

# Mountaintop Childcare Inc.

Proudly Owned & Operated  
by Kim & Christy DeLorme  
Since 2018

## PARENT HANDBOOK

1250 Woodstock Drive  
Estes Park, CO 80517  
1-970-586-6489

Christy DeLorme, Owner  
[mountaintopestes@gmail.com](mailto:mountaintopestes@gmail.com)

Laura Martinez, Director  
[laura.mountaintopchildcare@gmail.com](mailto:laura.mountaintopchildcare@gmail.com)

# Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, Mountaintop Childcare Inc., its Agencies, offices, and employees, are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity administered by Mountaintop Childcare Inc. Remedies and complaint filing deadlines vary by program or incident.

# Mission Statement

Mountaintop Childcare provides a warm, caring, safe, and nurturing environment while parents are at work. We value and support the entire family unit through developing quality relationships. We create play-based learning environments that allow children to learn through discovery and experimentation.

# Vision Statement

To support families who choose to raise bilingual and culturally inclusive children and prepare them for lifelong success!

# Goals

- Nurture each child's unique gifts, healthy development, and prepare them for success in school
- Cultivate a diverse, respectful, and culturally inclusive environment
- Build an active community of bilingual families and educators
- Support the ongoing development of a dynamic team of professional educators who are native and bilingual Spanish speakers with diverse cultural experiences

# Program Information

## \* AGES OF CHILDREN ACCEPTED

Mountaintop Childcare accepts children beginning at 2 ½ through 6 years of age.

## \* SCHEDULE AVAILABILITY, HOURS, & CLOSURES

- We offer both full and part-time care as well as flexible days of care. Full time is defined as any day, in which services exceed 5 hours. Part-time is defined as any day that does not exceed 5 hours between the hours of 7:00 a.m. to 12:00 p.m. or 12:00 p.m. to 5:30 p.m.
- Add-ons or schedule changes may be accepted to our daily schedule only if there is a position open for that day and they will be accepted on a first come, first served basis. We are happy to accommodate these changes and ask that you provide as much notice as possible, so that we can arrange adequate staffing and meals.
- Mountaintop Childcare provides services from 7:00 a.m. to 5:30 p.m. Monday through Friday.
- **HOLIDAY CLOSURES:** We will be closed on Martin Luther King Jr Day (Staff Inservice), President's Day (Staff Inservice), Memorial Day, 4<sup>TH</sup> of July, Labor Day, Columbus Day (Staff Inservice), Thanksgiving Day & the day after, Christmas Eve & Christmas Day, New Year's Eve & New Year's Day. If any holiday falls on a Saturday, we will be closed the Friday preceding the holiday. If it falls on a Sunday, we will be closed the Monday following.
- **WEATHER CLOSURES:** In the case of inclement weather, we will be **CLOSED** on any day that Estes Park School District cancels school and/or is on a delayed start. This information can be found on their website, Facebook page, etc. We will also notify parents via email & text message in the event of a closure as well as updating our Facebook page as well.

# Admission Procedure

## \* ADMISSION PROCEDURE

There are several forms included in the Mountaintop Childcare Enrollment packet and/or online enrollment packet. The online enrollment packet can be accessed by clicking “Enroll Now” on our website, [www.mountaintopchildcare.com](http://www.mountaintopchildcare.com).

This packet must be completed and in our possession before we can assume the responsibility of caring for your child. This is to ensure that your child will get the very best care possible and satisfies the record keeping requirement of state licensing guidelines. All forms will be reviewed annually. If there are changes to the information contained on the forms in the enrollment packet, please notify the director to update your records.

- If you have any questions regarding the completion of these forms, please feel free to consult the director.
- Registration Fee: There is a \$100 Non-Refundable registration fee per family due at the time of enrollment.

## \* RATES

- The current rate sheet is available on our website [www.mountaintopchildcare.com](http://www.mountaintopchildcare.com) and is available upon request. Tuition is due no later than the Monday of the following week, of attendance. If a parent chooses to pay the tuition by the month, a 2% discount will be applied and the tuition is due by the 5<sup>th</sup> of that month.
- If you have a parent fee for CCAP or an EVICS scholarship, your parent fee is due by the 5<sup>th</sup> of the month.
- All tuition must be paid either by credit card, ACH, or Quickbooks link. We do not accept cash payments.

# Child Safety Procedures

- The procedure for identifying where children are at all times are as follows: each classroom will have a qualified teacher that will verify attendance on a half hour basis within their classroom to identify where children are at all times.
- Children will have a name to face head count taken after each transition.
- The classroom teachers will ensure that each parent or legal guardian signs in their child upon arrival and signs out their child upon leaving the classroom daily.
- The center Director or Assistant Director will also make periodic head counts throughout the day.

# Child Safety Procedures - Con't

## Accidents & Injuries

- All non-emergency or minor accidents and injuries will be treated with first aid and “tender, loving care (TLC)” by a trained staff member. The accident or injury is then documented and parents are notified upon picking up their child at the end of the day.
- We immediately notify parents or legal guardians if their child sustains a head injury or injury which may require emergency medical care.

## Visitors to the Center

- All visitors must sign in at the front desk in the visitor log book and must show Identification prior to admittance to the center. All visitors will be accompanied by staff at all times.

## Releasing Children from the Center

- For each child enrolled, Mountaintop Childcare requires written authorization from a parent or legal guardian regarding persons who each child can be released to. Persons picking up children will be verified through identification of a valid state driver's license or identification card to ensure they are an authorized pickup person. Mountaintop Childcare will not release children without verifying that the person picking up the child is authorized to do so.

## Late Pickup Policy

- Mountaintop Childcare closes at 5:30 p.m. daily and all staff begin their evening clean up routine including checking every classroom and classroom attendance logs to ensure all children have been picked up for the day. Staff also double-check each classroom as well as outdoor play areas to ensure that there are no children unaccounted for. If a child has not been picked up by our closing time, that child will continue to be cared for by one of our qualified staff and parents will be called to ensure pick up. If a parent can't be reached, the emergency contacts listed on the child's enrollment forms will be called. For each 15 minutes a child remains in our care after closing, a \$15 fee will be charged to the parent or legal guardian. If a child remains in our care for more than an hour after the center has closed and we have been unable to reach a parent, legal guardian or emergency contact person, the center director will contact local child protective services and/or law enforcement.

# Emergency Procedures

The procedures for responding to emergencies such as lost children, tornadoes, and fires:

- To ensure the safety of the children within our program we respond to all emergency situations, to include, but not limited to: lost children, tornadoes and fires.
- If your child becomes lost while in our care we will alert the proper authorities, as well as all staff within our building and we will immediately call the parent or legal guardian.
- On a monthly basis, we conduct practice fire drills. Several times a year, we conduct tornado drills to ensure that all staff and children are familiar with the drill procedures in case of a real emergency.
- In the case of an evacuation for fire or flood, we will evacuate the center as soon as we feel it is necessary to do so as informed by local law enforcement and weather stations. At minimum, we will always evacuate under “Voluntary” evacuation orders.
- Please refer to our disaster preparedness plan for more detailed information regarding other emergency situations.



# Positive Guidance Policy

The center's procedure on guidance, positive instruction, supporting positive behavior, discipline and consequences, including how the center will:

- Cultivate positive child, staff and family relationships. Each teacher at Mountaintop Childcare has been trained on positive teaching practices that ensure that children's behavior is guided in a positive manner. We continuously incorporate our families through daily communications regarding their child(ren) and encourage family involvement to ensure that their child(ren) are being guided in a positive direction.
- Create and maintain a socially and emotionally respectful early learning and care environment. All of our teachers encourage positive interactions with each child through demonstration and teachings that allow children to learn and be capable of respecting others socially and emotionally.
- Implement teaching strategies supporting positive behavior, prosocial peer interaction, and overall social and emotional competence in young children. Through training each teacher is able to effectively and positively reinforce children's positive behavior and redirect any behavior that is harmful to a wanted behavior. Each teacher continuously demonstrates positive interactions with each child, which helps children learn how to treat others in a positive way and allows them to be more socially and emotionally aware of the feelings of their peers.
- Provide individualized social and emotional intervention support for children who need them, including methods for understanding child behavior; and developing, adopting and implementing a team-based positive behavior support plan with the intent to reduce challenging behavior and prevent suspensions and expulsions. Mountaintop Childcare believes in working as a team to identify the specific social and emotional needs of each child. Our staff are trained in methods that enable them to understand children's behavior and develop positive behavior support plans for each child. This reduces challenging behaviors and may prevent suspensions and expulsions.
- Access an early childhood mental health consultant or other specialists as needed. At Mountaintop Childcare, we continuously strive to strengthen our relationships with our children and their families. When a situation occurs that makes a child's needs difficult for staff to adequately address, the family will be given information on how to access specialists to support their child in all environments and with their individual needs.

# Partnering with Families to Meet Children's Special Needs

- *Inclusion Support for children with Special Needs*

Mountaintop Childcare supports and encourages inclusion for young children with special needs. To the fullest extent possible, we will ensure participation in the general education curriculum and that accommodations or modifications are made to enable children with disabilities to interact with their typically developing peers. Young children with special needs are offered the opportunity to participate in the regular classroom. This will be accomplished through initial and regular communication and partnership with the parents/guardians.

- *Learning & Development Goals for children with IEP/ISFP plans*

Mountaintop Childcare prides itself on partnership with the family. To this end, we will make every effort to accommodate families with children that have an IEP/ISFP plan. We will meet initially with families so that the IEP/ISFP can be shared and reflected upon. This will allow us to determine what supports, supplementary aids and services, may be needed to best support the child. We will then meet regularly to discuss and update as needed.

# Disenrollment

Mountaintop Childcare is grateful to be entrusted with the care of your child(ren). There are times, however, where disenrollment takes place.

## Disenrollment

- If for any reason you need to withdraw your child from Mountaintop Childcare, we require a written 2 week notice prior to the disenrollment of your child. There are also times when a child is not adjusting well to our program. In the event that our care is not a good fit for your child and your family, we may request that you withdraw your child from our program; however, we will give you a 2 week notice to find alternative care.

## Suspension & Expulsion

- Our staff are well trained and work hard to identify the social, emotional, and developmental needs of each child. However, there are times when children may need additional care that our staff are not able to provide. If we feel that your child's behavior endangers the safety of other children or our staff, we will notify the parent, the child will be sent home for the day and will not be allowed to return to care before a conference with the parent. During the conference we will work together with the family to identify a behavior plan. The behavior plan will entail certain steps needed for the child to remain in care.

# Class Sizes & Continuity of Care Policies

- *Class Sizes*

- Mountaintop Childcare prioritizes quality childcare practices. Our childcare ratios are aligned with NAEYC standards. Our classroom ratios are 1:10 or less (which is one staff member to 10 children).

- *Continuity of Care*

- Mountaintop Childcare is licensed for 40 children. There are two Lead Teachers and two Assistant Teachers in the building. Each classroom has a Lead teacher and an Assistant Teacher that remains in that classroom throughout the year. The children will remain with the same teacher and aide throughout their time at Mountaintop. Additionally, due to the floorplan of our building, both classrooms work together and go outside together frequently. This allows all children to get to know all staff members throughout the building furthering the strong bonds between children & teachers.

# Parent / Teacher Conferences

Mountaintop Childcare highly values open communication with parents / guardians. A conference with classroom teachers, the Director, the Owner or any combination of the above may be requested at any time. Conferences / communications can take place via phone, email, or in-person meetings.

## Conferences

- Parent / guardian and teacher conferences will be held twice a year to inform the parents or guardians of the child's behavior, progress, and social and physical needs.

# Transition Planning

Mountaintop Childcare acknowledges that transitions in childhood can be both an exciting and stressful process for both parents and children. However, we make every effort to make these transitions as successful and comfortable as possible for both the children as well as the parents/guardians.

## Class Sizes:

- \* All families are initially referred to the Mountaintop Childcare website at [www.mountaintopchildcare.com](http://www.mountaintopchildcare.com) to familiarize themselves with the center as well as our policies and procedures.
- \* During the enrollment process, all families are offered an in-person tour which introduces the family to the center and the educators who will be caring for their child(ren). (Subject to current Centers for Disease Control & Prevention (CDC), Colorado Department of Public Health & Environment (CDPHE), and Larimer County Department of Health & Environment (LCDHE) regulations and restrictions).
- \* We communicate expectations with enrolling families through a welcome email and encourage questions throughout the process via email, phone, and in-person inquiries.

## Within the Center:

- \* Depending upon the age of the child at enrollment, children will be assigned to either the Squirrels classroom for our younger children or the Bears classroom for our older children. Due to the open nature of floorplan of Mountaintop, all children interact daily with all of the teachers and the Director. This creates a consistent environment where the children are always with teachers that they know and love and that know and love them as well.
- \* While students largely stay with their primary care group, they do intermingle with the other groups at various times throughout the day.
- \* When teachers identify that a child is ready to move from the Squirrels to the Bears classroom, they will speak with the parent/guardian in-person to gauge interest and solicit feedback as to their agreement with the move. If this move is agreed upon by both the teachers and the parents/guardians, a transition letter will be issued.
- \* The child will then be prepared to transition to the other group through verbal communication between the student and teachers. The student will then be transitioned to the Bears classroom in a gradual manner including shorter segments of time before they are fully moved into the group.

## Moving or Transitioning to Another Center:

- \* We will make every effort to make a students' transition to another home or another center as smooth as possible as well. We ask that all parents/guardians communicate with us regularly and, upon notification of a move or center change (with the input of the parent/guardian), we will start to prepare the child(ren) by talking with them about their transition.

## Center to Kindergarten:

- \* Throughout the students' last year with us, we regularly engage with the children regarding their transitions to Kindergarten.
- \* We use verbiage throughout the year such as "when you're a Kindergartener" or "when you go to the big school" to acclimate the student to the transition to Kindergarten. In the spring, we participate in the "Be Ready" fairs, as well as having special speakers come in to talk about Kindergarten.
- \* We partner with the Estes Park Elementary School regarding the Kindergarten Round Up dates and communicate this to parents/guardians and encourage their participation early in the spring.

# Partnering & Communication with Parents & Guardians

## Daily Communication

- Teachers and staff make every effort to connect with parents / guardians daily. This is accomplished through in-person communication, phone calls, or emails. Newsletters are utilized for communication as well.

## Events

- Mountaintop Childcare sends out annual surveys to determine the best way to meet the needs of parents/guardians/families regarding celebrations and events. The results of this survey inform our planning for celebrations and events for the upcoming year.

## Annual Parent Survey

- Parent / guardian input is highly valuable to us. We put out a parent survey annually to inform our Continuous Quality Improvement Plan. Survey results are sent out to parents via email and newsletter. They are also available upon request.

# Limited English Proficient (LEP) Parents and Guardians

Mountaintop Childcare values and upholds the rights of parents and guardians who do not speak, listen, read, or write English proficiently because it is not their primary language.

Mountaintop Childcare will communicate information to limited English proficient parents in a language they can understand. This includes both written and oral communication. Mountaintop Childcare will respond to a parent or guardian's request for language assistance.

Mountaintop Childcare will provide translation or interpretation from appropriate and competent individuals. This includes translation or interpretation from on-staff personnel, community partners, or available technology including apps & online translation services.

Mountaintop Childcare will provide effective language assistance to limited English proficient parents, such as by offering translated materials or a language interpreter. Language assistance will be free and provided by appropriate and competent staff, or through appropriate and competent outside resources.



# Continuous Quality Improvement

Mountaintop Childcare is dedicated to continuous quality improvement. To that end, we voluntarily participate in the Colorado Shines Quality Rating process. This process includes coaching and information on early childhood learning best practices. Additionally, we create and maintain what's called a "QIP," a Quality Improvement Plan. We update this plan frequently throughout the year at regular intervals. Each new QIP goal is emailed out to parents, shared with staff, and posted on the parent information board. Our full Quality Improvement Plan is posted on our parent information board and a copy is available upon request.

# Meals and Snacks

## National Food Program

Mountaintop Childcare participates in the Colorado CACFP (Child and Adult Care Food Program). We provide nutritious meals at no extra cost to the parent / guardian. The CACFP requires certain nutritional components be present in each meal.

- \* Breakfast is served at 9:00 a.m. and always includes milk as well as a grain component & fruit component.
- \* Lunch is served at 12:00 p.m. and always includes milk as well as a grain component, a protein component, a fruit component, and a vegetable component.
- \* Snack is served at 3:00 p.m. and includes two components (milk, grain, protein, fruit, or vegetable)

If your child(ren) arrive later than 30 minutes past the mealtime, they will participate in the next available meal.

# Child Illness Policy

Per state regulation, the following illness policies will be strictly enforced for the health, wellbeing, and safety of children and staff. Every effort is taken to reduce the spread of illness by encouraging hand-washing and other sanitary practices. If your child is unable to participate in the normal activities of the daycare (including being able to play outside), then your child **MUST** stay home. In the event a child becomes ill and needs to be picked up, the parent(s)/legal guardian(s) will be called and are expected to come pick the child up within one hour (60 minutes). If they cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come pick the child up.

For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24-48 hours (depending upon the illness) after they have received their first dose of antibiotic. If a child receives an antibiotic for an ear infection/sinus infection, he/she may return to daycare immediately if he/she has been free of other symptoms mentioned below for at least 24 hours. If you aren't sure about whether or not to bring your child to care, please call your director to discuss it. Allergy related symptoms and non-communicable illnesses do not require exclusion if you have a note from the doctor.

Symptoms requiring removal of child from childcare:

- Fever: Fever is defined as having a temperature of 100 degrees or higher taken under the arm, 101 degrees taken orally, or 101 degrees if taken in the ear. Children need to be fever free for a minimum of 24 hours without the use of Tylenol or other fever reducing medications, before returning to daycare.
- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- Diarrhea: runny, watery, bloody stools, or 2 or more loose stools while in care.
- Vomiting: 2 or more times in a 24 hour period.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.

We follow the guidance and regulations from our Nurse Consultant, the American Association of Pediatrics, the Larimer County Health Department, and the Centers for Disease Control.

# Medication Procedures

- In general, Mountaintop Childcare requests that all medication needed (including antibiotics, eye drops, etc.) is administered by parents only.
- All medications given to the center to administer to children will need to have annual parental permission and doctor's orders for each medication prescribed.
- All medication will be administered by trained and delegated staff and in accordance with the prescribed directions and will be documented in our medication log book.
- All medications will be stored in areas inaccessible to children at all times.
- If a medication is expired or is left over, those medications will be given back to the parents, if the parents are not able to be reached, the leftover medication will be properly disposed of.
- Emergency medications will be stored in an area that is easily accessed by staff, but inaccessible to children.

# Child Health Policies

## Hearing, Vision, and Dental Screenings:

- At Mountaintop Childcare, we highly value the health of the children in our care. Health screening tests (including hearing, vision, and dental exams) are routine tests that check for problems before signs show up. Finding problems early can make treating them easier and more effective. Health care providers screen for health problems during routine checkups. Early detection can lead to an effective treatment and prevent problems down the road. At enrollment, you will be asked when your child last received a hearing, vision, or dental screening. We document these in your child's file and you will receive reminders via email and newsletter to complete these screenings. If you're having difficulty locating these screenings, we partner with Estes Park Elementary School, EVICS, as well as Salud and can provide you further information on how to access these screenings.

## Medical Insurance, Medical Home, Immunizations & Health Evaluation

The Colorado Department of Early Childhood Licensing requires us to document that each child has medical insurance and a medical home. On the enrollment materials, there is a space to add your insurance information and the name of your primary care physician. If you do not yet have a medical home, please let us know and we can provide you with a listing of local physicians and medical clinics.

Within 30 days of enrollment, we must have in your child(ren)'s file a current copy of their immunizations as well as a current health evaluation. This form will be emailed to you upon enrollment.

# Field Trips & Transportation Policies

## Walking Field Trips:

- Mountaintop Childcare plans for occasional field trips, television/video viewing and special activities, all which require parental permission in order for your child to participate. For each field trip to include nearby walking field trips, and special activities, a separate parental permission slip form will need to be signed. During all field trips and special activities, our center will ensure that each group of children has a qualified early childhood teacher accompanying them and we will ensure that proper staff-to-child ratios are maintained at all times. As well, field trips and special activities, attendance will be verified every 30 minutes to ensure that all children are accounted for.

## Late Arrival for Field Trips:

- If a child arrives late and the child's assigned class has already left for a planned field trip or excursion, the child will be assigned to another class at the center while that child's normally assigned class is away on their field trip. The parent may choose to transport the child directly to the field trip site as long as they ensure the child is transferred directly to the supervising staff member.

## Transportation Policy:

- Mountaintop Childcare provides transportation to the children within our program who can be safely transported in one of our center vehicles. This includes drop-off and pick-up from nearby schools and field trips. In order for our program to provide transportation, we require that each child has written permission from the parent or legal guardian. We will have a specific written permission slip form with transportation arrangements for each field trip that is planned and it is the responsibility of the parent or legal guardian to return the permission slip to Mountaintop Childcare. We will not transport any children on field trips or to and from their nearby schools if we do not have a copy of the permission slip form.
- While transporting children on field trips, as well as to and from their nearby schools, we ensure that Colorado State Laws are followed at all times. A qualified driver will be present in each center vehicle with each group of children. All center vehicles are equipped with first aid supplies and will have an individual currently certified in First Aid & CPR. Each driver will also be instructed in emergency roadside procedures. Children are required to remain seated, with their seatbelt fastened appropriately and children are never left unattended on a vehicle.

# IT Devices, Television, and Video Viewing Policy

- We ask that children do not bring any type of electronic device to the center unless permission has been requested and approved ahead of time.
- Mountaintop Childcare assumes no liability regarding damage, theft, or loss of toys, clothing, electronic devices, etc. that are brought into the building.
- Television will be used sparingly, and primarily as a teaching tool. Nature and educational videos will be employed, as appropriate, to compliment lessons and reinforce themes. Occasionally (usually on holidays or other special events) we will show age appropriate, feature videos as a reward or for entertainment purposes.

# General Information

## Children's Personal Belongings:

- Our center ensures that all classrooms are equipped with a variety of equipment and toys for each child to play with individually and with friends. We encourage children to keep personal belongings at home to avoid classroom conflict and the loss or breakage of such items. We do allow children to bring a blanket and/or stuffed animal for rest time. We do not allow children to bring money to school. If there is money that is needed for a field trip or special activity, all funds will be collected by the Director from the parent or legal guardian prior to the field trip and/or special activity.

## Diapering / Toileting:

- When your child begins to show an interest in toilet learning and the parents or guardians are also ready to begin the process a plan will be developed that is developmentally appropriate for your child. You will be responsible for bringing several extra changes of clothing and either pull ups or underpants during this time period. Cloth diapers are not permitted.

## Soiled Clothing:

- All soiled clothing left at the center for over 72 hours will be disposed of.



# Families experiencing trauma and/or adversity

When you choose to bring your child(ren) to Mountaintop Childcare, you become a part of our family. We value not only your child(ren) but your whole family unit. Each and every one of you are important to us. We will do everything in our power to support your family through trauma or adversity you may be facing. At Mountaintop, we pride ourselves on our relationships with our families. However, there may be times when we're unaware of a situation that may be affecting you and/or your child(ren). Please, please feel free to let us know of the situation and if there's anything we can do to help. This can be done at pickup or dropoff, through a phone call, an email, or let us know you'd like to meet and we'll set up an appointment. Additionally, we maintain a list of community resources on our website for your convenience. [www.mountaintopchildcare.com](http://www.mountaintopchildcare.com)

# Community Resources

Supporting our families is a high priority for Mountaintop Childcare. We highly value the entire family and make every effort to give a hand up whenever and wherever possible. We strive to create high quality relationships with our families so that we can help them identify & navigate any challenges they may be facing. This is accomplished through daily oral and written communication as well as through occasional parent surveys. Parents / guardians may request a meeting with center staff at any time.

Numerous community resources are maintained and highlighted on our website, [www.mountaintopchildcare.com](http://www.mountaintopchildcare.com), and copies of those resources are available at the center.

Additionally, we regularly partner with the EVICS Family Resource Center, Estes Park Elementary School, Estes Park Library, the Estes Park Community Center and other agencies to meet our families' needs.

## **Crossroads Ministries of Estes Park**

970-577-0510

851 Dry Gulch Road, Estes Park, CO 80517

\*Provides meal supports, groceries, utilities assistance, rent assistance, medical, dental, health assistance, gas, clothing, household goods, laundry, and shower facilities.

## **Estes Valley Parks and Recreation Department / Recreation Center**

970-586-8191

600 Community Drive, Estes Park, CO 80517

\*Swimming pool, gym, youth & adult recreation as well as sports and aquatic activities. Membership tuition assistance available.

## **Estes Valley Public Library**

335 Elkhorn Avenue, Estes Park, CO 80517

\*Books, DVD's, toys and resources for families available for check-out. Weekly story time and other activities. All free of charge.

## **EVICS Family Resource Center**

970-586-3055

1182 Graves Avenue, Unit A, Estes Park, CO 80517

\*Provides childcare scholarships, diaper bank, monthly meals, FREE ASQ developmental assessments, parental supports, and Early Childhood Education programming.

## **Salud Family Health Center**

970-484-0999

1950 Redtail Hawk Drive, Estes Park, CO 80517

\*Provides medical and dental services.

# State Licensing and Health Department Requirements

We are wholly invested in your child(ren) thriving within our program. We welcome open and honest communications. If, at any point, you have questions and/or concerns, please feel free to address them with the Director or the Owner, Christy DeLorme.

If there are any concerns that cannot be addressed through our administration or if you would like to file a complaint regarding our child care program, please contact: Office of Early Childhood, Division of Early Care and Learning Licensing 1575 Sherman St., Denver, CO 80203. (808) 866-5948.

## CHILD ABUSE REPORTING

If child abuse is suspected within our program, please contact our local County Child Protective Services Department. 200 W. Oak Street Fort Collins, CO 80521 (970)498-7000. Or Colorado Child Abuse and Neglect Hotline at 1-844-CO-4-KIDS (1-844-264-5437).