Response from Bright Horizons Family Solutions

Regarding the bottle incident:

         The center has clear policies and procedures around bottle storage and feeding to help ensure that each child is given their own bottle.  Each bottle must be clearly labeled with colored bands and before the teachers feed the children. Teachers are required to read from the band out loud and say which bottle they have and which child they are feeding.

         In this incident, the policy was not followed.  If it were, this would not have happened.

         As I think you know, the teacher is no longer at the center.

         We have reviewed the policies and procedures with all of the other teachers at the center and have retrained everyone.

Regarding the playground:

         The center was not aware that the temperatures reached those levels and as soon as the incident occurred, the center took quick action and has taken several measures to ensure that the playground and the surfaces are safe for the children.

         The center had several new shade structures fabricated and installed.

         We have also trained all teachers at the center on how to check the temperatures of the play surfaces and structures.

         The center bought a new instant thermometer so that the teachers can quickly read the surface temperatures and has also installed thermometers on all of the classroom windows so teachers can check the outside temperatures before taking the children to the playground.

         Additionally, the center is currently having the playground surfaces upgraded to field turf.

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