

Welcome

Dear Families,

No job is more important than that of a parent. Thank you for choosing Creative Options to partner with you in providing an optimal experience for your child in these critical years.

Our agency provides a comprehensive program for families including intervention, prevention, early care, education, health, disabilities assistance, nutrition and social services with a strong emphasis on parent involvement. We provide a range of services and supports that respond to each child's and family's unique developmental, ethnic, cultural and linguistic experiences in order to successfully meet family objectives.

We are committed to your child's welfare and educational experience and look forward to your involvement in our program.

If you have any questions, we will be happy to answer them. We look forward to a wonderful year with you and your child.

Creative Options Staff



Our Vision: Our Creed

“He who kneels before a child stands the tallest.”

We wish to touch lives in a positive way...

We wish to extend our love to all of the children and families in the program...

We wish to help children learn to trust...

We wish to help children feel good about themselves...

We love so that we might be loved and fulfilled in return...

We wish to build an interconnection between love, caring, kindness, and joy...

We hope to be positive role models that will display non-abusive, loving ways...

We hope to bridge connections between children, parents, teachers and society...

We hope to build our own self-esteem through our positive interactions with children...

We hope to have jobs that will allow us to make a difference wherever we go...

We hope to help others...

We follow the paths of many wonderful teachers that we have known...

We hope to be better teachers than some that have wounded us in the past...

We hope to educate children not only in pre-academics, but also in kindness and love...

We hope to build stronger, more resilient families...

We hope to do our part to prevent abuse...

We hope to better the lives of all we teach...

We hope to learn from the children as they learn from us!

-Author Unknown

Mission Statement Goals and Philosophy

Our Mission: To facilitate optimal, individual development for children through family support and a nurturing educational environment.

Goals and Philosophy

At Creative Options, we are proud of our diversity. We believe your child is a special and unique person. Our programs are based on fostering

- ❖ Social, emotional, and cognitive communication/language
- ❖ Physical development of each child as an individual.

Through developmental best practices, each child is encouraged to discover, explore and learn through play. We believe children learn through hands-on and interactive experiences with their environments and the important people within those environments: families, friends, and teachers. We believe children are happy and secure when they have many opportunities to succeed each day.

Our goal is to provide a safe, stimulating, and well-planned environment, which promotes exploration and discovery. We believe that each individual child, when given the opportunity for one-on-one attention, will feel secure, needed and loved. We encourage each child to understand and respect themselves and others through positive classroom management and clear limitations. By using a positive, proactive approach to behavior management, a child will begin to understand limits and then develop a sense of responsibility and independence.

We work with the family as a whole to create positive change and to ensure achievements. We respect the uniqueness of each family's culture, religion, race, ethnicity and lifestyle.

Staff members focus on the needs as well as the strengths of each family. We believe that by building on these strengths, we can partner with families to develop and accomplish self-determined goals. In addition to working with families to enhance their environment and community, team members provide crisis intervention and supportive counseling, referrals to community resources, home and center visits, community outreach and educational programs.

At Creative Options, we value family involvement and support. Parents/Guardians are the most significant adults in a child's life. We welcome and encourage family members to visit and become involved in their child's learning experiences.

Creative Options Services

At the time of your child's enrollment, we provide each parent with a release form allowing you to choose which services you would like your child to receive. All of the screenings provided at Creative Options are optional and part of our promise to provide the best quality of care for every individual child. If you indicate that you do not want your child to participate in an evaluation, your child will not be screened.

Our Developmental and Mental Health Service Teams consist of a Developmental Services Coordinator, Special Education Consultants, Speech Language Pathologist, Special Language Assistants, Occupational Therapists, Mental Health Specialists and Social Emotional Pyramid Coaches.

Developmental Screening:

This screening looks at a child's early learning, language and motor skills. Developmental screening tools are carefully selected to be culturally fair, unbiased, and in both English and Spanish. You will receive the results of the developmental screenings.

Social Emotional Screening:

This screening is used to identify strengths and assess social and emotional growth of children. It is typically used in the beginning of the Parents are asked to complete the ASQ-SE assessment.

***Vision/Hearing Screenings:**

We provide vision and hearing screenings to all children who wish to participate in this service. Parents will be notified of the results and any follow up if needed.

*For resources available to help prepare your child for these screenings/visits, please see your center Family Services Team.

Social Emotional Pyramid

Recent research has highlighted the importance of developing social skills in young children. Social skills, like getting along with others, being able to control anger and learning to take "no" for an answer, are the best predictors of a child's academic success later in school. They are important skills to help a child develop as early as possible. The earlier we identify potential problems for infants, toddlers and young children the sooner we can assist them in building their social emotional competence and reduce the likelihood for remedial treatment later. The Social Emotional Pyramid includes a process that involves parents, the

child, the teacher and all Creative Options staff. For more information, please see a Creative Options staff member.

School Readiness:

Children will possess the skills, knowledge, and attitudes necessary for success in school, in later learning, and in life. Children are ready for school, families are ready to support the child's learning, and schools are ready for the children. There is a strong, clear, and comprehensive focus on all aspects of healthy development; physical, cognitive, and social and emotional. All aspects are essential to children getting ready for school. Parents will be engaged in long-term, lifelong success of their child.

Family Partnership Agreements:

The Family Community Partnership Team will meet with families to discuss a family's strengths and needs. By doing this, we offer to support families in achieving their goals. In addition, we meet individually with families to discuss kindergarten transitions and to offer ideas to support the child and parents through this milestone. We are truly here to support the family in any way we can. We want to form a partnership with you in reaching your goals!

Education and Early Childhood Development

The Education Department is headed by a team of Directors, who oversee all aspects of the early education program at Creative Options. Each center has an on-site Education Supervisor with Director Qualifications, to manage the daily operations of the centers. Our Lead Teachers and Teachers are all very qualified in Early Childhood Education (ECE). Lead Teachers must have a Bachelor's degree or be working toward a B.A. Teachers must be working toward an Associate's degree. A minimum of 24 college credits in ECE are required for all education staff. Ongoing professional development is provided to keep our staff up to date and knowledgeable in best practices in the field of early education.

Curricula

Creative Curriculum® for Infants, Toddlers and Twos.

Our birth-3 classrooms use the Creative Curriculum® for Infants, Toddlers and Twos. This curriculum helps "teachers understand developmentally appropriate practice and how to create daily routines and meaningful experiences that are responsive to children's strengths, interests, and needs. By providing consistent, responsive care, teachers help infants, toddlers, and twos develop secure attachments with the most important people in their lives and gain confidence in themselves as learners. "

Creative Curriculum® System for Preschool

“Creative Curriculum® System for Preschool is an award-winning, research-based curriculum that features exploration and discovery as a way of learning, enabling children to develop confidence, creativity, and lifelong critical thinking skills. At its core are 38 objectives for development and learning that include predictors of school success and are aligned with the Head Start Child Development and Early Learning Framework and state early learning standards.” The System provides 6 in-depth units of study that cover all 38 learning objectives.

Second Step®

Our preschool classrooms use Second Step® as the Social-Emotional curriculum. Through the use of puppets, games, songs, posters, and small group discussions, children are taught important social-emotional strategies in the areas of

1. Skills for Learning
2. Empathy
3. Emotion Management
4. Friendship and Problem Solving

Second Step® has a strong “Home Link” component for families to practice these skills with their children at home, in partnership with school.

Assessment Tools Teaching Strategies GOLD®

Teaching Strategies GOLD® is an authentic, ongoing assessment cycle used to measure children’s progress and help guide group and individual planning. It is grounded in 38 objectives and organized into 10 areas of development and learning including Social Emotional, Physical, Language, Cognitive, Literacy, Mathematics, Science & Technology, Social Studies, The Arts, and English Language Acquisition. The assessment process is a 4-step cycle that includes

1. Observe and Collect Facts
2. Analyze and Respond
3. Evaluate
4. Summarize, Plan, and Communicate

Three times a year, teachers assess each child (birth-5), in all 38 objectives, using a developmental progression scale that is based on widely-held expectations for the child’s age-group.

Creative Options Sites for Early Education

At Creative Options, young children, ages 6 weeks to Five years, have a unique opportunity for social and educational growth in fully inclusive settings in Denver and Aurora. The following team of talented Coordinators operate sites: Site Coordinators, Family and Community Partnership, Health, Mental Health, Nutrition and Developmental Services. All sites are under the supervision of a talented team of Directors, Vice President of Operations, and Judith I. Ham, President/CEO.

Policies and Procedures

Arrival and Departure:

Families must sign children in and out each day (or designate on the emergency card a person over the age of 18 to do so). Sign-In/Out sheets are located in each classroom. Children will only be released to adults who are listed on the emergency card or in their file, and must provide proof of identification. **Parents must supervise their children at all times while on center grounds. We discourage the use of cell phones during pick up and drop off times.**

Confidentiality:

Creative Options staff is required to keep all information about children and families confidential. Information is safeguarded against disclosure to anyone outside the center. Discussion of children and activities is a regular part of staff meetings but is never a basis for gossip or conjecture. Upon receipt of a signed statement requesting release of center records, the center may forward official records to a public school or parties designated. In cases of abuse or neglect, the center is required by law to report any suspicions and provide official center data, which supports those suspicions.

Days and Hours of Operation:

For a complete list of locations, hours of operations and holidays and in-service closures please refer to attachments.

Parents are encouraged to bring children daily. A child who arrives after activities are in full swing has a more difficult time getting started and often becomes frustrated. **Children that continue to arrive after 8:00am and 12:30 pm (half day) 8:30am (full day) may not be accepted into the classroom and a parent conference will be required prior to the child continuing in the program.** Front doors will remain closed and parents will not be allowed to enter centers until 5 minutes before start/end of classes (with the exception of Kyle Fisher). Parents that arrive at Kyle

Fisher must stay in the front area and not go beyond the front desk until class time starts.

Emergency Procedures:

Emergency Closings: In case of a natural disaster, center closings will be announced on Channel 4, 7, 9 and Fox 31 News. Look for ABILITY CONNECTION COLORADO. Creative Options usually follows the lead of Aurora Public Schools in making decisions about emergency closings.

Fire Evacuation Procedures:

- Staff check to see if the primary exit is available.
- If not, then staff check the secondary exit
- Staff close doors and take roll book
- Staff lead children from building to a safe distance away
- Staff check roll book
- If a child is missing, the site Education Supervisor is notified who will coordinate the search and notify Education Director and Risk Management Director.

Tornado Evacuation Procedures:

- Staff lead children into hallways away from windows and doors
- Staff close doors
- Children will crouch with head down and arms over head
- If they cannot assume position, staff will cover them

There are written notices posted in each classroom, which staff discuss with children, and monthly fire drills are conducted to prepare them in case of an emergency. Each staff member is trained in Safety/Emergency Procedures, including, levels of lock down.

Medical Emergency: In case of an emergency, every effort will be made to contact one or both parents and/or notify the physician listed. If necessary, the emergency contact will be called. **If neither the parent nor the emergency contact person is available, emergency services will be provided by ambulance, at the expense of the parents.**

Discipline/Guidance:

Discipline is an interaction with a child; it is not something that is done to a child. Positive Guidance is an effective way of eliminating undesirable behavior in children by encouraging them to take control over their own behavior, thus increasing self-esteem in children. The task of Creative Options staff is to provide children with the skills and tools needed to control their behavior effectively. Children learn to control themselves. This is a practice that takes love, patience, time and effort. Traditional methods of “punishment” often fail; they are ineffective. Punishment is a negative way of attempting to stop undesirable behavior; it is short term and leaves children with feelings of low self-esteem.

Redirection, choices and quiet time may be used to help the child gain self-control.

If a child experiences a mental health crisis or emergency the staff will contact the Risk Management Director or designee, the Risk Management Director will determine action to be taken. A Mental Health crisis or emergency could include:

- continual, willful disobedience
- ongoing and persistent defiance of teaching staff
- willful destruction of school property
- suicidal traits
- self-injurious behaviors
- highly unusual behavior

A Team meeting will be scheduled within 24 business hours to review crisis/emergency/suspension and determine next action steps with child. Creative Options will support the child and family with ongoing mental health services through community referrals.

Suspension/Expulsion

Creative Options will implement preventive supports and positive discipline practices to support children with challenging behaviors and will follow the Mental Health/Emergency policy and procedures if it becomes necessary to suspend a child. Creative Options highly restricts the practice of expulsion.

An expulsion will only be practiced if all necessary options and supports have been explored and if the child's continued enrollment, as determined by Mental Health and Risk Management teams, presents a continued serious safety threat to the child or other enrolled children and it is determined that Creative Options is not the most appropriate placement for the child.

Creative Options will support and work with the family to help facilitate the transition to a more appropriate placement.

**YOUR EMERGENCY CARD MUST BE KEPT CURRENT.
WE MUST BE ABLE TO REACH YOU AT ALL TIMES!**

Enrollment Procedure:

Creative Options serves children from 6 weeks to five years. An appointment will be made with an Enrollment Specialist so the family can fill out the paperwork, sign releases and permission forms. The Education Team completes a Home/Center Visit prior to the child's first day to build rapport between home and school. Upon enrollment, each child must provide a current physical in accordance with the Academy of Pediatrics and an immunization record. Parents are asked to make provisions to stay with their child until he/she has made the transition

from the parent to a staff member. Teachers will help parents to know when a child is ready to let his/her parent go. The time spent in getting a child to feel comfortable in new surroundings pays off.

Incident/Accident Reports:

In case of injury involving your child, you will be given a written report within 24 hours. Parents are not normally notified by phone for minor incidents, but they will be notified immediately about all serious incidents. In case of serious injury, we will follow the Emergency Medical Care Protocol.

Outdoor Activities:

Children play outside daily. Parents are asked to be sure to provide proper clothing suitable for each season, including shoes. **Children will play outside on warm days, unless the temperature is extreme (95 degrees for toddlers and preschoolers) and (90 degrees for infants).**

Parents are asked to give permission to apply sunscreen or provide adequate sun protection (clothing, hat, etc.) for full day programs.

Parents are encouraged to apply sunscreen or provide adequate sun protection (clothing, hat. Etc.) prior to their child attending a half day setting.

Children will play outside on cold days, unless the temperature is extreme and reaches below 32 degrees (40 degrees for infants). Please provide a warm coat, hat, gloves and boots on cold days. **When the temperatures are extreme, children will play inside.**

If your child has a serious medical condition that prohibits him/her from playing outside, a current medical statement from a medical authority outlining the restrictions must be provided.

Naps and Quiet Time:

Naps or a quiet time are an integral part of the full day program and required by good developmental practices as well as by licensing regulations. Intervals of vigorous play and quiet peaceful times are important. Children who do not fall asleep are permitted to engage in quiet activities, (puzzles and books) after 20 minutes of rest. Parents are required to bring a small sheet and a small blanket. Parents are asked to be responsible for weekly washings of personal blankets, etc. All items brought to school should be properly labeled so children can begin to identify their own belongings.

Birthdays and Celebrations

Birthday celebrations or the distribution of party treats are not permitted during school hours due to health concerns, disruption of instructional time, and various religious beliefs.

Nutrition:

Creative Options participates in the Colorado Adult and Child Care Food Program. A child enrolled in the half-day program receives either breakfast and lunch or lunch and a snack. Children enrolled in the full-day program receive breakfast, lunch and a snack. Children arriving after the scheduled breakfast, will receive a nutritious breakfast. The food is monitored by the USDA food program and meets all federal guidelines for nutritional requirements for infants, toddlers and preschoolers. If children have special dietary requirements, please inform your Center Based Family Coach. In addition, nutrition education is provided for children and families.

Clothing

Children should wear comfortable, washable clothes, free of complicated fasteners to encourage independence in dressing and toileting. Children should wear shoes that support outdoor play, running, jumping etc. Flip flops, high heels and sandals are discouraged for safety reasons. Self help clothes encourage a child's growing sense of independence and competence. Each child has a cubby assigned for his/her personal belongings. Parents are asked to bring in a complete set of extra clothing properly labeled with the child's name. This enables a quick change when a child gets overly enthusiastic about water or other messy play. This is crucial, since some children will not accept any clothes but their own.

Personal Belongings/Money:

Creative Options strongly discourages the practice of children bringing in personal belongings and money from home due to potential safety and classroom disruption issues. Staff is required to check backpacks/diaper bags daily for unapproved items. **In the event a child brings any type of weapon, toy or real, including but not limited to knives, guns, lighters, etc., the item will be confiscated and will not be returned.**

Gifts:

Although there are occasions when parents may choose to show their appreciation to staff, staff is not able to accept gifts of monetary value, i.e. cash and gift certificates. Staff may accept promotional items of insignificant value. Monetary gifts may be made for centers through the corporate office.

Conflict of Interest:

To ensure conflicts of interest do not arise, it is policy of Ability Connection Colorado that no employee may hold secondary employment

(i.e. childcare outside of Creative Options for enrolled families) in which hours, knowledge of company information or employee focus will conflict with employment at Ability Connection Colorado.

Health/Safety:

Annually, each child is required to have on file a current Physical Examination Form, dental and updated Record of Immunizations. Vision, hearing, and developmental screenings will be completed for each newly enrolled child. The Nurse or a member of the FCP team will inform you if there is any need for follow-up.

Health: Please keep your child at home if he/she is showing any signs of illness including fever, diarrhea, or vomiting. If your child becomes ill while he/she is at the center, you will be contacted immediately to come and pick him/her up. If we are unable to reach you, we will call the emergency contacts listed on your emergency card. After an illness, your child may return when he/she is symptom free.

Health Care Action Plan:

For children who have a significant health condition, as identified by a physician a **HEALTH CARE ACTION PLAN (HCAP)** will be completed to guide staff and volunteers working with the child. The following is included in the plan:

- a. Medication schedule
- b. Nutrition and feeding instructions
- c. Medical equipment or adaptive devices, including instructions
- d. Medical emergency instructions
- e. Toileting and personal hygiene instructions
- f. Emergency Procedure Instructions

Medications: For medication to be administered at Creative Options, a physician's order, including the dosage, the route, the time, how often it should be administered and the length of time it is to be administered is necessary. All medication is supplied by the parent. Medication must be provided in its original container, including Over-the-Counter medications and the OTC medications will be labeled with child's name. A parent permission authorization form must be signed by the parent. A record of the medications administered is kept on file. Medications are administered by Medication Administration Certified staff. These health measures are prescribed by state statute and strict adherence is mandated in our licensing procedures.

Code of Conduct

Creative Options will require that all persons involved with the centers (teachers, administrators, family coaches, developmental services, all

other staff, parents, and volunteers) adhere to certain standards of conduct.

1. Attendance – It is expected that parents get their child/children to school consistently and to be on time. Frequent absences will impact a child’s progress. Classes start promptly at 8:00am/12:30pm for half day sessions and 8:30 am for full day sessions.

2. Conduct - To effectively accomplish our mission and goals, it is necessary for the educational environment to be safe and free from unnecessary disruption. Parents are expected to conduct themselves in an appropriate manner. Each parent will bear the responsibility of his or her own conduct. All directions and reasonable requests made by the school personnel are to be followed, when given with a positive attitude. Parents are expected to communicate in an acceptable tone of voice and using acceptable vocabulary.

3. General Safety - To ensure safety, parents will not use their cell phones or electronic devices while inside the school. Emergency contact information needs to be current and up to date.

4. Parental Involvement – By choosing to enroll your child in Creative Options, you agree to the partnership between home and school. Please find the necessary time, energy, and resources to devote to your child’s education. Creative Options has established involvement standards toward the successful child/parent/school partnership.

a) The parent(s)/guardian(s) will attend the parent/teacher conferences held twice each school year per student.

b) All families are encouraged to attend and/or participate in school-wide activities, including monthly parent meetings and are encouraged to participate on school committees or in other volunteer activities as they are able.

5. Traffic Safety - Drivers will abide by the traffic policies set by the school. Failure to do so only compromises the safety of children/families.

Pick-up and drop off

1. Be courteous, respectful, and patient
2. Follow the direction and prompting of ACCO personnel at all times
3. Please do not park anywhere at any time clearly marked **NO PARKING - FIRE ZONE.**
4. The handicapped spaces are clearly marked and able to be utilized with appropriate parking permit clearly displayed in/on the vehicle.
5. Pedestrians must cross at one of the clearly marked and supervised crossing areas.
6. If you are going to be in the center for longer than drop-off/pick-up, i.e., meet with family services, teacher, etc., please park in the larger parking lot areas.
7. During drop-off/pick-up times, vehicles may not double park and children may not be left unattended in parked cars.

8. Be prepared for inclement weather, rain, snow, etc.
9. Please do not talk on your cell phone; hold your children's hand.

Diapering/Toileting: Creative Options will follow all state and federal guidelines for diaper changing and will utilize developmentally appropriate practices for toilet training purposes.

Supervision of Children: All children are under the direct supervision of a responsible adult at all times. Children are counted at transitions during the day to make sure all children are accounted for.

Lost Child:

Should a child be lost, the Lead Teacher assumes overall responsibility. S/he directs all available staff to accomplish the following: conduct a thorough, immediate search of the premises, inside and outside, immediately contact the Risk Management Director. If the child is not found on the premises, the police will be called by the appropriate Director and parent/guardian will be notified.

Late Child Pick-Up:

Families must pick their child up at the time specified for their program. It is very upsetting to a child if he/she is not picked up on time. If the person designated to pick up the child is not on time, the parent will be called. Parents will be charged a minimum \$10.00 for late pick up and charges may accumulate past the time your child is to be picked up. If the parent cannot be reached, the contacts on the emergency card will be called. Two staff will stay with the child and will keep trying to reach the family. In the event the family cannot be reached, staff will call the Department of Human Services Crisis Line/Police.

Absences/Vacations:

Parents are asked to call the center to report a child's absence. This helps staff in planning the day, but also in knowing how to relate to the child upon his/her return. **Head Start programs require at a minimum an 85% attendance rate. If your child is not consistently attending, parents will be notified and an attendance contract will be implemented. Children with less more than 15% unexcused absences for a second month may result in termination from the program.**

Television/VCR Viewing:

Television/VCR viewing is limited to education/developmentally appropriate practices for preschool age children only, which are used in connection with learning activities.

Staff Qualifications:

Colorado State Licensing Regulations and Performance Standards are strictly followed. Lead Teachers have an AA or a BA degree or are working towards BA degree

Child:Teacher Ratios:

Infant 1:4 or 1:3, Toddler 1:4 and Preschool 1:10

Parent Involvement/Communication:

Newsletters will be sent home monthly. The newsletter is an important means of communication, and we hope that you will read it each month to become informed about your child's educational experience. Notes, telephone calls and conversations with your child's teachers will also provide information, as will Parent Meetings. You are always welcome to visit your child's classroom and to be a part of his/her educational journey. The Parent Bulletin Board is also used to keep parents informed.

Statement of Non-Discrimination:

Creative Options participates in an USDA funded program and is an equal opportunity provider and employer. All services provided by Ability Connection Colorado, Inc. will be inclusive and in compliance with the Americans with Disabilities Act.

Video Cameras:

Ability Connection Colorado, Inc. will incorporate the use of video cameras in classrooms for the purpose of monitoring the activities of children and in evaluation of educational practices. Only authorized staff may view videos.

Withdrawals/Terminations:

A minimum of two weeks notice is required for withdrawal, except in case of emergency or accident. Creative Options reserves the right to terminate a child, when there is serious delinquency of payment, tuition or extended unexcused absences.

Visitors:

Visitors are asked to make an appointment beforehand, unless accompanied by a parent. All visitors must sign in at the front desk. Individuals who are strangers to personnel must present at least one piece of identification for inspection by a staff person.

Volunteers:

Creative Options encourages parents to volunteer on a monthly basis and welcomes community members as volunteers. All potential volunteers must complete the application process and training requirements.

Photographs:

A Parent/Guardian must complete a Permission for Photograph form prior to any filming or picture taking.

Reporting Suspected Child Abuse:

All staff of Creative Options is required by statute to report any suspicion of abuse or neglect. Any staff member of Creative Options who suspects cases of child abuse or neglect is mandated to report them to the Director and Family Service Worker. A report will be filed with the County Department of Social Services or local law enforcement agency, as required by law.

Child Abuse and/or Neglect means an act or omission in one of the following categories which seriously threatens the health or welfare of a child:

- a. A child exhibits evidence of bruising, bleeding, malnutrition, failure to thrive, burns, fractures of any bones, subdural hematoma, soft tissue swelling, or death; where such condition is not justifiably explained.
- b. A child is subjected to unlawful sexual behavior including sexual assault or molestation, sexual exploitation, or prostitution; (section 16-22-109(9) C.R.S.)
- c. A child's parent, legal guardian, or custodian fails to provide adequate food, clothing, shelter, medical care, or supervision that a prudent parent would take.
- d. A child is subjected to emotional abuse meaning an identifiable and substantial risk of impairment on the child's intellectual or psychological functioning or development.

Our philosophy is to act in the best interests of the child, to be supportive and non-threatening to the family and to maintain the child and family in the program. Parents are responsible for reporting to the Director any behaviors or actions towards children by staff that appear to be inappropriate. Hotline numbers: Adams County (303) 412-5212, Arapahoe County (303) 636-1750 and Denver County (720) 944-3000.

Grievances:

We recognize and support the parents as being the most significant adults in a child's life. Understanding your rights as parents will allow you to work more closely with our staff to take an active role in your child's education. We respect your right to ask questions at all levels. If

families have concerns regarding a teacher or other staff member, we encourage you to go directly to that person to resolve the issue. If the family is not satisfied with the result of that discussion, then they should go the staff person's supervisor. Communication is the cornerstone to successful programs for young children. Ability Connection Colorado will afford all families receiving services and supports the opportunity to voice complaints and to have grievances resolved without fear of retribution or prejudice regarding the future provision of services or supports. ACCO will ensure that such complaints are addressed in a timely, non-threatening manner. The Division of Child Care at the State of Colorado Department of Human Services licenses Creative Options Centers. Inquiries or complaints can be made at 1575 Sherman Street, Denver, Colorado 80203. The phone number is (303) 866-5958.

Family Participation Opportunities

We realize that parents are their child's first teacher. Because of this, parents are always encouraged to volunteer at the center. The staff would like all families to be active in their child's education. There are several ways for families to become involved:

Attend parent meetings

Volunteer in the classroom

Attend Parent/Teacher conferences

Bring your family traditions into the classroom

Offer suggestions to teachers

Read to the children in the classroom

Collect donations for the classroom

Make materials for the classroom

Participate in workshops and education classes

Help to organize special events

Participate in the Parent Family Community Council

We are glad you have enrolled your child in our Creative Options Center for Early Education. It is our hope that we are a support to you and your family. Please do not hesitate to call upon us with any questions or concerns. Your input is always welcome.

Thank You!

Locations and Hours of Operation

Creative Options - Lowry:

801 Yosemite St.
Denver, Colorado 80230
Phone Number: 303-691-9668
Ages: Six weeks to 5yrs. Old
Monday-Thursday
Headstart Full Day 8:30 a.m. to 3:30 p.m.
Early Headstart Full Day 8:30 am -5:30pm
HS/EHS Extended Day 7:30-8:30am and 3:30 to 5:30 p.m. - **Tuition rates apply**
Private Pay hours 7:30am-5:30pm and 8:30-3:30 - please refer to tuition rates

Creative Options - Jamaica:

852 Jamaica
Aurora, Colorado 80010
Phone Number: 720-262-4210
Fax Number: 720-262-4220
Ages: 1 year to 5yrs. Old
Monday-Thursday
Headstart Full Day 8:30 a.m. to 3:30 p.m.
Early Headstart Full Day 8:30 am -5:30pm
HS/EHS Extended Day 7:30-8:30am and 3:30 to 5:30 p.m. - **Tuition rates apply**

Creative Options - Florence:

1633 Florence Street
Aurora, Colorado 80010
Phone Number: 303-367-5384
Fax Number: 303-341-5988
Headstart Full Day 8:30 a.m. to 3:30 p.m.
Half Day Preschool 3 to 5 yrs. old
Monday thru Thursday 8:00 a.m. to 11:30 a.m./12:30 p.m. to 4:00 p.m.

Creative Options -Ironton:

345 South Ironton Street
Aurora, Colorado 80012
Phone Number: 303-343-6326
Fax Number: 303-343-6661
Ages: 3 to 5yrs. Old
Monday-Thursday
Headstart Full Day 8:30 a.m. to 3:30 p.m.
Extended Day 7:30-8:30am and 3:30 to 5:30 p.m. - **Tuition rates apply**

Creative Options - Paris:

12001 E. 13th Avenue

Aurora, Colorado 80010

Phone Number: 303-344-8225

Fax Number: 303-344-0956

Ages: 1 year to 5yrs. Old

Monday-Thursday

Headstart Full Day 8:30 a.m. to 3:30 p.m.

Early Headstart Full Day 8:30 am -5:30pm

HS/EHS Extended Day 7:30-8:30am and 3:30 to 5:30 p.m. - **Tuition rates apply**

Half Day Preschool 3 to 5 yrs. old

Monday thru Thursday 8:00 a.m. to 11:30 a.m./12:30 p.m. to 4:00 p.m.