

Welcome to Bright Horizons @ UTC!

We are very excited to have your family in our back-up care program. A back-up center can be a new and unfamiliar environment for children. We are here to help make the transition easier for you and your child so it can be an enjoyable day!

Arrival

Please allow sufficient time to transition your child and have a conversation with your child's teacher regarding your child's care for the day, particularly on your first visit. You are welcome to stay with your child as long as necessary to help him/her adjust to the center. We recommend that you set aside at least 10 minutes for arrival.

Parent Day Sheet

You will be asked to fill out a "Parent Day Sheet" indicating specific care information helpful for the teachers to know about your child for the day of care. This will include current medications, allergies, food or activity restrictions, as well as a current contact number where you can be reached for the day.

Adjusting to the Center

Separation from parents and adjustments to a new environment may be challenging for children. Our teachers will assist and provide support during this sensitive time. If a child is having difficulty because a parent has left, our teachers will offer comfort and try to engage the child in an activity. If the child continues to be inconsolable within a reasonable amount of time or refuses to participate in the program, we will call you to discuss how the staff might help your child. Our goal is to help your child adjust and have a successful day.

Departure

At pick-up time, you will receive a "Daily Experience Sheet (DES)" which is a daily written report informing you about your child's day. Please allow some time at pick-up to talk with the teachers so they can share with you the specifics of your child's day.

Parent Survey

At the end of each week care is provided, a parent survey is emailed to the participating guardian with the benefit. We continue to strive for excellence in our program. We appreciate your feedback!



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