

Eagle Valley Child Care Association Parent Handbook

Mailing Address:

PO BOX 1700
Vail, Colorado 81658

Edwards Location:

0025 Mill Loft Road
Edwards, Colorado 81632
P: 970-926-2501
F: 970-926-2028
millerranchchildcare@hotmail.com

Vail Location:

2099 N Frontage Road West
Vail, Colorado 81657
P: 970-476-1615
F: 970-476-1521
vailchildcarecenter@gmail.com

Affiliations:

- Licensed by the State of Colorado, Division of Child Care
- Members of the Colorado Association for the Education of Young Children
 - Colorado Shines Rated Programs

Purpose and Philosophy

Eagle Valley Child Care Association strives to meet the needs of the families of Eagle County by:

- Providing a developmentally appropriate, discovery-learning environment that meets the needs of every child's healthy cognitive, language, motor, social, and emotional development.
- Providing supportive parenting guidance to every family enrolled in the center.
- Providing the Eagle Valley Business Community with a way to assure quality child care for their employees through the Business Partner Program.

Eagle Valley Child Care Association uses The Creative Curriculum throughout our facilities. The basic foundation for this curriculum method is "children learn by doing." As teachers, we support children in this hands-on learning by providing encouragement, staging the environment, and providing ample opportunities for creative expression. Components of a quality program include:

- The appropriateness of the program with regard to children's developmental stages, culture, individual development and characteristics.
- Responsiveness of the environment to children's and family's individual needs and preferences.
- The way in which staff interact with children and families.
- The nature of the curriculum and how it is implemented.
- The staff-child ratio and qualifications of the staff. Our staff follows the Developmentally Appropriate Practice Guidelines developed by the National Association for the Education of Young Children (NAEYC). Copies of their materials are located in the Parent Library.

Eagle Valley Child Care Association is overseen by a Governing Board. The purpose of the Governing Board is to formulate overall policy and monitor the financial picture of the Association. The **EVCCA Governing Board** is comprised of representatives from our Business Partners and (2) parent representatives from each school (Miller Ranch and Vail Child Care).

Hours and Closures

Eagle Valley Child Care Association early childhood centers are open Monday through Friday from 7:30am-5:30pm. Eagle Valley Child Care Association is closed on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving day and the day after, Christmas day, plus one staff training day annually (summer).

The Board of Directors will determine holiday closures (observed) for the following year. A list of the holiday closures will be distributed to all families after final approval by the Board.

Wait List Procedure

The children of Business Partners; Vail Valley Medical Center, Town of Vail, Eagle River Water and Sanitation District, Slifer Designs and siblings of currently enrolled children receive priority placement in our center. Otherwise, rooms are filled on a first come, first served basis. If rooms are full, the child's name will be put on a waiting list to fill vacancies as they occur. Enrollment shall be granted without discrimination in regard to gender, national origin, or religious beliefs.

A child with special physical, mental, or emotional requirements will be considered for enrollment on an individual basis. Within the scope of our ability and resources, we will make every effort to meet the special developmental needs of the child in collaboration with Child Find and Eagle County's early intervention system.

Enrollment Procedure

When a vacancy becomes available, we will notify those next on the wait list. If your child is offered a space at an Eagle Valley Child Care Association site, you will be contacted and receive a formal offer of care. Families have 24 hours to formally accept their child care space. If no response is received Eagle Valley Child Care Association will move to the next name on the list.

Upon acceptance of the space, you will receive registration paperwork and be required to pay the registration fee. The registration fee is \$125.00 for new families (\$90.00 Registration Fee and a \$35 supply fee), and is non-refundable. A re-registration fee of \$85 (\$50.00 registration fee and a \$35 supply fee) will be charged to currently enrolled students on their enrollment anniversary month.

Children will not be accepted until at least eight weeks of age and have obtained all immunizations required for their age. If you and your doctor choose to forgo immunizations or follow a delayed immunization schedule, you must submit a written note from your doctor and a completed Colorado Immunization Exemption form. These items must be on file with the center. In addition, if there is an outbreak of a disease, that has a vaccine to combat it, your child must remain out of care until the outbreak is contained and the incubation period is over.

As required by the State of Colorado, you will be asked to update your child's paperwork annually. Licensing requires that your child's health form be updated on the American Academy of Pediatrics schedule (2 months, 4 months, 6 months, 9 months, 12 months, 18 months, 24 months, 3 years, 4 years, and 5 years). Eagle Valley Child Care Association also requires that you provide copies of any updated immunizations your child receives, at the time they are given. If your child does not have a current health form on file, families have 14 days to turn in an updated health form or care will be suspended until the health form is received.

Licensing

The Miller Ranch Child Care Center is currently licensed for children between the ages of 8 weeks and 6 years.

- Infants: Children can range in age from 8 weeks to 18 months. Typically, the transition to the toddler room will occur around 15-18 months depending on the child's walking skills, napping schedule, and feeding habits. Each infant room is licensed for 10 infants, with a required State of Colorado ratio of 1 adult to every 5 infants.
- Toddlers: Children can range in age from 12 months to 3 years. Each toddler room is licensed for 10 toddlers, with a required State of Colorado ratio of 1 adult to every 5 toddlers.
- Preschool: Children between the ages of 2 ½ years – 6 years. Each room is licensed for up to 20 children, with a required State of Colorado ratio of 1 adult to every 10 children.

The Vail Child Care Center is currently licensed for children between the ages of 8 weeks and 6 years.

- Infants: Children can range in age from 8 weeks to 18 months. Typically, the transition to the toddler room will occur around 15-18 months depending on the child's walking skills, napping schedule, and feeding habits. The Vail Child Care Center Infant Room is licensed for 9 infants, with a required State of Colorado ratio of 1 adult to every 5 infants.
- Toddlers: Children can range in age from 12 months to 3 years. The Vail Child Care Center Toddler Room is licensed for 10 toddlers, with a required State of Colorado ratio of 1 adult to every 5 toddlers.
- Preschool: Children between the ages of 2 ½ years-6 years. The Vail Child Care Center Preschool Room is licensed for 22 children, with a required State of Colorado ratio of 1 adult to every 10 preschoolers.

Fundraising

Early childhood education is a large financial commitment for families. Unfortunately student tuition does not cover our major staffing costs. To offset these expenses, fundraising has become a huge part of the operations of many early childhood centers.

Annually, the administrative staff will outline fundraising goals and both schools will work collaboratively to coordinate fundraisers for the Association. We expect a commitment from our parents to assist us in meeting our fundraising objectives each year. Please see Parent Service Hours Contract for more details.

Service Hours

EVCCA requires all enrolled families to complete 12 service hours on behalf of their center annually. Service hours will be prorated for the year if a child terminates care with EVCCA prior to December or enrolls mid-year. Failure to meet your required service hours by Dec. 31st will result in a \$10 fee per hour not completed. These fees will be assessed and included on your child's January invoice. Please review your annual Service Hours Contract for complete information.

Service Hour Opportunities

Eagle Valley Child Care Association sites have open door policies. Parents are always welcome to visit our centers. Volunteer opportunity ideas include: sharing a hobby/career with the classroom, attending a field trip, sharing your favorite song/story in circle, or participating in the EVCCA Governing Board. Please let us know how you would like to become involved. We often suggest Volunteer Opportunities via the newsletters, notes on classroom boards, signs in the lobby, etc. Research studies indicate that when parents are involved in their child's school, the child tends to have higher achievement!

Tuition

Invoices will be distributed by the 5th of each month. Tuition payments are due on or before the 15th of each month.

Payments may be made by ACH, cash, check, or Visa/MasterCard. If you choose to pay your tuition with ACH or credit card, families are responsible for completing the required paperwork. Please see the front desk for more information. We will automatically initiate ACH and credit card payments on the 15th of each month or on the closest business day prior.

**Miller Ranch & Vail Child Care
Infant & Toddler Tuition**

	5 days week Monthly Rate	4 days week Monthly Rate	3 days week Monthly Rate	2 days week Monthly Rate	1 day week Monthly Rate
Cash or Check	\$1,170.00	\$962.00	\$735.00	\$503.00	\$258.00
Credit	\$1,205.00	\$991.00	\$757.00	\$518.00	\$266.00
*ACH/Cash/Check Payments receive a 3% discount					

**Miller Ranch Child Care
Preschool Tuition**

	5 days week Monthly Rate	4 days week Monthly Rate	3 days week Monthly Rate	2 days week Monthly Rate	1 day week Monthly Rate
Cash or Check	\$975.00	\$806.00	\$618.00	\$420.00	\$217.00
Credit	\$1004.00	\$830.00	\$636.00	\$432.00	\$224.00
*ACH/Cash/Check Payments receive a 3% discount					

**Vail Child Care Center
Preschool Tuition**

	5 days week Monthly Rate	4 days week Monthly Rate	3 days week Monthly Rate	2 days week Monthly Rate	1 day week Monthly Rate
Cash or Check	\$1,008.00	\$832.00	\$637.00	\$438.00	\$223.00
Credit	\$1,038.00	\$857.00	\$656.00	\$451.00	\$230.00
*ACH/Cash/Check Payments receive a 3% discount					

Payment must be received by the 25th of each month or a late fee of \$50.00 will be added to your child's invoice.

Tuition rates will be reviewed annually by the Board of Directors. Any tuition rate changes will be announced at least 45 days in advance.

Sibling Discount

Eagle Valley Child Care Association offers a sibling discount. Families with 2 or more children enrolled in the program will receive a 5% discount on the lower tuition rate. For example, the Brown Family has an infant and a preschooler enrolled at Miller Ranch Child Care. The Brown family will receive 5% off their preschooler's monthly tuition.

Financial Policy

Eagle Valley Child Care Association will not allow an account balance greater than \$250 to be carried past 30 days. EVCCA requires a credit card be on file, which will be charged on the 45th day, if the account becomes delinquent. An account is considered delinquent if it is thirty days past the invoice date. If a family's account carries a balance greater than 30 days, the child will be dis-enrolled from the program until their account is in good standing.

Sick Days and Scheduled Vacations

All children must be registered to attend. The center does not accept children on a “drop-in” basis. If your child is unable to attend on one of his/her regularly scheduled days, we will be happy to offer a make-up day if we are notified by 7:30am. If you do not notify the center by 7:30am on the day of the absence, your child will be marked as a “no-show” and no make-up day will be awarded.

Make-up days will be granted on a first-come, first-serve basis, and if space available. Make-up days cannot be scheduled more than two weeks in advance due to staffing considerations. Credit for vacations will not be given, but make-up days can be accrued for the time your child is absent.

A family can accrue up to 12 makeup days total. Make-up days expire on the anniversary of your enrollment month. Make-up days may not be used in lieu of payment or in lieu of a four week notice. Upon disenrollment from the center, any make-up days that the child has accrued are no longer valid.

Colorado Child Care Assistance Program

Eagle Valley Child Care is enrolled in the Colorado Child Care Assistance Program which offers funds from federal and state levels to assist families with their child’s tuition. Contact the Department of Social Services in the county in which you reside for more information. The contact number for Eagle County is 328-8840.

Families enrolled in the Colorado Child Care Assistance Program are required to pay the registration fee and complete service hours. Families enrolled in the Child Care Assistance Program do not accrue makeup days. CCAP will pay for three absences a month. If your child is out of care (sick/vacation) parents will be responsible to pay the daily rate after the 6th day of absence. If a parent neglects to swipe their CCAP card checking their child in and out of care, and they are beyond the nine day grace period, they will be financially responsible for the days missed.

Arrival and Departure

Parents are required to sign their child in and out of the program daily. This is the most accurate way for us to ensure that all children are picked up at the end of each day and accounted for in case of an emergency.

Children will only be released to parties who have been listed by the parent/guardian on the registration form. If a biological parent/guardian is prohibited by the court from picking up a child, a court order is required to be a part of the child’s file. Parents must notify us in writing if someone else is picking up their child. Persons who are unfamiliar to our staff will be asked for photo identification before the child will be released to their care.

Children must be picked up from the center no later than 5:30pm. A late fee of \$1.00 per minute will be charged beginning at 5:31pm. Any late charges incurred will be added to your invoice the following month. If your child is not picked up by 5:40pm, we will attempt to contact you. If you cannot be reached, we will contact the emergency contact noted on your registration form. If the child is not picked up by 6:15pm, the center will contact the Eagle County Sheriff and/or Eagle County Social Services.

Discipline

The staff of Eagle Valley Child Care Association will treat every child with dignity, respect, and encourage children to learn mutual respect for individual differences. We believe that young children need our support and guidance to develop the skills needed to make good choices and understand the consequences of their decisions. Our staff will create an environment that supports self-discipline and that encourages positive social behaviors through modeling. Punishment will not be used as a method of discipline. Your young child is in the beginning developmental stage of learning and acquiring appropriate social behaviors. Instances of inappropriate social behavior are developmentally appropriate as your child learns the difference between behaviors that are acceptable and those that are not.

These behaviors will be immediately addressed by our staff with the individual child/children involved, and appropriate alternative behavior will be modeled. Eagle Valley Child Care Association's discipline policy directs staff as follows:

- Redirect children to an acceptable activity by suggesting appropriate alternatives
- Talk on the child's level
- Speak softly and slowly
- Be positive and patient, but firm
- Guide children to resolve their own problems
- Reinforce appropriate behavior
- Remind children of the school rules and the consequences
- Encourage children to think about the impact their behavior has on people, objects, and events
- Physical punishment or verbal slights are not tolerated

In some cases, children may exhibit a more extreme behavioral issue. In these instances, the staff of Eagle Valley Child Care Association will work with the child and family involved on an individual and confidential basis to develop a Behavior Action Plan. We have many resources available to us, and we may request that the family seek professional advice. We expect the family to cooperate with us in our efforts to alleviate the problem behavior. If we feel that we have exhausted our resources and have seen no marked improvement in the behavior, it may be that we are unable to meet the needs of that particular child and a new environment may be best for them and the parents may be asked to withdraw the child from the center.

Medical Emergency

In the event of a medical emergency regarding your child you, and/or the person designated by you as the emergency contact, will be notified promptly. At the discretion of the staff, any immediate emergency medical care and/or transport to Vail Valley Medical Center will be arranged. If you are unable to be contacted, a licensed physician, dentist, or medical provider will provide the necessary care for your child. In the case of a medical emergency, parents are monetarily responsible for all medical care and transportation involved.

Health and Safety

The health and safety of the staff and children enrolled in Eagle Valley Child Care Association schools are a major concern. Please review the EVCCA Wellness Policy for more information. Your child may NOT attend the center if he/she has displayed any of the following symptoms within the last 24 hours:

- Temperature taken by ear of 100.5 degrees or higher
- Vomiting within the last 24 hours
- Unexplained, frequent (2 or more times) diarrhea
- Flu like symptoms
- Severe colds with heavy coughing, sneezing, and/or constant nasal discharge accompanied by another symptom
- Discharge from the eyes or pink eye
- Croupy (bark like) cough
- Any other health reason, in which the Center Director deems your child not well enough for group care.
- A child with a streptococcal infection may not return until he/she has been taking antibiotics for 24 hours and is feeling better.

If a child becomes sick at school parents will be contacted and are required to pick up their child within 45 minutes of notification. Children may not return to school until they are symptom free for 24 hours. Doctor's notes are not accepted to be used in lieu of a child staying home until they are symptom free for 24 hours. Doctor's notes may be required for return to care in the event of an outbreak.

Please respect the staff and children of Eagle Valley Child Care Association schools by keeping your child home if he/she displays any of the above symptoms.

Eagle County Health Department will be notified of communicable illnesses. Eagle Valley Child Care Association will notify Public Health of any outbreaks. 970-328-9813.

Medication

Medications will only be administered with written authorization from the child's doctor and with the medication release form filled out by the parent/guardian. All prescription medication must be in the original container with the original label. Prescription medication must include a label with the child's name, dose of medication, frequency, and expiration date. If necessary, ask your pharmacist for a duplicate container to send medication to school. Child care providers are not permitted to administer natural and holistic remedies (e.g. saline, teething tablets).

Parents are responsible for providing all medications and supplies to the child care program. Children may not transport medications to and from child care; this includes medication left in diaper bags or backpacks. Medication that is needed during the day must be left with the program director so that it may be stored according to regulations during the day.

The administration of medication requires extra staff time and safety considerations. Parents should check with their health care provider to see if a dosage schedule can be arranged that does not involve the hours the child attends child care. The first dose of medication should be given at home to allow parents time to observe if the child has any type of reaction.

Emergency medications (e.g. epi pen and inhaler) must include a written health care plan signed by the child's doctor.

Fire/Evacuation Procedures

The procedures for evacuation in case of fire shall be posted in all areas of each site. Alternate routes are practiced on a monthly basis at regularly scheduled fire drills. All children will be moved as quickly and efficiently as possible to the designated exit areas and wait for directions from the fire department. Infants will be evacuated in specially designed evacuation cribs.

Emergency Center Closing

If Eagle County School District (RE-50J) is closed due to inclement weather, Eagle Valley Child Care Association schools will also be closed. Listen to television and/or radio reports for school closings.

In the event that Eagle County School District is closed EVCCA will follow Eagle County Government guidelines for closure.

Families will be notified of emergency early dismissals by their contact numbers and Eagle County alerts. In these emergency situations, we expect full cooperation from parents in a prompt pickup.

Inclement/Excessively Hot Weather

In the event of extremely cold (below 15 degrees), strong winds, or rain, your child will be kept indoors and away from the elements.

EVCCA staff will reference the Child Care Weather Watch chart for information on the combination of temperature, wind, and humidity on the appropriateness of outdoor play.

Visitor Policy

All visitors to the Center must sign the visitor's log. We will require the name, address, phone number, and purpose of each visitor as well as a picture ID for persons not familiar to our staff.

Both Eagle Valley Child Care Association schools have a security system in place. In order to benefit from this, we ask that all parents only open the door for individuals that they know.

Eagle Valley Child Care Association practices an open door policy for enrolled families and encourages our parents to make frequent visits to the center. We encourage you to speak with our staff frequently about your child. Ask questions about what you can expect from the child care experience.

If you or another relative would like to visit with your child for part of the day, we ask that you follow the following guidelines:

- Discuss your plans with your child's teacher
- Sign in when you arrive at the center
- Follow all rules of the child care program
- Do not remove your child from the program unless you inform the teacher and sign your child out

Field Trips

At the time of registration, you will be asked to give your child permission to attend field trips within walking distance of our schools. In the event, that the field trip requires an alternate mode of transportation (e.g., bus, car, etc.), you will be asked to fill out a separate field trip permission form.

State of Colorado child-adult ratios will be met or exceeded on field trips, and children will be actively supervised at all times. While on a field trip, staff will have contact information for the children in their care. A list of all children and staff on the field trip will be kept at the center.

Television Viewing

Videos are not part of the regular curriculum at our schools. Videos may be viewed when they are written into the lesson plan with permission, but may not exceed 30 minutes in a week. Director staff must approve the appropriateness of the material content to be viewed by the students. Director staff can also approve longer viewing times for special occasions, not to exceed 3 times annually.

Per licensing regulations, Eagle Valley Child Care Association will restrict screen time during meals and snack time. Children under 2 ½ years will also not be permitted to view television or tablets during school hours.

Diapering and Toilet Training

Children in diapers will be changed in regular intervals throughout the day, and as necessary between scheduled changing times. An adequate supply of diapers and wipes must be provided to the school. If families do not

provide a supply of diapers and wipes, sites will charge families \$1/diaper or \$5/travel container of wipes.

Toilet training is part of being a toddler. Eagle Valley Child Care Association is happy to partner with families in this developmental milestone. Please talk with us frequently about your child's progress and success in this area so that we may assist you and your child in reaching this important developmental milestone. It is very important that during this time you have multiple changes of clothing for your child.

EVCCA staff will help children get into the habit of hand washing after diapering and toilet use.

Items from Home

Eagle Valley Child Care Association discourages toys from home including money. Eagle Valley Child Care Association provides an adequate supply of play materials and activities for your children during the day. When teachers request a "Show and Tell" let your child bring a toy for that day only, and please label it. If your child brings an item from home, he/she will be required to place the item in the "toy basket" located in the front office.

Outdoor Play

Weather permitting; we will go outside at least once per day. It is extremely important that you provide your child with proper clothing for outdoor play (sunhat, jacket, appropriate shoes, snow clothes, etc.). Please apply sunscreen every day prior to school. Eagle Valley Child Care Association will apply sunscreen prior to going outside in the morning and reapply after nap.

Rest Time

Infants will be on individual nap schedules according to their needs. We will do our best to accommodate the schedule you have established at home. According to state regulations, all infants must be placed in a crib on their backs for sleeping. Please review the EVCCA Safe Sleep policy.

Toddlers and preschoolers have a scheduled nap time after lunch. Cots are provided for each child. Your child is welcome to bring a blanket or stuffed animal for rest time. All children will lay down for a rest. Those who do not fall asleep within 30 minutes will be allowed to do quiet activities on their mat.

Birthdays

Your child's birthday is a special time for him/her. If you wish to celebrate at school, please discuss your plans with your child's teacher so that you are aware of any special concerns (i.e., allergies, healthy snacks). Please do not bring party favors, gifts, or games!

For parties outside of school, no invitations may be distributed via the children's cubbies/mailboxes unless all children are invited. Addresses and phone numbers are part of the confidential information in a child's file and will not be given out by the school. Please ask for the class email list if you wish to distribute invitations or announcements.

Snack/Lunch

Eagle Valley Child Care Association does not provide any snacks or lunch to your child throughout the day. Parents are required to provide their child with a healthy lunch and (2) snacks on a daily basis.

Gum, candy, soda, or sugary foods will not be served at school. Please ensure that your child's lunch and snacks meet the nutritional guidelines for your child's age and include protein, fruit, and vegetables.

Eagle Valley Child Care Association is a peanut/peanut butter free environment and Miller Ranch Child Care is also an egg free environment. As a precaution for the number of children with allergies, we ask that you DO NOT provide any meals or snacks that contain peanuts, peanut butter, or eggs. If a child has a certain allergy there may be additional restrictions enforced, which will be noted outside the specific classroom.

Parent-Teacher Communication

Communication between home and school is vital to your child's success. Please speak with your child's teacher daily so that you are both aware of the events in your child's life.

Conferences will be offered two times per year in the preschool classroom. However, conferences may be set up on an individual basis in any room to discuss a child's progress or behavior.

All classroom teachers will keep a weekly journal specific to your child. Please discuss with your child's teachers what day their journal will be written in. Newsletters will be sent home via email on a monthly basis to keep you apprised of events in your child's classroom as well as the school.

Ensuring Where Children Are At All Times

Staff will take a head count every time they transition to a new activity or place to ensure that all children have remained with the group. As children arrive for the day, they are added to the Daily Head Count sheet. Staff members will do a head count every 30 minutes when the children are on school premises to be sure they are all accounted for. If a classroom is off site (out of the building or outside the perimeter of our fence), our staff will conduct a head count every 15 minutes to ensure that all children have remained with the group.

At the end of the day, staff will ensure that all children have been picked up from the center by referring to the sign-in/sign-out sheet.

Lost Child

In the event a child becomes lost, all available staff will search the premises immediately. If the child is not located after a thorough search of the building and grounds, a call to 911 will be made and a report of the lost child will be given to police. Please keep your emergency cards updated!

Caring for A Child Who Arrives Late to the Center

UNDER STATE LAW, it is the responsibility of the parent or individual transporting the child, to sign the child in/out of the program. In the event that the child's teachers are not in the building (i.e., field trip), a sign will be posted on the classroom door stating the time of departure, destination, and approximate time of return. The parent or individual transporting the child may choose to meet us at our destination, wait for our return, or continue to care for their child for the remainder of the day. Miller Ranch or Vail Child Care Center must be notified of the child's absence.

Media/ Photography

Miller Ranch Child Care and Vail Child Care photograph children to document special events as well as regular daily activities. The photographs may be displayed within the school, used on the EVCCA website, used in your child's journal, printed in the local newspaper and/or displayed on the EVCCA social media pages.

Parents will need to sign a media waiver allowing EVCCA to take photos of their children.

Child Abuse

All early childhood professionals are legally required to report any incident of suspected child abuse or neglect to the State or County Department of Social Services immediately.

Termination of Child Care Services/Withdraw

Eagle Valley Child Care Association reserves the right to terminate childcare services for past due accounts, non-compliance with school policies, and/or unacceptable behavior by children or parents. If any of these situations occur, a conference with the directors and related staff will be scheduled to discuss resolutions. However, if the problem is not resolved in an agreed upon time period, the child will be dismissed.

If you are withdrawing your child from an Eagle Valley Child Care Association site we request a minimum of four weeks' notice in writing. As a reminder, make- up days may not be used in lieu of your four week notice or utilized after notice is given.

Grievances

Families who have concerns regarding a teacher or other staff member should go directly to that person to discuss the issue. If the problem remains unresolved, families should then go to the director staff to discuss the issue.

To file a licensing complaint against this facility, you may contact:
Colorado Department of Human Services
1575 Sherman Street
Denver, Colorado 80203
1-800-799-5876

To report suspected child abuse or neglect please speak with the center Director or you may contact:
Child Protective Services at (970) 328 – 7720 or CO statewide hotline at 1-844-CO-4-Kids