



## Parent Handbook



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## **Mission Statement**

Our mission is to provide a Safe, Dependable, Affordable and Nurturing child care in a High Quality early childhood Environment for the children of Creede and the surrounding communities.

CELC is a non-profit 501(c)3 located in Creede, CO and is licensed by the Colorado Department of Human Services, Division of Child Care. This license indicates that the facility has met the regulations for the operation of a child care facility, As outlined in the Colorado Department of Human Services Rules Regulating Child Care Centers.

We are more than a babysitting facility. We are a school that is committed to providing a nurturing, safe environment. Our focus is on developing social skills, meeting developmental needs, and providing educational training using quality curriculum for children ages 12 months (and walking) to 5 years. Studies indicate that children who receive this early learning education perform better in school and adjust better socially.

## **Center Philosophy**

It is our belief that children learn best by being active participants in the learning process. Each child develops at his/her own pace and schedule. The Center will be a place where children are free to engage in exploration of their environment. We will strive to make their environment full of rich learning experiences. Many hands-on learning opportunities will be made available to them. Playtime is cherished as an integral part of their daily experience. We will provide a nurturing, caring and safe environment where children are free to be themselves. Independence is encouraged. Teachers will respect each child's unique abilities, learning styles, and developmental pace.

We will strive to provide a program that works at developing the whole child that is both process and content focused. Our program will help all the children in our care to develop their full potential in all developmental domains: cognitive, physical, social, emotional, language, musical & spatial.

Parents are the child's first teachers and are encouraged to continue taking part in their education by being available in ways that benefit their child at the Center. Volunteering time and communicating regularly with the teachers are two ways parents can be supportive of the work at the Center. Parents who stay actively involved in their children's education help their children be successful and help the learning environment be optimal as well.



## CREEDE EARLY LEARNING CENTER (CELC) CHILDCARE POLICIES

### ARTICLE I: ADMISSION, ENROLLMENT AND ORIENTATION PROCEDURES

#### **Section 1. Submission of Forms**

Each child who attends Creede Early Learning Center must have all required forms completed. Additionally, parents must be given a copy of the Parent Handbook. Forms that need to be completed prior to admission include:

- Registration Form
- Child's Medical Statement
- Emergency Authorization Form
- Permission / Consent Form
- Financial Agreement
- Immunization Form

#### **Section 2. Custody**

According to Colorado Law, if you have joint custody, the noncustodial parent is entitled to pick-up the child at any time and be involved in the child's education and progress. Whatever custody arrangement you have, you must furnish the Center with a copy of the parenting plan so we may comply with that court order.

If you have a court ordered child arrangement other than joint custody, the same rule applies: you must furnish the Center with a copy so we may comply with that court order. All forms will be kept confidential. A file for each child will be maintained at the Center for a minimum of three (3) years after attendance ends.

Non-Custodial Parent: The Center can supply information regarding the child's progress and program activities to the non-custodial parent. If this would be helpful in your family situation, please list the non-custodial parent in your registration papers so we may include them.

#### **Section 3. Ages of Children Accepted**

The Creede Early Learning Center is licensed for children ages 12 months (and walking) through 16 years. We have a toddler room and a preschool room. We also have 'wrap around' care for Pre-Kindergarten students in the afternoon.

#### **Section 4. Withdrawal of Children**

Withdrawal is defined as removing your child from the Center for any other reason than enrolling in kindergarten. If a parent is withdrawing their child from the Center they are asked to complete an "Intent to Withdraw" form available on request from the Executive or Administrative Director. If possible the Center requests at least thirty days notice before withdrawal.

### ARTICLE II: PAYMENTS AND FEE SCHEDULE

#### **Section 1. Registration fee**

The Registration Fee and first month tuition is due before the child begins attending the Center.  
Registration Fee: Yearly enrollment: \$25.00 (Non-refundable)

#### **Section 2. Tuition**

Tuition will be charged according to the following:



Contract Full Day: \$35.00 (Second Child: \$29.00) Contract Half Day: \$22.00 (Second Child: \$18.00) Contract Wrap Day: \$28.00 (Second Child \$23) Preschool only: \$18.00 Drop-In: \$5.00/hour Lunch: \$2.50

### **Section 3. Contracted Care**

We need to know your child's attendance ahead of time in order to make appropriate arrangements for staff, snacks, and meals. You may contract the full number of days the Center is open, or choose which days work for you and your child(ren). You will be asked to indicate which days of the week your child will be coming via the monthly care calendar provided by the Directors. Monthly calendars must be turned in on time to set your child's schedule. **Care Calendars are due on the 25<sup>th</sup> of the prior month.**

### **Section 4. Non-Contracted Care**

For those who **do not** wish to contract specific day and times, the tuition is \$5.00/hour. Payment for the day is needed at the time of pick up. No child can be 'dropped off' if there is an outstanding balance. There are no discounts available for non-contracted care. Drop in rate will also apply to unregistered children.

*Please note: Scheduled children take priority over drop-in children when the Center is operating at capacity.*

### **Section 5. CCAP – Colorado Child Care Assistance Program**

We ask all families interested to apply for CCCAP. Contact the Rio Grande County/Mineral County Department of Social Services at 719-657-3381 for information. The Administrative Director will be able to assist you with the application process. If eligible, the co-pay will be due on the first of each month in advance. Please review all requirements for this program carefully. Any changes in your child's contracted schedule must be communicated to CCCAP as they compare contracted schedule with actual days used.

### **Section 6. Multiple Child Discount**

The Creede Early Learning Center will offer the following Discount for multiple children/siblings:

- 20% off total monthly bill for second child
- 30% off total monthly bill for third child

### **Section 7. Overdue Tuition**

Tuition must be received in our office by the 1<sup>st</sup> school day of each month. Services will be terminated if bill is unpaid by the end of the month. Please meet with our Directors if there are extenuating circumstances that would prevent you from paying your bill on time.

*Please submit your payment to the Executive Director. Cash must be in an envelope with the child's name on it. Teachers need to be attentive to children in classrooms, so are unable to take payments. You can also send payment via Venmo @CreedeEarlyLearningCenter-Center*

### **Section 8. Financial Assistance Program**

The Creede Early Learning Center will implement an income-based tuition assistance program beginning on February 1, 2018. Qualifying families will receive a discount of \$3/child/day. Qualifying families will be identified in the following ways:

- Present a current Health First Colorado (Colorado's Medicaid Program) or Child Health Plan Plus (CHP+) healthcare card or qualification letter to the Executive Director.
- Or, Review of personal finances. Students will qualify for the tuition assistance program by meeting the current income eligibility requirements equivalent to Health First Colorado or CHP+ Plan. <https://www.colorado.gov/pacific/hcpf/child-health-plan-plus>. Please submit your most recent Tax Returns or Monthly check stubs to the Executive Director for review.

Tuition Assistance qualification will be reviewed and renewed with annual registration, or with a family's significant change of circumstance.



## **ARTICLE III: ABSENCE**

### **Section 1. Absence due to sickness**

Call the center as soon as you know your child is sick and will be absent for days enrolled. Your total attendance days will be computed at the end of the month using our electronic sign-in records.

### **Section 2. General Absence**

Please allow time for any necessary communication with staff each morning and/or evening if there are any changes to your child's schedule and you will not be bringing them to the Center on a scheduled day/days. Please be considerate of the Center staff and inform them by phone if your child will be absent for any reason. You may leave a message on the answering machine.

## **ARTICLE IV: ARRIVAL & DEPARTURE**

### **Section 1. Sign In / Sign Out**

Children need to be **signed in** on the kiosk (by the responsible party- i.e. parent/guardian or other authorized caregiver) and escorted to the classroom. **DO NOT JUST DROP THE CHILD OFF**, present them to a teacher. The kiosk is located in the airlock entrance where children hang up coats and store personals in their assigned cubbies. Upon departure, the child must be **signed out** (by the responsible party- i.e. parent/guardian or other authorized caregiver).

**No child, at any time, is to leave the Center under any other circumstances and without the knowledge and assistance of a staff member.** No child will be left unattended at any time. Once you have signed your child in, WE are responsible for their wellbeing. Once you have signed your child out, YOU are responsible for your child.

### **Section 2. Release of Child**

Children may only be released to persons that are on the contact/emergency sheet in the child's personal file. We **must** have written authorization **prior** to pick up to release your child to any person other than those listed on the registration form. In the case of an emergency, parents may give verbal consent for an otherwise unauthorized person to pick up their child. A photo ID may be required at time of pick up.

*Should an unauthorized person attempt to pick up your child, the Mineral County Sheriff's Office will be contacted immediately!*

### **Section 3. Late Pick Up**

Our Center closes at 5:00 P.M. daily. It is a very long day for both staff and children. Please be considerate and pick up your child by closing. Children become worried when other children start leaving and no one arrives for them. If an emergency arises that necessitates a late pick up PLEASE call the Center immediately.

### **Section 4. No Show at Pick Up**

The staff will follow these procedures when a child is not picked up at the end of a scheduled day:

- At 5:00 members of the staff will conduct a complete check of the facility to make sure all children have been picked up.
- If there are still children at the Center at 5:00 pm the designated staff will contact the parent(s). If they cannot be reached, the staff person will then call individuals authorized to pick up the child.
- If after 30 minutes, no one has been reached and the child is still at the Center, the staff will contact the Mineral County Sheriff's Office and the Department of Human Services.
- If late pick up happens three times, Creede Early Learning Center will report the pattern to the Department of Human Services.



## **ARTICLE V: SERVICES OFFERED FOR CHILDREN WITH SPECIAL NEEDS**

### **Section 1. Special Needs**

CELC will offer services for children with special needs in efforts to meet individual needs of all children. We will accept children with special needs to the extent our program is adequate to meet the needs of each child and in accordance with The Americans with Disabilities Act, July 26, 1990.

## **ARTICLE VI: HOURS OF OPERATION**

### **Section 1. Daily Operating Hours**

The Center is open Monday – Thursday 7:30 a.m. to 5:00 p.m. and Monday – Friday 7:30 a.m. to 5:00 p.m. during our Summer Schedule (June – August). Please note that children and parents may not enter the building before 7:55 a.m. Quiet time is from 1:00 p.m. until 3:00 p.m., so we discourage pick up during this time as it disrupts the others. Talk to us if this is a problem for your schedule.

### **Section 2. Holidays**

CELC follows the Creede School schedule. We will be closed on the following holidays:

- New Year's Day
- Spring Break
- Memorial Day
- Labor Day
- Fourth of July
- Thanksgiving Break
- One week of Christmas Break

## **ARTICLE VII: VOLUNTEERS & VISITORS**

### **Section 1. Definition of Visitors**

Visitors are anyone not directly associated with Creede Early Learning Center. Visitors must sign in on the visitor sign-in sheet located by the front door. Anyone not known to the staff of the Center will be asked to show proper identification and reason for the visit.

### **Section 2. Volunteers**

We believe in partnerships between the community and the center. We welcome volunteers of all ages who would like to share their time and talent with the children we love. Volunteers must also sign in at the front door. The Directors of the Center approve all volunteers. Helpers allow children to get more individual attention.

Volunteers who work more than 14 calendar days (112 hours) who are used to meet staff ratios must be qualified as an early childhood teacher, assistant or aid and have complete staff records in addition to fingerprint and background checks. The only time a parent/guardian volunteer may be alone with a child other than their own without completing all background checks, is while driving on a field trip.

Volunteers between the ages of twelve and sixteen must have a written purpose, developed by the Center, and are limited to two hours of volunteering time per day.

### **Section 3. Voluntary Board of Directors**

Members of the Board of Directors are all volunteers. Each member volunteers time to oversee the Center's operations, fundraising, and many other issues.



## **ARTICLE VIII: PARENT AND STAFF CONFERENCES**

### **Section 1. Communication**

Communication between parent and staff as to the child's activities at the Center will be done through daily reports (verbally) as needed. Also there will be scheduled conferences with the classroom teachers twice a year. Advanced notice will be given so parents can make arrangements to attend.

## **ARTICLE IX: TOYS/PERSONAL BELONGINGS**

### **Section 1. Toys from Home**

The Center offers the opportunity to experience a variety of activities. Materials and toys that are age appropriate will be provided. **We request that no toys be brought to the Center.** However, if it is necessary for your child's well being, please bring only one toy. If your child brings a stuffed animal or doll on a regular basis, it must be washed weekly. Please label the toy clearly to make it easy to identify the owner. We ask that **no money, small figurines, marbles, or any other small object with a diameter 4" or less come along to school.** We will take away any toys and return them to the parent/guardian at the end of the day.

### **Section 2. Clothing Requirements**

All clothing including coats, boots, hats, and mittens should be kept neatly together in the child's cubby and taken home at the end of the week. Weather appropriate clothing needs to be brought daily for outside time. Please label all your children's clothing with their name to make it easy to identify the owner.

All children are required to have 2 sets of clothes. "Accidents" do happen at school. We have spare clothes on hand, but our supply does run low! Children paint, play in sand & water, and tumble. We encourage all children to participate fully in each activity. It is advisable to send children in appropriate clothing. We do not want children to feel restricted in their curiosity by their clothing.

## **ARTICLE X: MEALS AND SNACKS**

### **Section 1. Meals Provided**

Meal cost is \$2.50/day. We provide nutritionally balanced snacks, meals and cooking activities. Monthly lunch menus are posted in the entry room a week prior to the first day of the month. Snacks will be given in the morning and afternoon. We encourage the children to take a "hello" bite that is – to try a taste of everything. We limit sugars, and prefer fruits, yogurt and other nutritious alternatives to cookies and cakes.

### **Section 2. Bringing Snacks**

Your child will be asked to provide a nutritional snack **once a month.** A snack sign – up sheet will be posted in the entry room each month. PLEASE SIGN UP EARLY so teachers can be prepared. If your child needs a special diet, or has a food allergy, it must be written on your child's health form, signed by a physician, or a physician's prescription.

## **ARTICLE XI: HEALTH PRACTICES AND POLICIES**

### **Section 1. Accidents/Injuries**

Incident or injury reports are completed whenever first aid is given. Parents will be asked to sign off on the report when they come to pick up their child.

If the accident is serious, we will contact you immediately and follow these procedures:



- If we are not able to reach the parent, we will contact the individual(s) listed on the enrollment application designated as persons to be called for an emergency.
- If the incident warrants emergency personnel, the Mineral County EMTs will be called.
- Unless the parent has designated an alternate hospital or treatment facility, the child along with one of the Center staff members will be transported to Rio Grande Hospital in Del Norte.

## Section 2. Illness

For the health of your child and the safety of others, any child showing symptoms of a communicable disease upon arrival will not be permitted to stay. If the symptoms are recognized at a later time, the child will be separated and the parents/guardian or other caregiver will be called to pick up the child. When a parent/guardian is called, the child must be picked up within 30 minutes. The first 12 hours of an illness are the most contagious. A few precautionary measures are required when they are in attendance, such as:

- Your child must not be sick.
- If your child has been sick and has had an elevated temperature over 100+, your child needs to be free of fever for **at least 24 hours**. Before returning to our care.
- If your child shows symptoms of a communicable disease upon arrival they will not be permitted to stay.
- If your child shows symptoms of a communicable disease while at the center, they will be separated from the other children and you will be called and required to come and pick up your child within 30 minutes.
- If your child is diagnosed with a communicable disease the center will notify the parents of the other children and the local health clinic and the State Department of Public Health.

Colds and coughs are contagious, but not reasons for exclusion of care, unless the cold or cough lasts longer than a week. A doctor's visit may be necessary in order to clear up the illness.

## Section 3. Exclusion

We strive to maintain, as much as possible, a germ free environment, but that is impossible when children are sick. Please help us stop the spread of infectious germs by keeping your child home if they have:

- Excessive signs of a cold, tiredness, irritability, sore throat, headache or runny nose
- Any rash/lesion that blisters, impetigo, a skin rash, ringworm or open sores
- Vomiting or diarrhea in the past 24 hours
- Difficulty breathing
- Suspect of a communicable symptom that endangers others
- Reason to stay inside and do not feel well enough to go outside

A child may return to the Center after an illness when:

- A child's behavior is typical
- A child has been fever, diarrhea, illness-free for **at least 24 hours**.
- Has been on antibiotics, if prescribed, for **at least 24 hours**.
- Doctor says the child is able to return

If children are not well enough to go outside, **do not send them.** The Center does not have staff to care for children indoors during outdoor play. The children go outside twice a day.

## Section 4. Administering of Medication

The center highly recommends that you dispense of all medications at home. Parents may come into the center and dispense medications themselves. If childcare staff administers medication, only certified and authorized personnel will do so.



- All prescription or nonprescription medications given to a child must have written authorization from the child's physician or health care provider. In addition, we must have written authorization from the parent. Forms are available in the office and must be initialed by a parent at the end of the day. Medication should be taken home at the end of each day.
- Prescription medications must be in the original container and must be intact with safety lid and clearly labeled with instructions from the physician for the specific child when presented to the center staff. Only directors will handle medication and dispensing of medication. Medications needing refrigeration are stored in the kitchen refrigerator in a child-proof box. Medication that do not require refrigeration are stored in a child-proof cupboard in the kitchen.
- Label must include: child's name, health care provider's name, issue date, name of medication, dosage, route of administration, how often to give medicine, and expiration date. Any other special instructions and storage requirements are also needed on the label. If label is unreadable, medicine will not be accepted. Parent is responsible to provide the appropriate calibrated measuring device for administration.
- If child is to be given a tablet or pill, it also needs to be in the original prescription container and labeled for the specific child as stated above. No baggies will be accepted. The Center cannot divide a scored or unscored tablet. It must be done ahead of time by the parent or pharmacist. The center staff cannot adjust the dosage in any way.
- Tablets must be counted when brought in by the parent and director and documented. The same applies when the medication leaves the center.
- The parent needs the authorization of the child's physician and/or health care provider to accept phone calls from the center for medical and emergency care if the need exists.

#### **Section 5. Immunizations**

All children at the center must be up to date on their vaccinations. Parents need to give the Center a copy of their child's current immunization history for their child's file.

#### **Section 6. Teeth**

Fluoride treatments are available twice a year by a third party contracted with the School District. A permission form must be signed if you want your child to participate.

#### **Section 7. Potty Training**

The staff will encourage children in the process of potty training to continue their training. Only positive reinforcement will be used. Threats and punishment are forbidden.

### **ARTICLE XII: PERMISSIONS**

#### **Section 1. Field Trips**

Children will be supervised at all times when and wherever they are in the care of the staff of the Center. Occasionally the children will be taken on field trips. Appropriate staff to child ratios must be maintained. Parent volunteers cannot be counted in that ratio unless they are a qualified childcare provider. Written notice will be given at least 48 hours prior to the trip. A signed permission slip is necessary for your child to attend. Since our Center is smaller in size, it will not be possible for a staff member to stay behind to accept late children. Before children can be transported by bus, the driver must explain the safety rules and procedures. Staff and parents must be available to ensure that children understand, to the best of their ability, what they must do to be safe. All children must be in an approved car seat or booster. If children are transported by a parent, another adult should be in the vehicle. All children must be in regulation car seats or boosters. Parents of children who are being transported should be notified who the driver will be.



If a child arrives after the group has left for a field trip, a sign will be posted on the door stating where the child can be dropped off and a phone number, if available. Our staff is required to carry a first aid kit and at least one cell phone while on field trips. Any member of the staff participating with children must be first aid and CPR certified.

### **Section 2. Television**

We believe hands on activities supervised by staff to be educational and entertaining for your child. Therefore television viewing by the children will be limited to educational purposes (special guests sometimes use videos). If you have any questions concerning this policy or would prefer for your child not to participate, please feel free to discuss this with the Directors.

## **ARTICLE XIII: Weather / Fire / School Closing Emergencies**

### **Section 1. Weather**

In our climate, weather can change drastically and without warning. Parents need to provide weather appropriate clothing for their children. Children spend time outside during all seasons. Winter clothing needs to include: boots, 2 pair of socks, long sleeve shirts, snow pants, coat, hat and mittens. If the weather is excessively warm, children are encouraged to bring swimsuits or other clothes that can get wet. Activities that can take place indoors or in shaded areas will be planned. Additional water will always be available to make sure children remain hydrated.

### **Section 2. Fire**

Monthly fire drills are held at varying times and are documented. Fire drill documents are posted in the kitchen. Teachers and staff help the children to feel safe and calm during the evacuation drill.

### **Section 3. School Closing Emergencies**

Should inclement or excessively hot weather necessitate closing the center, every attempt will be made to notify you. If we are unable to reach you, we will contact the designated person(s) on your emergency list. Should an emergency arise beyond the control of the childcare center staff, i.e. loss of power or water, a lost child, fire, tornado etc. every effort will be made to notify parents after center staff have notified appropriate authorities. In the case of power outage and water loss, the Center will close until the problem is fixed. A copy of our emergency procedure manual is available upon request.

*The State of Colorado Regulations allow only 30 minutes of electrical down time before children must leave the Center.*

## **ARTICLE XIV: STAFFING**

### **Section 1. Staff to Child Ratios**

Staff-child ratios are based on the ages and numbers of children served. We comply with the ratios stated in the Rules Regulating Child Care Center issued by the Division of Child Care of the Colorado Department of Human Services. In practice, because of the mixed ages of children served by the Center, this means that the ratio of 1:5 will usually be in effect. There will be at least two staff members present at all times, except at the beginning and the end of the day. This ratio promotes safety and allows for more individual attention for the children.

## **ARTICLE XV: DISCIPLINE & EXPULSION**

### **Section 1. Discipline**

The Center strives to develop a child's self-esteem, self-control, and respect for the rights of others. The staff does this by providing positive guidance and the setting of clear cut boundaries. Discipline is based on positive praise and reinforcement to build social skills and self-esteem.



To deal with inappropriate behavior, methods of conflict resolution and alternative behaviors will be taught to young children. Discipline will be used only when absolutely necessary, in the following ways:

#### Silent Direct Gaze

When a child knows the rules or when she/he knows behavior is inappropriate, a touch on the shoulder to get a child's attention, a look in her/his eyes may be all that is necessary.

#### Redirection

When a child's behavior is out of control but he/she is not posing a threat to others, it is best for the teacher to redirect him/her to a positive alternate activity.

#### Make Choices

Preschool and older children may be given two choices when refusing to cooperate. Sometimes a time out may be one of those choices-removing him/her from the activity until he/she can be in control.

#### Time-Out

Used on a very limited basis: when a child is out of control and needs to be separated from the other children, harming or threatening to harm others (hitting, kicking, pinching, biting, throwing toys etc.)

We seek to handle situations in such a way that will give the child a feeling of self-worth and self-control. We strive to teach the child to act in a democratic fashion, respectful of others. All situations can be a learning experience. If we assess the above methods are not helping your child, the Directors will require a conference with the parent/guardian to discuss a collaborative approach that will help yield more appropriate behavior. If behaviors escalate or become hurtful to other children, the following steps will be taken:

- Teachers will document inappropriate or hurtful behaviors, recording their observations including date and time of occurrence, setting, involvement of other children, any injuries sustained and action taken by teacher.
- Parents will be informed of the incident when they come to pick up their child including an informal discussion with the teacher about possible interventions both at the Center and at home.
- After three notifications, a more formal parent-teacher conference will be scheduled during which a specific behavior plan will be drawn up.
- Parents will be informed of both positive and negative behaviors after the plan is implemented.

### **Section 2. Expulsion**

Although it is the goal of CELC that no child be asked to leave because of inappropriate or excessive behaviors, a child may be asked to leave:

- If the child continues to exhibit inappropriate or dangerous behaviors after interventions have been consistently applied
- The behavior has been determined detrimental to the welfare and safety of the child, other children or staff

A meeting will be held with the director(s), teacher, parents and board representative to determine the next steps. If no other interventions can be successfully applied, the child will have to leave the Center for an agreed-upon length of time. A representative from BOCES may also be included in the discussion, especially in situations where professional interventions for behavioral disorders may need to be considered. CELC will work with the parents/guardians to find appropriate counseling or other social services

Other possible reasons for suspension or expulsion may include:

- Failure of child's parent(s) to abide by the policies and procedures set forth by CELC Board of Directors and stated in the CELC Childcare Policies.
- Failure of a child's parent(s) to pay for their childcare on time, in full, each month (unless other payment arrangements have been set up by CELC).
- Failure to have appropriate immunization and health records on file.



## **ARTICLE XVI: QUIET / NAP TIME**

All children in the center observe nap time whether he/she needs to sleep. School children who do not require sleep must observe a quiet time of at least 30 minutes so that other children can rest. The State of Colorado mandates that all children are required to rest for a time deemed appropriate by the center. You can help us by explaining this to your child. Our staff makes every effort possible to provide interesting but quiet activities during this time for school age children. We strongly discourage pick up of children between 1:00 p.m. – 3:00 p.m. It is very disrupting for the other children resting.

## **ARTICLE XVII: PARENT INVOLVEMENT**

Parent involvement and volunteering at the Center is encouraged. We request that families with children attending CELC volunteer 1 - 4 hours a month. We track volunteer hours as helpful information for ourselves, and our funding partners. Please arrange these times with the Directors. There are many ways you can volunteer:

Coming to the CELC to help with meal times

Attending scheduled workdays

Help with small maintenance/repairs

Participating in Fundraising Events

Chaperone field trips

Serve on the Board of Directors

*Please talk to the Directors about volunteer opportunities. We love our partnership with our parents, and hope you will enjoy this opportunity to spend time with our precious children. Thank you in advance!*

## **ARTICLE XVIII: CONCERNS / GRIEVANCES / SUGGESTIONS**

### **Section 1. Direct Communication**

An open line of communication and quick resolution of problems is important to the Creede Early Learning Center. Parent or guardian grievances and concerns should be brought to the attention of the Directors. A meeting with the Directors will be scheduled to help come up with possible solutions. If an agreement can't be made, the parent/guardian may then be encouraged to submit in writing the grievances to the Board of Directors. The Board will review the grievance at the next regular scheduled meeting and take appropriate action. The Board will not entertain rumor, gossip or hearsay as serious business.

### **Section 2. Outline**

This outline will be followed if there are any parent complaints about childcare or any suggestions of childcare:

1. If a parent, guardian, volunteer or staff member has a complaint or suggestion they can:
  - a. Discuss it with the Directors
  - b. Write the Directors addressing the complaint within fifteen (15) days of the occurrence. The Director will respond to the complaint within ten (10) days to set a meeting and further discuss the grievance.
2. If the Director does not respond within the allotted time, the complaint should be brought to the Board of Directors.
3. If a parent or guardian wishes to file a complaint about possible licensing violations, he/she may contact:

The Colorado Department of Human Services  
Division of Child Care  
1575 Sherman Street



Denver, Co.80203-1714  
303-866-5958

### **ARTICLE XIX: CHILD ABUSE STATEMENT**

#### **Section 1. Reportable Incidents**

State law mandates us to report incidents including: evidence of suspected physical, sexual, and/or verbal abuse and/or neglect.

If the person picking up the child appears to be under the influence of alcohol or drugs, we will call the Mineral County Sheriff and we WILL NOT release the child until another caregiver can be reached to pick up the child.

#### **Section 2. Mandatory Reporting**

All staff members are required to report any and all suspected cases of abuse. Staff will report to the Mineral County Sheriff's Department and the Department of Human Services. You as a parent/caregiver also may contact the proper authorities if you suspect child abuse.

Mineral County Sheriff  
Department of Human Services

719-658-2600  
719-657-3381