



Brooker Memorial
Preparing Children for Life-long Success

Annual Report 2019 - 2020

Volunteer Leadership

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As of June 30, 2020

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Cathleen M. Todor
Atty. Thomas F. Wall, Jr.

PROGRAMS AND SERVICES

- Center for Children's Therapy: Occupational, Physical, and Speech Therapies
- Child Care Enrichments in Yoga, Music, and Gardening
- Dental Care for Children, ages 1-20
- Dental Care for Pregnant Women
- Early Learning and Child Care Center: Infants, Toddlers, Pre-school, Nursery School, Before and After School Care
- Relatives as Parents Program for Grandparents and Other Kin Raising Kin
- Weekly Blood Pressure Screening with Charlotte Hungerford Hospital

From the Executive Director

Dear Friends,

We began our new year last July with the determination and mindset to accomplish some exciting program goals, including taking over management of the Center for Children's Therapy, hiring a new member of the management team and more. We were making great progress and were hard at work. Then, the pandemic required us to pause, reflect and plan how we would operate during the crisis. As did all businesses and organizations, we followed the news, looked to our trade organizations and ultimately followed the state's directive to scale back operations to ensure the safety of our staff and clients.

This year's annual report includes how we responded to COVID-19. I'm proud that our entire team, including the board of managers, rallied to continue serving our families who needed us, and to support our staff during a period of significant financial uncertainty.

We placed high importance on communicating with our constituents. We stayed connected virtually and provided ways for children and families to stay engaged and feel supported.

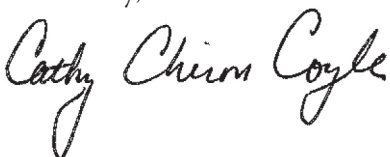
The response of the community—individuals, companies and foundations - was amazing. We received financial contributions, words of support and offers of volunteer help.

We reopened our programs beginning in May. It was a breath of fresh air to hear the laughter of children, the voices of parents, and the banter of staff filling the hallways. Our operations do look different today, with less opportunity for direct interactions, more personal protective equipment, more physical barriers and an increase in safety and wellness routines and protocols.

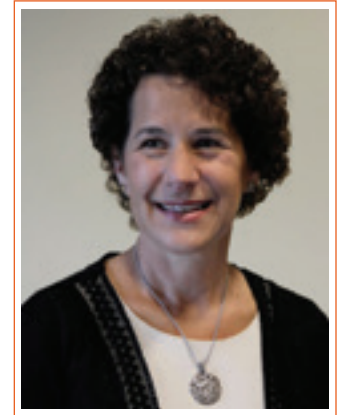
We certainly changed gears to respond to COVID, but we never stopped our forward motion. We continued to provide child care for essential workers' children, we learned how to provide therapy using telemedicine, we held frequent Zoom meetings with our grandparents who are raising their grandchildren. We also kept working on our goals: hiring new staff for the Therapy program, developing an evening Relatives as Parents support group, developing programming for our KidsPlay museum partnership and researching new program ideas. More about this work is included in the annual report. I hope you enjoy reading about our progress.

As we look to the next year, we know it holds new challenges and unforeseen changes. All of us at Brooker stand ready to be here for our families and the community and respond with open hearts and open minds. I hope that as a community of people, we can hold on to the best of the pandemic: support of one another, compassion and a more patient way of moving throughout each day.

Sincerely,



Cathy Chiron Coyle
Executive Director



Pediatric Dental Center

KIDSPRAY PARTNERSHIP

For Dental Health Month in February, Hygienist Debra Ravlin and Program Manager Lisa Ferris spent a morning at KidsPlay Children's Museum providing free dental screenings in the Brooker-sponsored dental exhibit. The goals were to educate families on good oral hygiene, healthy snacks versus unhealthy snacks and to help children with a fear of the dentist begin to overcome it. Each child received a goodie bag with a toothbrush, toothpaste, floss and information on Brooker Memorial's programs. The children had fun playing in the exhibit and the parents appreciated the screenings and dental health tips.

In April, during the COVID-19 shutdown, KidsPlay asked Brooker to develop and present a week's worth of activities that could be shared through their Social Media platforms. Our Dental staff worked hard on activities and programs to engage children in their homes. One activity involved the children in following Paddington Bear as he explored the dental exhibit at the museum. A dental scavenger hunt had participants find healthy snacks in their homes and also find snacks they identified as unhealthy. Another activity during the week instructed and encouraged children to practice brushing their teeth for two minutes and flossing their teeth. We created a video featuring our hygienist Sharon Grieco. Sharon talked directly to the children about what they should expect when they come back to the dentist. The purpose was to reassure them



that even though we'll be wearing more "clothes and masks," we're still the same hygienists and dentists they know!



COVID-19 SHUTDOWN

On March 18th Brooker Pediatric Dental Center closed due to the beginning of the Coronavirus pandemic for what we thought would be a two-week period. As the governor extended the Stay Home Stay Safe order, the dental staff worked diligently to contact our patients and let them know we were closed, and we would contact them when we were given the okay to re-open. During the shut-down we continued to treat emergency patients in the office. Dr. Karanki was assisted by Receptionist Carole Thebarga and Dental Assistants Jen Dupill and Inna Epshtein. We saw 17 emergency patients during the closure. Parents were very grateful that we were here to care for their children. Dental Program Manager Lisa Ferris researched, developed and implemented re-opening protocols. She worked tirelessly to obtain all the PPE (personal protection equipment) required by the CDC and the American Dental Association. The Dental Center re-opened on May 26, 2020. The staff has done an amazing job adapting to the "new normal" in our office. We have received positive feedback from our patients and families on how safe they feel with all of our new protocols.

“Brooker Memorial was fantastic when my daughter needed an emergency visit. We called during the pandemic and were seen within two hours of our call. The staff were extremely gentle with her and followed up with us. They eased my mind when I, as a parent, didn’t know what to expect. We’re extremely grateful for the wonderful care we received!”

-DC, PEDIATRIC DENTAL PARENT

THOMASTON SAVINGS BANK SUPPORTS SAVE-A-TOOTH KITS

Dental Hygienist Debra Ravlin wrote and received a grant from Thomaston Savings Bank Foundation to implement a Save-A-Tooth Kit distribution program. Save-A-Tooth is a device to help save teeth that fall out accidentally. The Save-A-Tooth container holds a solution that stimulates cell growth on the tooth root. The more cells that are alive before replanting, the greater the chance the dentist can save the tooth. The design of the Save-A-Tooth container allows



the dentist to remove the tooth from the container without any additional damage to the root and gives the dentist a safe way to store the tooth during procedure preparation. In addition, each tooth has its own protective slot inside the container allowing for multiple teeth from the same child to be stored if needed. The Save-A-Tooth Kit is accepted by the American Dental Association (ADA), has a two-year shelf life and does not need refrigeration.



“Our Boy Scout Troop is interested in getting a kit for our first aid box. A few years back, one of our scouts got his tooth knocked out at a scouting event. A parent who was a nurse had supplied one of these save a tooth kits at that time and she used it to save the scout’s tooth. We’re happy to add it to our first aid kit again. Many thanks!”

-Scoutmaster Bill

The grant enabled Brooker to offer 60 Save-A-Tooth Kits to local sports teams, day camps, scout troops and 4-H groups. Each kit was packaged in a heavy-duty zippered pouch and included one Save-A-Tooth product, custom created tri-fold brochure with product information, an instruction sheet with illustrations, one pair of gloves and a packet of gauze, a Brooker Pediatric Dental Center brochure and an acknowledgement of The Thomaston Savings Bank Foundation’s funding of the kit.

Child Care & Early Learning Center

BRIGHTWHEEL LAUNCH

In January of this year, the Child Care program launched a new communication app called Brightwheel. The app allows for better communication between families and their child's teacher, enables us to send daily photos and even short video clips, and has a messaging alert system for notifications and emergency alerts. Each classroom has an I-pad that the teacher uses for documentation of activities and taking photos and videos. Each family has their own secure log in and can see a daily "feed" of their child's activities - similar to Facebook. The response to the app from families has been overwhelmingly positive. They truly enjoy being able to have a glimpse into their child's day and the ability to react or ask questions. The app proved extremely beneficial during the early days of the pandemic.

It enabled us to easily and quickly communicate with parents as plans were changing by the hour. We also used the app to survey parents about their need for care. The quick responses enabled us to efficiently implement staffing schedules.



Christine Donahue celebrated 30 years of employment at Brooker. Chrissey has been a teacher for every age group and serves as the Assistant Director. We applaud Chrissey for her dedication to Brooker and thank her for the abundance of love she has shared with so many children.

CHILDREN'S FARMER'S MARKET

Last year's garden yielded a great variety and abundance of produce. The children spent many days in the garden supplementing the behind the scenes work of our tireless garden volunteers. They especially loved watering - filling and using their miniature copper watering cans and running from one raised bed to another. They also enjoyed picking: strawberries



and snap peas early on and lots of kale as the season progressed. Kale chips became a center-wide favorite and we needed to encourage the kids to harvest the rest of the garden too!

As the growing season approached fall, we decided to hold a farmer's market event. Our goal was to share our abundance of produce and add in some additional math activities to the children's learning. The children helped pick and package produce for the event and an invitation went out to Brooker constituents. A beautiful spread was set up on our playground. The kids were so proud of themselves as they collected money and counted out change with the teacher's help. As one particularly big red tomato was purchased by a Brooker corporator, a child yelled out to his classmate "Hey Bowen! Bowen, that old guy took our tomato!" Now that's a testament to the pride of ownership the students have in their garden!

CHILD CARE CRISIS

The child care industry in the United States wasn't in great shape before the pandemic. COVID-19 has pushed it to the brink of collapse with many child care centers struggling to stay afloat after months of closure. Many have closed and will not reopen. Centers typically operate on a very thin profit margin and will be unable to bear for long the higher costs of additional staff to meet new health protocols, the costs of PPE, increased expenditures for cleaning supplies, and reduced

income due to restrictions on group sizes. The loss of available child care slots will make it impossible for many families to return to work.

Brooker is proud to have remained open throughout our state's shut down to provide care for the children of essential workers. We are fortunate to have been able to weather the partial closure and re-open to all of our families as of June 8th. Only a small handful of families haven't returned, all due to parents not yet returning to work. Brooker's staff and Board of Managers have remained committed to providing much needed child care services to the families of Litchfield County.



NEW COVID PROTOCOLS

On March 20th Governor Lamont announced a Stay Safe, Stay Home order for the state of Connecticut. Child Care Centers were not mandated to close. Although many did, Brooker did not hesitate to remain open for our families who are essential workers. After quickly reaching out to families to see who needed care, we created a plan to remain open and provide services. The center consolidated down to 2 classrooms – one for children under the age of 3, and one for over 3. A dedicated core staff of 4, Christine Donahue, Kimberly Gallo, Danielle Robison, and Child Care Director Charlene Lee made a daily commitment to place themselves on the front line to ensure our Brooker families had a safe place to bring their children. Fourteen children attended initially in March, and enrollment increased to 20 by early May.

Constantly changing guidance was issued by the CDC and the Office of Early Childhood. The child

care center implemented numerous safety measures including health screenings and daily temperature checks, masks and smocks for staff, “curbside” drop off for parents, multiple enhanced cleaning protocols, and an increase in the percentage of fresh air drawn in by our HVAC system to create positive air flow. All children were separated into individual cohorts with no contact between groups, and consistent staffing for each group. We reopened to our larger group of families on June 8th and have been very fortunate to have had no incidences of infection among our children or staff.

PRE-SCHOOL GRADUATION

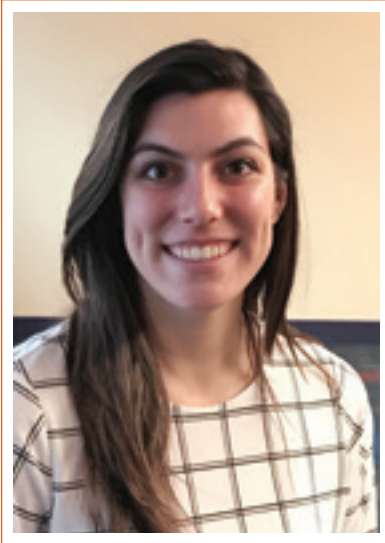
Each summer Brooker hosts a Preschool Graduation Ceremony for our students who will be entering Kindergarten in the fall. It is a wonderful opportunity to get together with families and celebrate this milestone for our children. This year required some creativity since we weren't able to hold our traditional ceremony. We truly wanted to help our students feel acknowledged and connected. Instead of a formal indoor ceremony, we celebrated graduation in 3 ways. Children first received a personal video message from their teacher saying goodbye and sharing a favorite memory. We then held a “drive thru” graduation event on July 2 for children to receive their diploma and a goodie bag in person. Several of our staff and Board Members came to cheer on the graduates as they drove by, and teachers spent time at each car visiting with their students. Lastly, the children and families received a video slideshow after graduation with photos of each graduate throughout their time with us. The families and children reported that they loved this year's new graduation!



Family Support and Education

CASSANDRA WEIK JOINS BROOKER

In February 2020, Cassandra Weik, LMSW joined the management team of Brooker. As Client Support and Program Coordinator, Cassie will work on new program development and implementation, expanding our Relatives as Parents Program, and supporting children and families in all of



Brooker's programs who need assistance, counseling, connection to resources, etc. In May, Cassie was asked to take on management of the Center for Children's Therapy. Her prior experience in a clinical setting along with her strong interest in children's mental health will make her an asset to the program. Cassie's skills as a social worker range from trauma informed play, attachment based therapy, group work, young child development, intensive in-home therapy and assisting clients access community resources.

RELATIVES AS PARENTS PROGRAM

Brooker's Relatives as Parents Program (RAPP) is a three-year grant funded program through the Brookdale Foundation. The RAP Program is for families who are raising related children who are not biologically their own. Brooker provides support through a monthly "Lunch and Learn," resources particular to their needs, informative speakers during meetings to discuss issues such as guardianship and trust funds, and the ability to experience joyful outings with other group members and their children! Ten grandparents have actively participated in the program this year. During the Stay Home Order, RAPP continued to be active providing support groups twice monthly using an online video chatting platform. The children and grandparents enjoyed seeing each other and feeling a sense of normalcy when so much change was occurring around them.

FAMILY SUPPORT

Supporting children and families has long been the work of Brooker Memorial. We have begun providing therapeutic support to families involved in Brooker programs and those referred by community providers. These services are free of charge to families and our new Client Support and Program Coordinator, Cassandra Weik, is able to offer support in person, over the phone, or in the classroom. Social emotional and behavioral support is available for children enrolled in our Early Learning and Child Care Center. Cassandra collaborates with the caregivers and teachers to find the best approach to help each child succeed. Since February, Cassandra has provided support to thirteen families.

One of the fathers involved in our Center for Children's Therapy spoke with Brooker to discuss his concerns about his child's development and frustration he had felt in the past with other providers. After listening to this father's concerns, it was evident the immense amount of love he had for his child. Brooker was able to provide helpful resources and contact the child's other providers to act as

A LETTER FROM A RAPP GRANDMOTHER

"A couple of years ago when we found out that my husband had heart disease and wasn't working for a while, the RAP program was able to offer us emotional support through the group, financial support and even help with school supplies and some clothing.

In addition to all of this I have made some wonderful, close friends who understand and support each other and we have enjoyed going on field trips together with the kids as well as having our monthly meetings and workshops that deal with specific issues that are based on some of the reasons why our young family members reside with us such as Mental Health, Drug Addiction...

In closing I would like to give a big Thank You from the bottom of our hearts to all of our friends and administrators who work hard to support this very important program because I know that there are many more people out there that can benefit from this program."

— Relatives as Parents Program Grandmother

an advocate for the family. The father ended the phone conversation tearful, thanking Brooker for their support.

Brooker offers an abundance of resources to families in Litchfield County and is able to help guide them in the right direction to meet their needs.

JOHNSON-O'CONNOR RESEARCH FOUNDATION

As part of Brooker's new program exploration, Executive Director Cathy Coyle traveled with two young adults to New York City on two days in January to participate in the Johnson O'Connor Research Foundation's aptitude assessment program. Chloe Lee, a junior at Torrington High School, and Owen Giese, a recent Lewis S. Mills graduate, participated in one and a half days of hands-on aptitude testing. Following the testing, Chloe and Owen each met individually with the director of the Research Foundation to learn about their test results and what types of careers would be a good fit for their skills, interests and abilities. Owen summed up the experience saying,

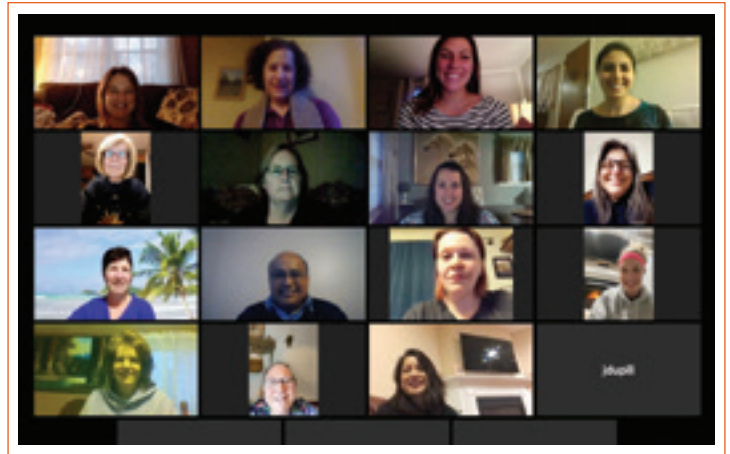


"My personal experience with the Johnson O'Connor Research Foundation was extremely positive. It left me feeling more open minded, and admittedly quite excited regarding my future.... Up until this point my main concern was "what am I going to do with my life?" I feel more confident post testing and am leaning now toward the question "what am I going to choose to do in my life?"

The Brooker board will be considering this program along with others for future additions to its program offerings.

CORONAVIRUS

Communication with Brooker families remained a priority to Brooker staff throughout the temporary coronavirus closing. As did companies and people all over the world, Brooker used videoconferencing



during the COVID shutdown as a way to communicate, connect and accomplish business. Brooker committees met virtually, we held a staff "happy hour," and our teachers led circle time for our child care students. In May, we hosted a "COVID Operational Update" Zoom meeting for corporators to hear from the Brooker management team. We were pleased to have 13 corporators join the meeting. Our Center for Children's Therapy used Zoom technology to continue providing therapy in a "teletherapy" mode. Our therapists worked hard to learn the technology so they could provide the best care possible without an in-person, one on one session. Brooker remained in contact with our families through Facebook, Constant Contact, email, and videoconferencing. Activities, information and resources were also shared with families to maintain communication. We created a video showing all Brooker staff with and without masks so that when our kids came back, they would not be afraid or intimidated by seeing their teachers and all Brooker staff wearing masks.

(Continued on next page)

"Thank you for checking in. I really like doing the activities you post online with [my daughter]. She's learning so much — I didn't know she could do this much!"

— CHILD CARE PARENT

Family Support and Education

(Continued from previous page)

Brooker was invited to serve on the City of Torrington's Coronavirus Community Recovery Committee representing all childcare centers in Torrington. We connect with centers in our community to identify and assess concerns and demands due to Coronavirus. Brooker takes information gained from outreach to the community and discusses possible solutions with other representatives as part of this Committee.



NORTHWEST CORNER GIVES

Brooker was invited to participate in the Northwest Connecticut Community Foundation's Northwest Corner Gives Campaign. The Foundation awarded Brooker \$10,000 as an initial grant. In addition, Brooker was required to raise \$5,000 in donations through the Foundation's online giving campaign, which would be matched by the Foundation. The response from the community was overwhelming! Brooker exceeded the \$5,000 goal and raised a total of \$12,892. With the foundation grant and match, Brooker received a total of \$27,892. This funding helped us continue to provide programs of excellence to our community throughout the Coronavirus pandemic. Specifically, Brooker utilized these funds to increase child care staff to minimize exposure across groups of children and to provide daily health screenings and temperature checks, to purchase a therapy gym divider and safety glass shield to continue safely providing therapy services, to purchase personal protective equipment (PPE) for staff and to make physical and procedural modifications to safely treat patients. We are grateful for our community's participation in helping us reach our goal.



Center for Children's Therapy (CCT)

Center for Children's Therapy transitioned to a fully operated Brooker program in November 2019 and has since grown significantly. Prior to November, the program was operated in partnership with EdAdvance. Children from infancy to adolescence receive occupational, physical, and speech therapy in



dedicated program space in the Brooker building. We treat children who have developmental needs or delays, congenital diseases, sensory processing challenges, Autism Spectrum Disorder, and more. Our therapists at Center for Children's Therapy individualize each treatment to meet the needs of the child. Through collaborative work between caregivers, the therapist, community providers, pediatricians and medical specialists, each child seeks to meet or surpasses their individual goals. Since November, 121 children were referred to the Center for Children's Therapy. One hundred percent of our referrals were from pediatricians and prescribing physicians. We work closely with the referring provider to establish a comprehensive treatment plan to benefit the patient and their family.

ADAPTING TO CHANGE

Our staff and patients in the Center for Children's Therapy have experienced a significant amount of change; from changing ownership, practice policies due to Coronavirus, and welcoming a new manager to their team. Cassandra Weik joined Brooker's Center for Children's Therapy in May, 2020 as new coronavirus-required responsibilities in our Pediatric Dental Center required a shift in management duties. Cassandra is a Licensed Master of Social Work and is Brooker's Client Support and Program Coordinator. The Center for Children's Therapy staff has welcomed Cassandra with open arms! Brooker also added an additional Occupational Therapist, Danielle Sampieri, O.T.R./L. to the team. Danielle joined us with a wealth of knowledge in pediatric occupational therapy and will

be conducting evaluations as well as supervision for the Certified Occupational Therapy Assistants.

CORONAVIRUS RESPONSE

The Coronavirus Pandemic affected the Center for Children's Therapy as it did Brooker's other programs. Due to the Connecticut Stay Home order, children were unable to be seen in the clinic from April through June 2020. Throughout the partial closure, we adapted to the circumstances and began utilizing teletherapy. From April 1 to June 16, 2020, therapists provided 90 teletherapy sessions with their patients. As we began to gradually reopen the center, we purchased a 13-foot divider to separate the gym in two, allowing more children to be seen safely at once. We also purchased a plexiglass shield to serve as a protective barrier between the speech therapist and her patients. These items were funded by the Northwest Corner Gives Campaign.

FUTURE OF CCT

Brooker's Center for Children's Therapy is looking forward to expanding to offer a wider array of services to more families in our community. Brooker has begun to collaborate with the Torrington Area Families for Autism (TAFA) to identify needs in our community for children diagnosed with Autism Spectrum Disorder. CCT plans to begin offering group therapy around social skills while incorporating occupational, physical, and speech therapy.

Brooker is collaborating with behavioral health providers in our community to establish primary needs of children that can be met at CCT. This may include providing mental health therapy in our clinic.



In the Community



The Torrington High School Interact Club selected Brooker to be the beneficiary of their Christmas gift giving program. Members of the club came to Brooker bearing gifts of socks, mittens and hats for our children.

Brooker was pleased to host the Rotary Club of the Torrington Winsted Areas for one of its weekly meetings. On a beautiful September afternoon 30 Rotarians enjoyed lunch under tents on the children's playground, heard from Brooker staff about programs, and then took a tour of the Little Green Thumb Children's garden. Rotary has been a supporter of Brooker programs over the years including a donation to construct the raised garden beds.



In October, Brooker hosted the Northwest Connecticut Chamber of Commerce's business with breakfast. Nanette Bergin and Amber Chapman from Brandywine Senior Living brought a box full of art supplies to be given to our Brooker families.



When one of our Brooker staff member's husband had a heart attack and the family was facing some financial challenges, her teammates in the child care center organized a "pasta to go" fundraiser. St. Maron Church let us use their kitchen to prepare 110 pasta and meatball dinners that our staff and families purchased to take home and enjoy. Volunteers and staff worked together to prepare the food. The cooking was led by Mike Soliani who shared his family's sauce and meatball recipes. The Purcell family was instrumental in making 185 meatballs! Our Brooker employees and friends never hesitate to offer their support, volunteer their time and act swiftly and compassionately when there is a need.



Brooker received recognition from the United Way of Northwest Connecticut for achieving 100% employee giving! Pictured are members of Brooker's 2019 United Way committee: Kendall Bilts, Lisa Ferris, Carole Thebarger, and Kim Gallo.



CHRISTMAS KINDNESS

On December 19th a group of 26 amazing students and several staff from Oliver Wolcott Technical School descended upon the child care center to bring some Christmas cheer. Led by teacher Raymond Tanguay, the students had worked for weeks volunteering their time to plan activities and shop for toys – one for every child enrolled! They arrived early in the day to fully decorate our gym including a Christmas tree, inflatables, and a special chair for Santa. The students, dressed in holiday costumes, spent time with each group of children doing face painting, crafts, and reading stories. Afterwards the children each visited Santa for a photo and a gift.

The children talked about the "big kids" and their visit for many days after. We were truly impressed by the students' kindness, patience, and the true joy they exhibited while spending time with our Brooker kids. We had planned a return visit in the spring, but COVID required a postponement. We look forward to seeing our new friends again and continuing to build our intergenerational program.

Volunteers

Brooker is truly grateful to the many community, staff, and parent volunteers who share their time and skills to help make Brooker a great place to be. Our volunteers help in so many ways - planning, organizing, planting and nurturing our children's garden, maintaining the flower gardens around the building, preparing dental goodie bags and doing clerical work, chaperoning field trips, and more. Their efforts are always appreciated. We are pleased to say that 68 volunteers provided 1,300 hours of service to Brooker Memorial last year.

Susanne Achee
 Judy Addazio
 Brenda Andro
 Barbara Balnis
 Ashlyn Bernard
 Charles V. Beyer
 Jeremy Blakeslee
 Kali Blakeslee
 Donna Bruno
 Kathleen Carey
 Taryn Carey
 Lorene Chiron
 Peter Clark Sr.
 Alyssa Colasanto
 Madeline Colasanto
 Emily V. Cole
 Christine Comeau
 Heather Costa
 Cathy Coyle

Corrine D'Angelo
 Nicole DePaoli
 Brenda L. DiCarlo
 Lisa A. Ferris
 Zach Ferris
 Felicia Field
 Jim Fontana
 Kim Gallo
 Justin Giampaolo
 Ann Gianni
 Patti Harris
 Debbie Hayes
 Judith M. Hogan
 Thomas F. Hogan
 Constance Hudak
 Joseph Jasuirkowski
 Nancy Jasuirkowski
 Charlene Lee
 Jack Leifert

Lance D. Leifert
 Sandy LePage
 Gerald Libby
 Joan Libby
 Mark Linehan
 Pauline Linehan
 Tom Lopardo
 Amy Marchand
 Gail Marchand
 Patrick Marchand
 William Marchand
 Katherine Marchand-
 Beyer
 Tina Maritano
 Kim McAllister
 Hudson Masangkay
 Susan E. Nardine
 Carlos NeJaime
 Michael NeJaime

Caitlin Nield
 Bella Purcell
 Beth Purcell
 Lucille Purcell
 Danielle Robison
 Cheryl Payne Rohr
 Susan Sawula
 Linkesta Shabani
 Michelle Sliech
 Michael Soliani
 Patricia Soudier
 Mary Teddick
 Nicholas Wehry
 Marilyn Weiner
 Cammie Zarrella
 Steve Zarrella



In the fall of 2019, Board President Bill Marchand, along with his daughter, granddaughters and other friends planted 3,000 daffodil bulbs on the perimeter of the Brooker property. When all these daffodils bloomed in the spring of 2020,

during the COVID-19 pandemic, they were a welcomed sight for sure! Thank you, Bill, Emily V., Alyssa, Madeline and Mark.



Community Support

As a non-profit organization, Brooker operates with earned revenue from childcare, dental and therapy services, grants from foundations, investment income and donations from the community. We are truly grateful to the following individuals, businesses and organizations who supported our programs and the families we serve. Donations are used to support our childcare program including The Little Green Thumb Garden, yoga and music enrichments, healthy snacks and staff development; our Pediatric Dental Center including our Cavity-Free Club, school dental programs, community education and our financial assistance fund. In addition to direct program support, many donors supported Brooker during the Coronavirus pandemic to help us continue to provide services to families.

The lists below include donations received between July 1, 2019 and June 30, 2020.

Note: Gifts made to Brooker/Northwest Corner Gives will be acknowledged in the 2020-2021 Annual Report.

MONETARY GIFTS:

Judy and David Addazio
Advanced Physical Therapy
Amazon Smiles
Anonymous
Mr. David Antoniazzi
A&R Auto Body
Mr. John A. Badjar
Ms. Nancy Basti
Ms. Gail Berglund
Blood Pressure Clinic Participants
Charles Heaven & Company
Mr. Richard V. Chiron
CHUBB Charitable Foundation
Ciesco Memorials
Mr. and Mrs. J. Arthur Coffill
Mr. & Mrs. Lawrence Connors
Cathy and Bill Coyle
Ms. Corrine D'Angelo
Davidson Chevrolet Inc.
Mr. BILL C. Davis
Ms. Brenda L. DiCarlo
Dismukes Engineering
Ms. Mary Fischer
Mr. William Fuchsman
The Honorable Charles and
Mrs. Gill
Gleeson Ryan Funeral Home
Ms. Carol Chadwick Kenner
Mr. and Mrs. John N. Lavieri

Mr. Jack Leifert
Mr. & Mrs. Mark Libby
Mr. and Mrs. Gerald Libby
Litchfield Bancorp
The Hon. and Mrs. Michael
Magistrali
Mr. and Mrs. William J. Marchand
Mrs. Jackie Miller
Ms. Tina Mitchell
National Iron Bank
Mr. & Mrs. Michael NeJaime
Petricone's Pharmacy
RBC Aircraft Products, Inc.
Atty. and Mrs. Gerald R. Reis
Ms. Joyce Roberge
Soundworks & Security LLC
Rev. & Mrs. Bevan Stanley
STIFEL
Ms. Susan Suhanovsky
Sullivan Automotive
TEC Control Systems, Inc.
Mary Teddick
Mr. & Mrs. Steven M. Temkin
Carole and Albert Theborge
Thomaston Savings Bank
Mr. & Mrs. Gordon C. Todd
Torrington Distributors, Inc.
Torrington Savings Bank
Torrington Water Company
Mr. David Turner
Ms. Marilyn Wiener

IN-KIND DONATIONS:

Ms. Barbara Balnis
Brandywine Living at Litchfield
Mrs. Pauline Linehan
Ms. Jan Lyon
William J. Marchand
Oliver Wolcott Technical School
Mr. Michael Soliani
Mrs. Tina Torizzo
Torrington High School Interact
Club
Ms. Robin Vaughn

TRIBUTE GIFTS:

In Memory of Courtney Avallone
Mrs. Mary Avallone
Hon. and Mrs. Michael Magistrali
Ms. Marie E. Paganini
Ms. Kathleen S. Roden

In Memory of Robert and Margaret Coyle
Mr. and Mrs. William M. Coyle

In Memory of Virginia Ruwet
Ms. Anne L. Ruwet

Community Support

NO BREW, BUT BARBECUE! – AND LOTS OF OTHER GREAT FAIR FOOD!

The COVID-19 pandemic led Brooker Memorial and St. Maron Church to cancel the Annual Brew Fest at Ski Sundown that was scheduled for June 6, 2020. However, we were fortunate to collaborate with Core Event Planning to hold a Drive-Thru Food Truck Festival at the Goshen Fairgrounds on August 1 and 2, 2020. Brooker and St. Maron recruited a great team of volunteers whose job was to fulfill orders at the food trucks and deliver the order to the customers who were waiting in their cars. With the generosity of many sponsors and the drive through patrons, we raised \$16,500. The committee is looking forward to the 2021 Brew Fest, scheduled for Saturday June 5 at Ski Sundown.

FOOD TRUCK FESTIVAL SPONSORS:

THE WORKS:

Burlington Construction Co., Inc.
Hartford Healthcare - Charlotte
Hungerford Hospital
Resources Management Corp.
Thomaston Savings Bank

APPLE FRITTER:

Bartolotta Inc.
Baujin-Braverman Family Dentistry
Conquest
Joe Rocco Rubbish Removal

Northwest Community Bank
PBM (Preferred Building Maintenance)
Sheaffer & Co. Real Estate
Sullivan Automotive
Torrington Savings Bank

CORNDOG:

AdamsSamartino
Advanced Physical Therapy
Altek Electronics Inc.
Barron Financial Group
Brooks, Todd & McNeil
Edible Arrangements
Goshen Fire Company
Hair By Design
Hi-Tech Mechanical
Hometown Pizza
Ion Investments
Konopka Electric
Litchfield Bancorp
Maletta Pfeiffer & Associates
Manasse, Slaiby & Leard
Northwest Hills Credit Union
Nutmeg Fine Wines & Spirits
QMS
RBC Bearings
Roberson Tierney & Assoc.,LLC
StepCraft

Sterling Sintered Technologies, Inc.
STIFEL - Jeffrey H. Cole, CFP,
Vice President/Investments
TEC Control Systems
Torrington 4-Wheel
Torrington Insurance Agency, Inc.
Union Savings Bank
Zeller Tire

SPUD

AFLAC of Litchfield County
Art's French Fries
Barrant's Cleaners
Ciesco Memorials
Dismukes Engineering
Eastside Electric, Inc.
Farm Family Insurance
Forever Kitchen Cabinets
Gleeson Ryan Funeral Home
Good Spirits
NW Connecticut Chamber of
Commerce
Phalen Funeral Home
Print Master
RCG Drilling & Blasting
Simko Maintenance Supply Inc.
Tactical Arms & Indoor Shooting
Range



Patrons "tailgating" at the Food Truck Festival

FOUNDATION GIFTS AND GRANTS:

Barbara Oneglia Alvarez Tyciensi
(B.O.A.T.) Fund
(for direct support for child care parents during COVID-19)

Brookdale Foundation
(for Relatives as Parents Program)

Foundation for Community Health
(for Region One School Dental program)

Northwest Connecticut Community Foundation
(COVID-19 Rapid Response Fund and Northwest Corner Gives)

PowerOptions Philanthropy Fund
(COVID Financial Assistance)

The Francis J. & Louisa J. Oneglia Foundation, Inc.
(in support of Brooker programs)

Robert Rosenheim Foundation, Inc.
(For a portable x-ray machine for the Pediatric Dental Program)

Western CT Area Agency on Aging
(for Relatives as Parents Program)

A thank you from a parent to the BOAT Fund:

"I will never be able to say thank you enough for your generosity during these challenging times. Your kindness and selflessness is appreciated more than you will ever know! I hope that you and yours are staying safe and finding strength to get through these crazy, unpredictable times."

LEGACY GIFTS 1918-2020:

We would like to gratefully acknowledge the many individuals who have supported Brooker Memorial over the years with bequests & other legacy gifts. Their thoughtful planning and generosity have been instrumental in Brooker's success.

Billy Archer Fund
Lina Bourquin Estate
Charles F. Brooker Fund
Mary L. Brooker Fund *in memory of her sisters: Elisa Brooker Travis, Emma Brooker Oviatt, and Sarah Maria Brooker*
Rose Bruno Estate
Francis C. Burnell Estate
John Calder Estate
Florence K. Colombie Estate
John Davey Trust
James A. Doughty Estate
William D. Farley
Marguerite E. Gagnebin *in memory of Albert Gagnebin*
Florence M. Hunt Estate
Harriet E. Kelm Estate *in memory of her grandparents: Edgar B. Newbury and Rebecca E. Newbury*

Rufus King Estate
Joyce and Fred Kirkwood
Lena Meyer Estate
Mary Elizabeth Rivera Estate *in memory of Mary Elizabeth Rivera, Catherine Rivera and Edward J. Rivera*
Norma H. Rushworth Estate
Ella Seymour Coe Estate
Edwin M. Stone Trust
Clara Swayze Estate
Robert C. Swayze
Marjorie Stearns Turner
Fred Uri Wadhams Estate *in memory of Margaret Travis Wadhams*
Margaret T. Wadhams Estate



Community Support

RUTH CHADWICK CARE CLOSET

Brooker has been helping families in our community through a Care Closet since 1918. Today, we honor the memory of Ruth Chadwick, a board member and incorporator at Brooker Memorial. At times, families in our community need more assistance than the programs at Brooker can provide. Brooker Memorial is grateful to have the ability to help those in need. With referrals from community providers, Brooker staff, and families involved in Brooker programs, we are able to reach families who may benefit from the support of the Ruth Chadwick Care Closet.

The Ruth Chadwick Care Closet is made possible from members of our community donating directly towards the Care Closet. Through staff's interactions and relationships with families, it is apparent when a family is in need of assistance. When this need is recognized, items from the Ruth Chadwick Care Closet are simply

Brooker is fortunate to have many caring donors. One such kind couple is Albert and Carole Thebargé who donated \$500 to purchase backpacks at the beginning of the 2019/2020 school year. With their generous gift, we purchased and filled 96 backpacks with rulers, crayons, markers, pencils, pens, a glue stick and erasers. The backpacks were distributed to our Brooker families giving their children a great start to the school year.

LETTER FROM A PARENT WHO RECEIVED CARE CLOSET SUPPORT

To the Staff at Brooker,
We wanted to reach out to thank you all for the gift card. 12 years ago, when we were looking for a place that was safe and caring, we not only found a day care, we found a family. Your generous notion, years later, is something that makes us speechless! It meant so much to us that you sent this during our surreal month. Thank You!
Tom, Kristen, Carlyn + Tasha Harman

given to the family or child. Items range from gift cards to local grocery stores and gas stations, snowsuits and winter jackets, and infant and child clothing.

This year, the Ruth Chadwick Care Closet assisted families on nineteen occurrences. The Coronavirus left many families in our community in need of assistance, losing their employment, struggling to pay utilities, rent, and grocery costs. Nine families received financial assistance from the Ruth Chadwick Care Closet this year due to the pandemic.

The Ruth Chadwick Care Closet also funds our Christmas Angel Program. Two families from each department were selected and Brooker fulfilled the families' Christmas wish lists.

One of the grandparents in our Relatives as Parents Program was struggling with expenses as a result of the pandemic. Brooker was able to help pay for one week of unexpected costs towards child care for her granddaughter, as well as assist the grandmother with grocery bills.

Corporators & Staff

CORPORATORS

BARKHAMSTED

Mr. & Mrs. John N. Lavieri
Mr. & Mrs. Wilfrid Roy

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Ms. Brooke Joiner
Mr. & Mrs. Michael NeJaime

CHESHIRE

Dr. & Mrs. Thomas A. Klem

COLEBROOK

Mr. & Mrs. Mark Loomis

FALLS VILLAGE

Guy & Patricia Rovezzi

GOSHEN

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Attorney & Mrs.
Charles W. Roraback
Attorney Margaret Roraback
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Ms. Jo Ann Ryan
Msgr. Robert F. Tucker
Frank R. Vanoni, M.D.

NEW HARTFORD/PINE MEADOW

Ryan J. Bingham
Mr. & Mrs. Lawrence Casella
Ellen P. Durstin, R.N.
Ms. Nancy Merbaum
Dr. & Mrs. Lanny Moskowitz
Rosemary Ryan, R.D.H., M.P.H.
William P. Ryan, D.M.D.
Mr. & Mrs. Alan Seitz
Mr. & Mrs. Kevin Smith
Mr. & Mrs. Robert Switzgable
Attorney & Mrs. Thomas F. Wall, Jr.

NORFOLK

Ms. Christine Hanley
Mr. Richard Johnston

SIMSBURY

Mr. & Mrs. Gordon Todd

TORRINGTON

Mrs. Robert A. Amicone

Dr. & Mrs. Jorge Baujin
Charles V. Beyer and
Katherine Marchand-Beyer
Mayor Elinor Carbone & Gerald
Carbone
David & Susan Carroll
Ms. Cailin Cerruto
Mrs. Gladys Cerruto
Andrew & Tricia Chadwick
Sybil Haggard Chamberlin &
Tyson Chamberlin
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Ms. Anne L. Ruwet
Mr. Nalin Siriwardene
Atty. James Steck
Ms. Mary Teddick
Mr. Alan Temkin
John & Cathleen Todor
Mr. David Turner
(Continued on next page)

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(Continued from previous page)

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Varrichio

Mr. Lawrence Varrichio

Ms. Suzanne Weber

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Susan Frassinelli
Mr. & Mrs. Steven Temkin

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Mr. William G. Harding
Attorney Richard R. Lavieri
Mayor A. Candy Perez

WOODBURY

James B. Marshall, D.M.D.

OUT OF STATE

Rick & Caitlin Boger-Hawkins
Catherine A. Theim, R.D.H.

STAFF 2019-2020

The Brooker staff members represent a wealth of talent, compassion and commitment to their fields. We are fortunate to have each one on our team. This year we congratulate the following employees who reached milestone anniversaries: Child Care Assistant Director Christine Donahue (30 years), Teachers Nicole DePaoli (5 years), Danielle Robison (15 years), Tammy Tronina (10 years), Child Care Secretary Kim Gallo (20 years), Dental Receptionist

Johan Arango (5 years), Hygienists Sharon Grieco (15 years) and Debra Ravlin (10 years) and Kinship Navigator Jan Lyon (10 years). In November 2019 we took full ownership of the Center for Children's Therapy and officially welcomed a talented and dedicated group of therapists to our staff team.

ADMINISTRATION

Cathy C. Coyle, M.B.A., Executive Director ***

Michele Benson

CENTER FOR CHILDREN'S THERAPY

Cassandra Weik, L.M.S.W.,
Program Manager
Susan Allen, C.O.T.A./L.
AnnaMari Curtis, C.C.C.-S.L.P.
Christy Dutko, O.T.R./L.
Ronalee Herz, C.O.T.A./L.
Deborah McGinn, C.O.T.A./L.
Marge Owens, M.S., P.T.
Deborah P. Rabeuf, M.S., C.C.C.-S.L.P.

Danielle Sampieri, M.S., O.T.R./L.
Anne Yanaway, P.T., D.P.T.

CHILD CARE & LEARNING CENTER

Charlene Lee, Director **
Christine Donahue, Assistant Director *****

Brenda Andro
Paula Armstrong **
Kendall Bilts
Katherine Bloom-Bronski*
Jody Cohen*
Christine Comeau
Pablo Cruz
Nicole DePaoli*
Kimberly Gallo ****

Lacey Gover
Danielle Robison***
Michelle Sliech**
Tammy Tronina**
Molly Weir*

FAMILY SUPPORT & EDUCATION

Cassandra Weik, L.M.S.W.,
Program Coordinator
Jan Lyon, M.A., E.C.E.**

MAINTENANCE

Rylei Abraham
Thomas Lopardo

PEDIATRIC DENTAL CENTER

Archana Karanki, D.M.D.,
Dental Director**
Lisa Ferris, Program Manager &
Community Relations
Susanne Achee**
Susan Andrews
Johan Arango*
Jennifer Dupill****
Inna Epshtein*
Sharon Grieco, R.D.H.***
Bahar Houshmand, D.D.S.
Sandy Lepage, R.D.H.*
Debra Ravlin, R.D.H.**
Moises Salas, D.D.S., M.S.D.H.*
Carole Thebarga**

* 5+ YEARS OF SERVICE

** 10+ YEARS OF SERVICE

***15+ YEARS OF SERVICE

****20+ YEARS OF SERVICE

*****25+ YEARS OF SERVICE

***** 30+ YEARS OF SERVICE

Words of Gratitude from Staff during COVID-19

During the Coronavirus pandemic, Brooker's Board of Managers made the decision to continue paying all regularly scheduled staff members who were not able to work during the COVID19 program closure. This enabled staff to have peace of mind throughout the 9-week period. Staff shared words of thanks with Executive Director Cathy Coyle and the Board of Managers for their generosity and thoughtfulness during these trying times.

*I am speechless! Thank you so much!
I cannot express enough how this makes me
breathe easier! I am so grateful!*

Molly

*I always say Brooker cares about their
employees like they are family. Stay healthy
everyone. Hope to see everyone soon!*

Tammy

*Thank you for the information.
Words cannot express how thankful I am to be
working with such caring people.*

Marge

*Wow that's totally unexpected and
so generous. I am so grateful.*

Ronalee

Thank you so much, this is amazing!

Michele

*I'm very grateful to you Cathy and the
Board for your consideration in this
unprecedented situation. It is much appreciated.*

Stay healthy everyone!

Sharon

*There are no words to express my gratitude!!
I am blessed to work for such a caring agency!*

Be safe and be healthy!

Nicole

*I'd like to thank you and the board at
Brooker for considering our well-being. I enjoy
working for an office that cares for both patients
and staff. Much appreciated,*

Sandy

*Wow, Cathy, this is amazing. Brooker is
truly a unique & caring employer. Please pass on
to the board my sincere gratitude.*

Sue

*Thank you so much. It is amazing to be working
for such a great organization.*

Kendall

*Cathy, Thank you for all the hard work
that you have been doing and please extend
my sincere gratitude to the board for making a
decision that truly shows the value Brooker has
for its employees. A major weight has been
lifted from me and my family.*

Debra R.

Thank you for everything.

Inna

*Much thanks to you and the board,
this is very much appreciated and will
definitely help ease some stress about bills over
the next month and beyond.*

Susanne

*Thank you Cathy and the board,
it is a big relief.*

Paula

*That's amazing news. We are so
blessed to work for such an
amazing organization!!*

Lisa

*Thank you Cathy and the board!
Very grateful and proud to be a part of
the Brooker family.*

Archana

*Thank you all very much for taking
such good care of us and our families at this
difficult time! We are very lucky to work
for this caring organization.*

Jen

*This is fantastic news. Brooker is such
an amazing organization.*

Cassie

*Thank you to the board for everything
they have done and continue to do. These
gestures are genuinely appreciated!*

Debbie R.

Financials & Statistics

CHILD CARE



We provided care and education for 91 children from 72 families last year.

15 children were supported with Child Care Scholarship funds

Our enrollment included 7 children who were in foster care.



1 hour

Children spend one hour or more each day engaged in physical activity.



0

Amount of juice or other sugary drinks consumed by children while in child care.



100%

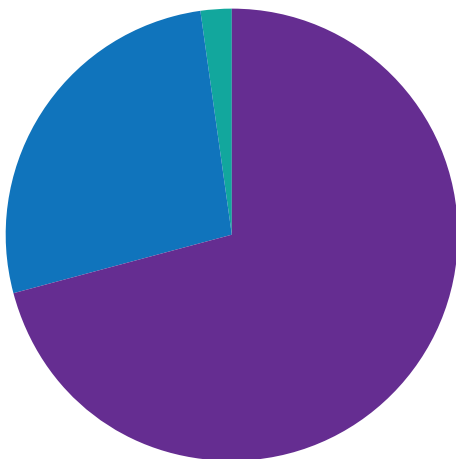
Percentage of days the Early Learning and Child Care Center serves fruits and veggies to our children.

CENTER FOR CHILDREN'S THERAPY

- A total of 103 patients were seen since Brooker took over the program (November 2019 – June 2020) (32 Female; 71 Male)
- Children came from 13 different towns for therapy, an increase from 7 towns last year.
- 599 visits were provided from November 2019- June 2020, including 90 teletherapy visits.

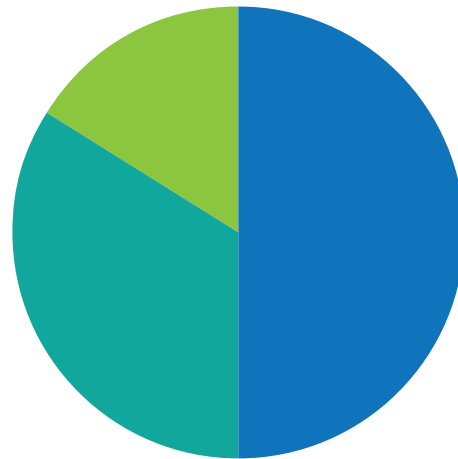
Center for Children's Therapy Payer Mix

- Husky: 71%
- Private Insurance: 27%
- Self pay: 2%



Caseload by Therapy Discipline

- Occupational Therapy: 50%
- Speech Therapy: 34%
- Physical Therapy: 16%



DENTAL STATISTICS	2018-2019	2019-2020*
Total unduplicated patients seen at the Dental Center & at Schools	4,572	3,401
Total number of children seen in the Schools	778	567
Number who were new to the practice	832	638
Number of these who were first seen at the Schools	279	168
Total Patient Visits at the Dental Center and at Schools	8,479	6,349
Total dentist visits	2,836	2,109
Total hygienist visits at the Dental Center and at Schools	5,643	4,240
Hygienist visits that were conducted in schools <i>(cleaning and sealant visits)</i>	905	624
Percent of patients seen by a hygienist who had no decay	67.06%	75%
Average Unfilled Appointment % <i>(cancellations, no-shows and unfilled appointments)</i>	18.07%	14.03%
Uncompensated Care <i>(represents fees written off that are above the \$10 or \$25 per visit fee paid by uninsured patients whose income qualifies them for our scholarship program. This is part of Brooker's contribution toward ensuring all children have access to dental care.)</i>	\$46,393	\$30,508
Percent of uninsured patients	9%	10%
Percent of patients insured by Private Ins <i>(Includes HUSKY as secondary)</i>	11%	14%
Percent of patients insured by Husky	80%	76%

*Operations at normal capacity for 8.5 months

FINANCIAL STATEMENT OF OPERATIONS YEAR ENDING JUNE 30, 2020*	
REVENUES	
Dental Services	\$753,889
Child Care Tuition	476,052
Children's Therapy Services	10,467
Other Income	690
Grants	50,550
Contributions & Events	29,545
Trust Fund Income	39,361
Investment Income Used for Operating Expenses	436,488
Payroll Protection Loan (COVID-19)	269,000
TOTAL REVENUE	\$2,066,042
EXPENSES	
Dental Services	\$1,004,804
Child Care	632,986
Family Support/Education	110,093
Children's Therapy	194,333
Administration/Building	125,578
TOTAL EXPENSES	\$2,067,794
YEAR END NET	\$-1,752

COVID IMPACT:

- Child Care enrollment was at 65 children prior to the Governor's Stay Safe, Stay Home order. We remained open only for children of essential workers. During this time, we served 14 students (representing 22% of our families.)
- Brooker Memorial did not charge families whose children did not attend during the Stay Safe, Stay Home shut down. During the partial shutdown, the center lost \$90,691 in waived tuition charges.
- The Pediatric Dental Center was open only for emergency cases. The dental team came in to provide 17 patients with emergency treatment.
- The lost revenue from cancelled dental visits during the shutdown was \$140,000.
- The Center for Children's Therapy implemented teletherapy and provided 90 virtual therapy appointments during the shutdown.

* Unaudited statement



During the Coronavirus pandemic, we employed several strategies to stay in contact with our families through our temporary closure. We asked families and staff to send us photos of ways they were staying busy. We received a great response – kids and staff with their pets, out hiking, painting their kitchen, playing backyard games, enjoying time with siblings. Each photo was posted to Brooker’s Facebook page. Children enjoyed seeing themselves as well as their friends and familiar staff faces online. That everyone loved the photos was evidenced by the number of likes each post received! Even at a distance, Brooker families remained close to one another. Above are some of our favorites!

Annual Report photo credits: Cover: Cassandra Weik. Back Cover: Submitted by staff and families. Inside photos: Jordan Bergs, Cathy Coyle, Lisa Ferris, Charlene Lee and Cassandra Weik.



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