Nothing can be more trying or worrisome for a parent than a sick child. Because of the close contact children naturally have with one another, a sick child can easily infect others. To help keep all children as illness-free as possible, we have established the following guidelines. Please keep these guidelines handy and refer to them when your child becomes ill.

Children should **not come** to the center or will be **sent home** if any or a combination of the following conditions exists:

1. Fever at or above 100 degrees as measured under the arm. Fever is measured without fever reducing medication in the 8 hours prior to temperature check.
2. Vomiting 2 or more times in the last 24 hours, or one episode of vomiting and the child complains of stomach or other pain, or is generally acting ill.
3. Two or more unusually loose or watery stools in the last 24 hours that cannot be contained in the diaper or cause accidents for toilet trained children.
4. Difficulty breathing, wheezing, uncontrolled coughing.
5. Yellow/green or watery discharge from eyes.
6. Skin rashes (other than diaper rash) not determined to be non contagious by the doctor; must be accompanied by a Doctor's note to return to child care.
7. Chickenpox: May not return until 7 days after onset of rash, or until all lesions are dried and crusted.
8. Head Lice: May not return until they are nit free.
9. Complaints of pain, ie: earache, stomach pain lasting two or more hours or severe enough to impact the child's participation in daily activities.
10. The child has been sedated in the 12 hours prior to arrival
11. The child is too ill to participate in the day's program, including outdoor activities, or requires more care than can be managed in a group setting.

Children with contagious illness must stay home until:

1. They are symptom free for 24 hours (a child sent home from the center may not return the next day) or
2. They have been on medication prescribed by the doctor for at least 24 hours and are well enough to participate in all child care activities (including outdoor play),
3. There is a note from the doctor stating the child is not contagious and the child is well enough to participate in all child care activities.
4. Exclusion for illnesses not listed above will be based on the advice of the center's Nurse Consultant and/or local health officials.
5. Head lice and scabies are considered contagious.

Families will be notified and given information regarding any unusual level or type of communicable disease to which their child was exposed.

If your child is starting a new medication (one s/he has never taken before), you must give the first dose at home and monitor your child for reaction **before returning to the child care center. This is to ensure that there are no allergic or other reactions to the medication that could result in a medical emergency for your child.*

**Please let your child's teacher know if s/he has had any medication as it may affect her/his behavior during the day.*

Parents should not medicate a child to hide symptoms and then send the child to the center. If your child has any of the symptoms listed above, he/she should not come to child care. Other children and staff will be exposed to a possibly contagious illness before we realize your child is ill.

*(Note: If a child becomes ill while at the center, we will contact the parent. Arrangements must be made by the parent to take the child home **within one hour**. If a

parent cannot be reached, the emergency numbers will be called. Your child will be kept as isolated and as comfortable as possible until he/she is picked up.)

On the days your child is out sick, tuition is still charged for his/her contracted time unless it is an extended illness (out for two or more consecutive weeks). Please contact the director if you know your child will be out for an extended illness.

Regulations require that all children have a current health form on file, which includes an annual physical examination (dated less than 1 year old) and a current record of all immunizations. Regulations also require a flu shot annually for all children ages 6 months through 5 years. Parents are responsible for keeping the center records updated. If your child's health record is more than 30 days overdue, your child will not be able to attend the program until an updated copy is received.

Medication Policy:

Selected staff members at the center are trained to administer oral, topical, or inhalant medication. If your child requires a dosage during the times that they are scheduled to be at the center, all of the following will be required:

A written and signed authorization form *provided by child care licensing* must be submitted to the center from the child's physician and must include:

1. The name, address, and date of birth of the child
2. The date the medication order was written
3. The medication or drug name, dose, and method of administration
4. The time the medication is to be administered
5. The date(s) the medication is to be started and ended
6. Relevant side effects, reactions, or negative interaction with foods or drugs and the authorized plan for management if they occur
7. Notation if the medication is a controlled drug
8. Parent/guardian & doctor's signature required

This authorization form is required by the State of Connecticut for our licensing and is available in the child care entry hallway. All information on the form **MUST** be filled out completely. If the form is not complete, staff will not be able to administer the medication. *Medication must be in the original container, must not be expired, and if it is prescription must have the original prescription label.* *Medication may not be mixed in with your child's juice/milk; may only be administered using the measuring device included with the medication.*

Wellness Policy (Nursery School):

The Brooker Memorial Early Learning and Child Care Center is committed to providing an environment that promotes good nutrition and health practices to help reduce childhood obesity and to reinforce healthy choices for all children, families, and staff. We use the following standards which are based on the recommendations of numerous health and educational organizations.

- **Physical Activity**

We know that active play is important for healthy growth, and physical and cognitive (brain) development. Therefore teachers will strive to:

- Plan opportunities for physical activity throughout the children's morning, insuring that children are not inactive for more than 60 minutes at any time.
- **Screen Time**
The use of television and other electronic media can get in the way of exploring, being physically active, and socializing. Because of this:
 - Screen time will be limited to no more than 30 minutes per week for preschool and school age children.
 - Screen time is limited to educational and age appropriate content.
 - Staff encourage families to limit recreational screen time to no more than 1-2 hours per day of developmentally appropriate programming; no or minimal screen time for children under 2 years of age is recommended.
- **Nutrition**
Studies show that young children consistently over consume salty, fatty, and sweet foods. These unhealthy foods can displace the nutrient-rich foods needed for healthy growth and development. We will support healthy food choices by:
 - Serving, fruits, vegetables and whole grains at snack times.
 - Not using food as a reward.
 - Making water readily available and encouraging children to develop the habit of daily intake.
 - Serving only 1% milk to preschool children, and whole milk to older infants and toddlers.
 - Discussing nutrition and healthy choices regularly, and providing frequent positive feedback when children make healthy choices.
 - Staff will act as role models and will refrain from consuming unhealthy food/beverages in front of children.

*Please be sure to refer to our policy regarding lunch (see below) for details on foods that are and are not allowed from home.

Snacks:

A healthy daily snack and milk or water is provided by the center. If your child has a food allergy, this information must be listed on his/her health form and a Care Plan created with the assistance of our Nurse Consultant and the child's physician (depending on the nature and severity of the allergy). A snack menu is posted in the kitchen for your review.

Lunch Bunch:

Meal times are both an individual and a group activity. Children practice many skills during meal time with a group including socialization, turn taking, language skills, and fine motor skills. In addition, it is a great time for staff to model and talk about healthy eating habits. If you wish to have your child participate in Lunch Bunch please sign up using the form located in the hallway outside his/her classroom each week by Friday. Lunch Bunch fee is \$5 per day. You may place payments in the box located near the family mailboxes. Please note that if only one or two children are signed up on a given day, they may join one of our other preschool groups as lunch guests.

The center does not provide meals, therefore parents wishing to have their child participate in lunch bunch will need to send a healthy lunch for their child. This includes at least a main meal, fruit or vegetable, and milk or water. (No juice. Please save juice for home) Per guidelines from the American Academy of Pediatrics the center requests parents send no more than **one** “treat” item such as cookies, chips, jello, or pudding in your child’s lunch. Please do not send more than that.

All lunch boxes and tupperware should be labeled with your child’s name.

All lunch items should be in ready to eat or ready to heat containers. This means *no* canned soup, boxed macaroni, EZ macs, or frozen dinners as they are too time consuming to prepare.

******The center will not serve candy, fruit snacks, or juices. Please save these for home.

To prevent choking, please cut your child’s food into bite sized pieces. We are not allowed to offer children younger than 4 the following foods: whole hot dogs or hot dogs sliced into rounds (must be cut into quarters), whole grapes (must be cut into quarters), popcorn, raw peas, hard pretzels, or chunks of raw carrot or meat larger than can be swallowed whole (these items can be served if they are cut into small pieces).

Lunches should be placed in the refrigerator in the center’s kitchen. Staff will heat any meals needing it and deliver lunches to the classrooms.

Here are a few lunch suggestions:

- Sandwiches on whole grain bread
- Leftovers from the night before
- Cold cut & cheese roll ups
- Salads
- Vegetables/Fruit
- Whole Grain Crackers with Peanut Butter
- Granola Bars
- Yogurt

The center provides utensils and disposable cups for your convenience. You may choose to send your own if you wish. Please **label** any items brought from home.

Discipline Policy:

It is the policy of Brooker Memorial to protect all children enrolled in the child care program. Brooker Memorial strives to provide a program that fosters the healthy development of a child’s self-esteem. We prohibit the use of abusive, neglectful, physical, corporal, humiliating, or frightening treatment, and the use of physical restraint, unless such restraint is necessary to protect the health and safety of the child or others. Additionally, teaching staff shall never use threats or derogatory remarks and will not withhold or threaten to withhold food as a form of discipline.

Our program believes in:

1. Setting limits that are developmentally appropriate and consistent.
2. Encouraging children to verbalize their feelings and find solutions to solve problems.
3. Use of positive role models and the modeling of appropriate behaviors for children.

4. The use of genuine praise and attention for appropriate behaviors.

Hitting, kicking, shoving, throwing objects, biting, bullying (verbal or physical), or other aggression by a child will not be accepted by the staff as an appropriate means to resolve any issue or as an accepted manner of behavior. Brooker Memorial reserves the right to dismiss a child whose behavior presents unsafe conditions for themselves or others, who repeatedly destroys property, or is consistently disruptive.

If a child exhibits any of the above behaviors, the staff at the center will:

1. Redirect the child's behavior
2. Model the correct appropriate/socially acceptable behavior.
3. Interact with the child and discuss alternative methods of approach to the situation

If the child is physically hurting others, including themselves, or being excessively disruptive, he/she will be removed from the classroom and will remain under staff supervision. When the child has regained self control, and the staff have been able to discuss the incident with him/her, the child will be able to return to the classroom. A behavior form will be completed by the teacher and given to the parent **to sign and return the next day of attendance**. If the child continues to exhibit inappropriate behaviors, the parent may be called to pick up their child from the center. Parents will need to make arrangements for the child to be picked up within one hour. For ongoing behaviors, your child's teacher(s) and our Director of Outreach and Children's Services will observe and document the concerns. A meeting will be scheduled with the family to obtain their input, to formulate a behavior plan, and make any necessary referrals. In rare cases, a limited number of home visits by the Director of Outreach and Children's Services may also be recommended. It is expected that parents will follow through with recommendations to improve their child's chances of success. If the family does not agree with or chooses not to follow through with the recommendations and the behavior continues, Brooker Memorial reserves the right to refuse child care service to the child. This is done for the safety and learning of the other children enrolled in the program. This is the last step that will be taken, and parents will be notified in writing. Whenever possible, 2 weeks notice will be given. However, the severity of the behaviors may cause disenrollment with less notice.

Mandated Reporting:

All staff and consultants at Brooker Memorial are Mandated Reporters under Connecticut General Statutes. We are mandated by law to report any and all suspected child abuse or neglect and must report any suspicion to DCF regardless of the identity of the perpetrator. We are not required to inform families when making a report. If the suspected abuse involves a staff member, he/she will either be removed from direct work with children or placed on leave until the investigation is complete. All staff receive annual training on Abuse and Neglect.

Confidentiality:

All staff of Brooker Memorial are required to sign our Confidentiality Policy upon hire. Confidential and/or sensitive information is not shared with other families or any staff who do not have a need to know. Confidential information includes but is not limited to: addresses, phone numbers, financial status, health/mental health information, and home situations/living arrangements.

Potty training policy:

All children must be fully potty trained before entering our Nursery School program. This means the child can remain dry in underwear and use the bathroom unassisted. It is important that you send your child to school in clothing that he/she can pull up and down on his/her own. Please show your child how to wipe him/herself after going to the bathroom. Staff are not able to go into the bathroom alone with a child to assist with wiping. Our Nursery School program is not equipped to handle diaper changes or frequent toileting accidents. If a child is having frequent toileting accidents, a meeting will be held with parents to address the issue. If the child continues to struggle with accidents, he or she may be disenrolled from the program until potty training is complete.

Drop Off/Pick Up Policy:

1. The Nursery School program begins promptly at 9:30am. Please have your child here at that time. Parents may *not* drop off their child early as the teacher will be using that time to finish setting up the classroom.
2. Upon arrival, parents/guardians must escort their child in to his/her classroom and be sure the teacher is aware he/she has arrived. The teacher will then sign your child in for the day and you may leave.
3. **Please drive slowly in our parking lot!!! The posted speed limit is 5mph!** Please hold your child's hand while in the parking lot.
4. Upon departure, children are to wait in the classroom or on the playground until a parent/guardian comes in. Again you must be sure the teacher is aware you are picking up. If the teacher is speaking with another parent please wait until she is available and can acknowledge you are leaving. Your child will then be signed out and becomes your responsibility to supervise. Please do not allow your child to run in the hallways or parking lot, or to enter classrooms that are not their own.
5. Each family will be given their own 4 digit PIN for the security door. Please use careful judgment as to whom you share your code with, and for safety reasons please *do not* share your code with your child. This code can be changed at any time if the need arises.
6. **For the safety of our children please do not let anyone else in as you are entering or exiting the building!** (You may recognize other parents or guardians, but situations occasionally occur where someone who used to drop off & pick up is no longer authorized to do so.) Anyone who is authorized to enter the building will have their own code. Anyone without a code will be let in by staff only.
7. Please feel free to contact your child's teacher or the Director if you are interested in volunteering at the center or sharing a special talent/skill that you may have. All are welcome.
8. Only persons listed on the child's information form will be allowed to sign out the child. Parents must inform child care staff when anyone other than themselves will be picking up. If an alternate person comes to pick up your child, and staff have not been informed, the person will be asked to wait until you can be reached to verify who is picking up.
9. The center will require proper identification of any person visiting or picking up a child.
10. We must be informed of any restraining orders or other similar issues in order to protect your child. It is the parent/guardian's responsibility to provide the center

- with up to date copies of such orders, and notification when orders are expired or lifted. Without copies of such orders, the staff will not be able to enforce them.
11. Please be diligent in following child safety restraint laws. If we see a child in an inappropriate car seat or none at all, we will request that you leave the child with us while you go and purchase or borrow the age appropriate car seat. We must report your name and license plate number to the police department if you refuse to cooperate and leave with your child. A report will also be made to DCF.
 12. It is against the law to drive while under the influence of alcohol or drugs. If we smell alcohol or otherwise note that the safety of your child is better served if the parent/guardian does not drive, we will request that you find a substitute driver. We must report your name and license plate number to the police department if you refuse to cooperate and leave with your child. A report will also be made to DCF.

Late Pick Up Policy:

All children must be picked up at 12 pm according to the classroom clock (1 pm if staying for Lunch Bunch) or a late fee will be charged. Late pick up fees are as follows:

- \$5.00 up to 5 minutes late
- \$10.00 between 6 and 10 minutes late
- \$15.00 between 11 and 15 minutes late time, \$1.00 for each minute thereafter

If you know you will be late to pick up your child, please call the center to advise staff of your expected arrival time. This is important in assuring that you are okay. Late fees still apply even though you notify the center. When you are late to pick up your child, you will be required to sign our late pick up form indicating the time of pick up. Late fees will be immediately added to your account. Parents/caregivers who are late more than two times in a month will be charged an additional \$1.00 per minute. Chronic issues with late pick up may result in disenrollment. Payment of late fees is due within 7 days following the late pick up. Failure to pay assessed late fees may result in your child's disenrollment from the program.

The above fees apply as well as the following procedures:

- If a child has not been picked up within 10 minutes of the Nursery School program's closing time, we will call all home and work numbers listed for the parent/guardians.
- If we cannot reach a parent/guardian we will call all other pick up and emergency numbers on your information form.
- The child care director or executive director of Brooker Memorial will be notified.
- If no one can be reached after 30 minutes, the child care director or executive director will notify the police and a determination will be made regarding the involvement of The Department of Children and Families for abandonment or neglect.
- Two staff eighteen years of age or older will remain with the child on the licensed premises until the child is picked up.

Snow and Inclement Weather:

Parents should watch their local news channel, listen to WZBG, or check the Torrington Public Schools (TPS) website (www.torrington.org) to find out if school is closed. If TPS are closed, the Nursery School program is also closed. In the event of a delayed opening for TPS, please refer to the information on p.3 for program start times.

Evacuation Emergency:**Shelter in place:**

In the event of a tornado warning children and staff will shelter in place. We will evacuate to a designated safe area of the child care center. Emergency supplies are kept onsite. Children and staff will remain there until the warning is lifted.

Evacuation:

In the event of any emergency that would require the evacuation of the building, parents would be notified by center staff prior to the evacuation if possible, or as soon as possible afterwards. Brooker Child Care has permission to evacuate children to the Knights of Columbus building on 152 Litchfield St., or to the Torrington Library on 12 Daycoeton Place. Children will be transported in staff vehicles and/or will walk. Once notified of evacuation families must make arrangements to have their child picked up as soon as possible.

Miscellaneous Policies:**Absence:**

If your child will be absent, please call the center to inform your child's teacher. The center must also be informed if your child will be out due to an illness, and the nature of illness. If the center does not receive a phone call regarding the absence of your child, the center will make a phone call to find out your child's status.

Photo Release:

As a learning center, the center uses photography as a teaching tool and for publicity. The children also love to see themselves. Photos are displayed throughout the center and may be printed in local newspapers, agency publications; appear on our website, Facebook page, or in other publicity. Parents are asked to sign a waiver upon enrollment for this or to let the center know if you don't want your child's photo to be taken or used.

Field Trips:

The children may periodically take field trips. Field trip fees will apply. Advance notice will be given when a field trip is scheduled and a permission slip will need to be signed. No child may go on a field trip without a permission slip. If your child will not be participating in the trip, you may be required to make other child care arrangements for the day. We encourage parent chaperones on field trips and will provide additional staffing over ratio as needed. A first aid kit, reliable means of communication, and any necessary medications will be brought. Staff are trained in first aid, CPR, and the administration of medication.

Clothing:

Sneakers must be worn for outside play. Your child may wear other shoes while indoors, but must have a pair of sneakers each day for outside play.

Each child needs to keep a full set of spare clothing at the center. This is mandated by Child Care Licensing. Please include the following:

- Shirts
- Pants/Shorts
- Socks
- Underwear

Remember to provide your child with weather appropriate items as well. The children go outside every day weather permitting. Please include:

- Weather appropriate jacket/coat
- Hats/Mittens/Gloves
- Boots/Snow Pants
- **Please remember to label all of your child's items.**

If your child does not have these items, you or one of your contacts may be called to bring them to the center.

Toys from Home:

We ask that children not bring toys from home. Things can become lost, get broken, or cause hard feelings around issues of sharing. We cannot be responsible for any toys brought from home, and staff are not able to monitor toys that are left in children's cubbies. If there is a special activity when your child can bring an item from home, your child's teacher will notify you ahead of time. In that case, upon arrival the item should be placed in your child's cubby. The teacher will allow children to get the item from their cubby at the appropriate time, and have them return it to their cubby when the activity is over. It is recommended that families do not allow their child to bring expensive or irreplaceable items to child care!

Complaint Procedure:

Brooker Memorial uses the complaint procedures set forth by the State of Connecticut Child Care Licensing Department. Most problems within a child care setting are not life threatening and should be resolved by:

- Discussing the problem with the classroom teacher
- Discussing the problem with the program director if the teacher has not been able to address your concern
- Discussing the problem with the Executive Director of the organization
- If the problem is still not resolved, then you may contact the Office of Early Childhood

All inspection reports and compliance letters for the center are available for your inspection at the child care center or by contacting the State of Connecticut Office of Early Childhood.

Note: Positive feedback is always welcomed too!

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Child Care ~ Children's Dental Care ~ Community Health Programs

157 Litchfield Street in Torrington, CT 06790
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Confirmation of Receipt

This page must be signed and returned to the center before the start of child care.

I have received the Brooker Memorial Early Learning and Child Care Center Policy Book, and I am fully aware of its contents including the discipline policy which I have discussed with the Director or Assistant Director. I understand that should questions arise about the Policy Book, the Child Care Director will be available to address them in a timely manner. I understand that failure by the center to require performance/adherence of any provision in the Policy Book shall not affect the center's right to require performance/adherence at any time thereafter.

Child's Name: _____

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____