



Family Handbook

2022-2023

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 and family's unique developmental, ethnic, cultural and language 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.

Sincerely,

Your Creative Options Staff



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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 & Philosophy –

Our Mission: To facilitate individual development for children through family support and a nurturing educational environment. Our focus is each child's strengths, while promoting his or her social-emotional, cognitive, communicative and physical development.

Goals and Philosophy

At Creative Options, we are proud of our diversity. We believe your child is a special and unique person. Our programs foster individual child development in 5 domains: Approaches to Learning, Social/Emotional Development, Language/Literacy, Cognition, and Perceptual-Motor-Physical Development. 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 that providing children many opportunities to succeed each day fosters their growth, happiness and sense of security.

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.

Helping each child become ready for school is our major goal. 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.

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

Creative Options Early Childhood Program

At Creative Options, young children, ages six weeks to five years, have a unique opportunity for social and educational growth in fully inclusive settings in Denver and Aurora. Our approach is play-based, child-centered, and research-based. In our classrooms, teachers guide children to think, explore, interact, and exercise their imaginations through purposeful play. Well-prepared teachers support and extend each child's learning based on their developmental levels, so children enter school ready and eager to learn.

The following team of talented staff operate our early childhood programs: Teachers, Education Supervisors, Family Coaches, Health, Mental Health, Nutrition and Developmental Services. All sites are under and supported by a talented team of School Readiness Coaches, Directors, Vice President of Operations, and Judith I. Ham, President/CEO. Our team of Directors oversee all aspects of the early education program at Creative Options. Each center has an on-site Education Supervisor with Director Qualifications, who manages the daily operations of the centers. Our Lead Teachers and Teachers are all very qualified in Early Childhood Education (ECE). Ongoing professional development and child-centered coaching are provided to keep our staff up to date and knowledgeable in best practices in the field of early education.

Curricula

- **Our Learning Objectives:** Our learning objectives for our children are defined in two documents: *Colorado Early Learning and Development Guidelines* and the Head Start's Early Learning Outcome Framework.
- **Creative Curriculum® System 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.
- **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: skills for learning, empathy, emotion management, friendship skills, 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.

How We Teach

- **Core Methods:** The methods we use with our children are research-based and selected and designed specifically for the strengths and needs of our students. Our Core Methods include: Observation & Assessment of Children, Environmental Checklists, Pyramid Plus Social Emotional Best Practices, Songs/Rhymes/Fingerplays/Chants, Read Aloud & Literature Discussion, Dialogic Reading, Shared Reading, Interactive Writing, and Cognitively Guided Math Instruction.
- **Social Emotional Foundation:** We realize and embrace the most crucial foundation for children's learning is the development of their social-emotional skills and establishment of strong, positive relationships. Recent research has highlighted the importance of developing social skills in young children. Social skills, such as getting along with others and being able to control emotions 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 concerns 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 families, the child, the teacher and all Creative Options staff. For more information, please see a Creative Options staff member.
- **The Desired Results Developmental Profile (DRDP):** The DRDP is a developmental continuum and is a formative assessment instrument. Teachers closely observe children's behaviors and development as a part of their everyday instructional cycles and maintain detailed portfolios of observations on each child.
- **Collaborative Planning:** Every Friday Teachers work in teams to study and reflect on each child's progress, to update the DRDP portfolios, to plan for learning experiences and changes to the classroom environments, and to prepare. Site Supervisors, Mentor Teachers, and School Readiness Coaches assist the Teachers in this work.
- **Multi-tiered System of Support (MTSS):** Sometimes staff members consult with each other to generate specific strategies and action steps that we might take to help children who may be experiencing a challenge.
- **Additional Support Staff:** Our Developmental/Mental Health Service Teams consists of a Developmental Services Coordinator, Special Education Consultants, Speech Language Pathologist, Special Language Assistants, Occupational Therapists, Mental Health Specialists and School Readiness Coaches.

Children's Screenings

In addition to the DRDP, our regular child assessment, we offer a number of developmental screenings. 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 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.

- **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 possible concerns in children's social emotional development. It is typically used in the beginning of the year.
- **Vision/Hearing/Dental Screenings:** We provide vision, hearing and dental screenings to all children who wish to participate in this service. Parents will be notified of the results and any follow up if needed.

Partnerships with Families

We partner with families to create positive change and to promote achievement. We respect the uniqueness of each family's culture, religion, race/ethnicity and lifestyle. Staff members focus on the strengths and needs of each family. By building on these strengths, we work with families to develop and accomplish self-determined goals. Each family is assigned a Family Coach. In addition to working with families to enhance their environments and communities, team members provide crisis intervention and supportive counseling, referrals to community resources, home and center visits, community outreach and educational programs.

Family Partnership Agreements

The Family Coaches 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 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!

Family Participation- In-Person and Virtual Opportunities

We realize that parents are their child's first teacher. We ask that all parents partner with us in your child's education by actively participating in family visits and parent teacher conferences. Please let us know your preference for participating; school setting/classroom, home, community location or virtual.

In addition, there are several ways for families to become involved:

- Parent meetings
- Bring your family traditions into the classroom
- Collect donations for the classroom
- Make materials for the classroom
- Participate in workshops and education classes
- Participate in the Parent Family Community Council



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 at the entrance of each center. Children will only be released to adults, who are listed on the emergency card or in their file.

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:

At 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 closures please refer to attachments.

Parents are encouraged to bring children daily. Consistent attendance will help your child build routines that will prepare them for future schooling. A child who arrives after activities are in full swing has a more difficult time getting started and often becomes frustrated.

Drop Off/Pick Up Parents will drop off/pick up their child(ren) in the entry of the school, and a staff member will bring your child and their belongings to their room and then to parents at end of day. Only one family at a time is allowed in the entry, so if there is someone in the entry, please do not enter until they have left.

Emergency Procedures:

Emergency Closings: In an event such as natural disasters, severe weather, safety concerns, disease outbreaks, etc. centers may need or be required to close. ACCO Administration will work with local health and emergency personnel to implement best practices to ensure the health and safety of staff, children and families. Creative Options usually follows the lead of Aurora Public Schools in making decisions about weather related closings. Parents will receive text/email notifications including closures via Child Plus.

Fire Evacuation Procedures:

- Staff check to see if the primary exit is available.
- If not, check the secondary exit
- Close doors and take roll book
- Lead children from building to a safe distance away

- Check roll book to see if anyone is missing
- If anyone is missing, the site Education Supervisor is notified who will coordinate the search and notify both the Program Operations Director and Risk Management Director.

Tornado Evacuation Procedures:

- Lead children into hallways
- Close door
- Away from windows or doors
- Have them crouch with head down and arms over head
- If they cannot assume position, cover them

There are written notices are posted in each classroom, which staff discusses 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 demonstrates a challenging behavior, a family conference may be called to discuss ways of supporting the child.

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 procedure if it becomes necessary to suspend a child and will highly restrict 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.

Mental Health Crisis/Emergency:

In the event a mental health crisis/emergency arises with a child whereas the child may seriously hurt themselves or others, including but not limited to: Continual, willful disobedience or ongoing and persistent defiance of teaching staff willful destruction of school property, suicidal traits, self-injury and highly unusual behavior.

Staff at Creative Options will:

Contact the Vice President of Operations or designee, the Vice President of Operations will determine action to be taken. If the child has an IEP, the Director of Administration will be contacted and assist in decision of next action steps:

- i. Contact parent to inform of behavior
- ii. Contact to parent for immediate pick-up
- iii. Call 911

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.

**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 immunization record.

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 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 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. Staff regularly physically check and supervise infants that are sleeping.

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. Children will receive breakfast, lunch and a snack. Children arriving after 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 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:

Each child is required to have on file a current Physical Examination Form in accordance with American Academy of Pediatrics and Child Care Licensing, 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 Family Coach team will inform you if there is any need for follow-up.

Illness: 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. Depending on symptoms, your child may not return for minimum of 48 hours until symptom free (fever, cough, diarrhea, vomiting, etc) Creative Options follows CDPHE guidelines for exclusion for illnesses and communicable diseases.

ATP Surface Testing - We conduct ATP Surface sampling at our Creative Options Centers, this will allow us to evaluate our contracted janitorial and teams by periodically verifying surfaces have been thoroughly cleaned to ensure we are maintaining a healthy and safe environment for your child. Additionally, Electrostatic disinfecting is conducted at each site on a quarterly basis.

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.

Smoking: Smoking is not permitted on any of the center grounds at any time. For more information about the effects of second hand smoke and third hand smoke effects on children, please reach out to your family coach for resources.

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 8:15 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 virtually.

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. During drop-off/pick-up times, vehicles may not double park and children may not be left unattended in parked cars.
7. Be prepared for inclement weather, rain, snow, etc.
8. 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. 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, your Family Coach will work with you to provide resources and support to increase the attendance.**

Television/VCR Viewing:

Television/VCR viewing is limited to education/developmentally appropriate practices, 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 electronically 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, and telephone calls with your child's teachers will also provide information. We encourage parents to opt in for text/email to receive regular communication as well visit our website as a source of ongoing information about the program and agency. www.abilityconnectioncolorado.org

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:

COVID Procedures To minimize exposure in the centers, parents must make appointments with Family Coaches, Teachers and Supervisors. Prior to the appointment staff will contact you to go over health statement requirements. All visitors are required to wear a mask, sanitize their hands upon entry and sign in and out.

Volunteers:

COVID Procedures - at this time we are not permitting volunteers within Creative Options centers.

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 recrimination 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.

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 8:15 a.m. to 4:15 p.m.

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 8:15 a.m. to 4:15 p.m.

Creative Options - Florence:

1633 Florence Street
Aurora, Colorado 80010
Phone Number: 303-367-5384
Fax Number: 303-341-5988
Monday-Thursday 8:15 a.m. to 4:15 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 8:15 a.m. to 4:15 p.m.

Creative Options - Paris

12001 E. 13th Ave.
Aurora, Colorado 80010
Phone Number: 303-344-8225
Fax Number: 303-344-0956
Ages 1 to 5yrs. Old
Monday-Thursday 8:15 a.m. to 4:15 p.m.

Private Pay Tuition

Tuition Schedule/Agreement

Effective July 1, 2022 – June 30, 2023

	Monday- Thursday Full Day (8 hours/day)
Infant	\$240/week
Toddler	\$196/week
Preschool	\$176/week