



# Get Ready for Camp!



## Parent Handbook

Camp for Ages 5-11

[www.avonrec.org](http://www.avonrec.org)



Dear Parents:

Thank you for choosing the Town of Avon Recreation Center for your campers!

The purpose of this handbook is to welcome you to the Town of Avon's Camp Program. In order for us to provide a high-quality camp, we ask that you please read through this manual carefully and become acquainted with the policies and procedures that enable us to provide a safe and successful camp. The Town's camps are dedicated to providing a safe, active and exciting recreational experience for your child(ren) during their day(s) off.

Communication is the key to any relationship, and as questions or concerns arise we welcome your input. We ask that you contact the Program Coordinator, who will assist you to the best of his abilities. If you have any questions after reading through this booklet, please feel free to contact us. We are looking forward to a fun-filled and safe camp!

Sincerely,  
The Avon Summer Camp Team

**Town of Avon Recreation Center Summer Camp Contact Information**

Avon Recreation Center:

970-748-4060

Summer Camp Cell Phone:

Grades K-2:

970-331-5684

Grades 3-6:

970-376-3660

Programs Supervisor:

Matt Koch

970-748-4057

[mkoch@avon.org](mailto:mkoch@avon.org)

Parks and Recreation Director:

John Curutchet

970-748-4059

Front Desk Supervisor:

Jamie Taylor

970-748-4053

Aquatic Supervisor:

Michael Labagh

970-748-4446

## **About Avon Recreation Center Camps**

Ages:

5-11yrs

Days:

Monday-Friday

Times:

7:30am-5:30pm

Location:

Drop-off/Pick-up:

Avon Elementary School  
850 W Beaver Creek Blvd.  
Avon, CO 81620

Registration:

Avon Recreation Center  
90 Lake Street  
Avon, CO 81620

## **Town of Avon Recreation Camps Parent Information Handbook**

### **Purpose and Goals**

The purpose of the Town of Avon camps is to get children involved in activities and to improve their physical and social skills in a fun and safe environment. Our camp offers a wide variety of activities, that will provide your child(ren) with an ability that will last them a lifetime.

Staff will provide a variety of well-rounded activities for kids through playing games and a combination of other sports activities throughout the day. Most importantly our staff wants your child(ren) to have fun, be safe and enjoy their vacation.

### **Registration/ Fee Schedules/ Withdraw Process**

Beginning this summer, as a part of our continuous efforts to provide the best possible care for our campers, the Avon Recreation Department is partnering with CampDoc.com, an electronic health record and registration system for camps, to help us consolidate and integrate camper health information into a centralized and secure location. The system will give the Youth Programs Staff instant access to required emergency forms and information regarding allergies, medications, authorized pick-up persons, etc.. The security, confidentiality and privacy of your child's personal information will always be protected. Only the Avon Recreation Department staff will have access to camper information; the CampDoc.com website is secure, encrypted and password protected.

All questions should be directed to the CampDoc help desk at [help@campdoc.com](mailto:help@campdoc.com) or 734-636-1000

***The registration link is: [app.campdoc.com/register/avonrecreation](http://app.campdoc.com/register/avonrecreation)***

Camp registrations require payment at the time of registration. If you are interested in applying for financial assistance you can look into Eagle County's Child Care Assistance Program (CCAP). The Avon Recreation Center does not have any part in the CCAP application process, we merely provide childcare and summer camp to those that qualify and have been approved by the County.

### **Notification When a Camper is Withdrawn**

You may at any point withdraw your child from camp. If the decision is made to withdraw the following steps will need to occur:

Calling the registration line at 970-748-4060 to inform them of your withdraw

If for any reason the program becomes cancelled you will receive 100% refund. The Avon Recreation Center's Camp Withdrawal Policy is on every receipt and it states:

***Seven days prior to start of the day(s) registered:***

***No Refund***

***More than seven days prior to the day(s) registered:***

***50% of the total amount paid***

*In the event a patron or their dependent falls ill, becomes injured, or does not possess necessary skills, inhibiting their ability to participate in or continue participation in a program a refund may be given based upon the date of the refund request. Documentation (i.e. doctor's note) is requested for illnesses and injury claims.*

*In the event a patron requests a full refund due to level of service or other legitimate factors, they are asked to submit this request in writing citing their reason for a full refund.*

*If a refund is authorized, the appropriate amount will be refunded via a written check or in the form of credit towards a household balance. No exceptions.*

### Youth Activity Waiver

Completed camper participant forms are a vital part of our ability to get camp started off on the right foot. Please ensure all forms are complete and have accurate information. Campers will not be permitted to attend camp until all information is obtained. If throughout the summer contact information or information regarding camper behavior changes please ensure to ask the Camp Counselor to update camper forms. All required forms need to be completed and on file prior to the first day of camp in order for your child(ren) to participate.

### Preparing for Camp

#1 Complete Youth Activity Waiver Please ensure all required forms are turned in prior to the first day of camp. If the forms are not complete, or handed in by the first day of camp your child cannot participate. \*\*Immunization Documentation must be completed on the original immunization forms provided by the state and included in the Youth Activity Waiver packet.

### #2 Clothing and Shoes

Please ensure your child is dressed in comfortable play clothes and shoes. We recommend children wear closed toed sneakers (no sandals or hard-soled shoes). Summer weather in Colorado is never predictable; please make sure your children have appropriate clothing for any inclement weather that could arise.

### #3 Sunscreen and Hat

It is recommended that your child arrives to camp with sunscreen (waterproof and at least 30 spf+) already applied. According to the department of Human Services regarding Sun Protection, it states:

1. The center must supervise that sunscreen is applied to children prior to outside play or outside activities unless parents provide written notice that they have applied the sunscreen themselves. A doctor's permission is not needed to use sunscreen at the center.
2. When supplied for an individual child, the sunscreen must be labeled with the child's first and last name.



3. If sunscreen is provided by the center, parents must be notified in advance, in writing, of the type of sunscreen the center will use.
4. Children may apply sunscreen to themselves under the direct supervision of a staff member. A hat is highly recommended.

### Items Not to Bring to Camp

The following are items are not appropriate for camp:

- Money.
- Toys from home, unfortunately, they often cause problems among the campers
- Valuables of any type such as: Including, but not limited to: MP3 Players, iPhones, iPods, expensive sunglasses, jewelry, excess clothing. Inline skates, skateboards and scooters should not be brought to camp unless they are used as modes of transportation.
- No weapons of any type: pocket knives, toy weapons, matches or fireworks.

***Note: The Avon Recreation Center and its Staff are not responsible for any items brought from home.***

### Communication

The best way to communicate with camp staff is in person at the beginning or end of camp hours. If you need to get in touch with a Camp Counselor and cannot do so in person, you can call the Camp Coordinator. Messages are checked often and information will be relayed to camp staff. You can also call the front desk staff at each location in case of an emergency, 970-748-4060.

### Arriving at Camp

Camp begins each day at 7:30am. We ask that you drop your child off between 7:30am and 9:00am. Please ensure your child is dropped off during these designated times. There will not be supervision before camps are scheduled to start.

Parents/guardians are required to accompany children each day of camp at drop off and sign-in at the parent table. Feel free to talk to the Camp Counselors at that time if you have any questions or concerns that need to be addressed.

It is a Department of Human Services regulation that all children in a licensed program must be signed in and out daily with a full signature by an authorized adult at least 18 years of age.

### Late Arrivals

In the event of a late arrival you may need to call the Camp Counselors of your child's camp for steps to take at drop off. We will have a group assembly at the beginning of the day to go over rules and what the day will bring for campers.

### Children's Belongings

Children will be provided with an area to store their personal belongings while participating in the Town of Avon Recreation Center's Camps. Storage of camper's personal belongings can consist of cubbies, baskets or hooks. Children's belongings are not kept in a locked area. Assistance will be provided to children to keep track of belongings; however, the Town of Avon and Camp Staff are not responsible for lost, stolen, or damaged personal belongings.

### Who May Pick up a Camper?

Campers will be released to authorized personnel only; parents, guardians, or individuals listed on the Youth Activity Waiver. ANYONE picking up should be prepared to show a valid form of identification. Children will not, under any circumstances, be released from camp without authorized pick up person showing proper identification.

Please ensure to sign your camper out and notify camp staff before leaving with your child. It is important for our staff to know that the child is no longer in our care and that the person picking up is authorized.

If a person arrives at camp, who is not authorized to pick up the individual, the legal parent or guardian will be contacted immediately. If the individual is in danger due to an unauthorized person at the location, staff will contact the authorities.

### Late Pick up Procedure/Penalties

Campers should be picked up no later than 5:30pm. After that designated time, a \$5 per minute late fee will apply. Campers will not be able to attend the next day of camp unless this fee is paid. *The internal clock on cell phones will be used.* If you know ahead of time you will be late, please contact the Camp Counselor. If the parent/guardian continues to pick up late from camp, their designated camper will no longer be authorized to attend camp and the parent/guardian will not be issued a refund.

If the camper is not picked up within 5 minutes of the designated time of pick up the Camp Counselors will contact everyone on the emergency list, and notify the Program Coordinator. If the Coordinator has not received a return call within 30 minutes after the camp has ended, an additional attempt will be made to contact everyone on the emergency list. If by 45 minutes after the program has ended we have not been able to contact anyone to pick the child up, they will be left with the Camp Coordinator or another qualified member of staff.

If a child is not picked up within one hour of the designated pick up time, the Program Coordinator will contact the Town of Avon Police Department and ask for a social worker on duty to report an abandoned child. The police can check on accident reports throughout Eagle County to ensure the



parent has not been involved in an accident. If we still cannot reach any contacts we will ask for the social worker from Child Protection to come get the child.

Before leaving for the day, staff will ensure all campers have been picked up by checking the sign in/out log, the camp building and bathroom.

### Child Tracking

Specific child tracking tools vary by camp and include; head counting, face to name checks, roll calls, camper information cards and use of cell phones. If you need to locate your child, you may contact the camp cell phones.

### Field Trips and Movies

When campers leave on a field trip, each group is led by Camp Counselors as to where the group is going and when they are expected to return. Staff carries an emergency first aid pack and cell phone to be easily reached. All field trips and group activities are approved by the Programs Coordinator to ensure safety and age appropriateness.

During inclement weather or excessively hot weather, we will provide alternative indoor activities including but not limited to crafts, games and movies. Staff will remove campers from inclement weather to a safe location. Staff will also encourage and provide adequate hydration each day of camp. Viewing of movies is limited to "PG" rated programs.

### Transportation

It is the policy of The Town of Avon Recreation Center to transport children only in vehicles owned by or leased to the town. All vehicles receive regularly scheduled maintenance and are in a safe operating condition. Van drivers will be trained to drive the vehicles and will be trained in CPR and First Aid. All passengers are instructed of safety rules that they will be expected to follow while riding in all Town vehicles. Regulation on the amount of seats in any vehicle does not exceed the state law. Campers who use wheelchairs will be accommodated to ride in our Town vehicles while following all state laws. Everyone in the van will be required to be properly restrained with the motor vehicle's safety belt and be compliant with Colorado law.

If your child uses a booster seat while riding in the car, please inform the Camp Counselors. We provide boosters to all children that require a booster. If you would like to provide your own booster seat, please make sure that it is properly labeled with your camper's name and phone number. All personal booster seats will need to go home with the camper at the end of each day. No personal booster seats will be stored at camp.

In the event we have multiple problems with a camper's behavior in a van or on outings, the camper may be held back from attending field trips as a consequence. Safety is our top priority at camp. We

instruct our drivers to be cautious, even if it means arriving late. Please realize that under extreme driving conditions, groups may be late in returning from outings. Under no circumstances will staff transport campers in their own vehicle.

At times when transporting a large number of children we may hire other licensed child care providers for their bus services. When transporting by bus all children are required to sit facing forward with their backs to the seats. Staff will sit throughout the bus with the children to monitor behavior and ensure safety. Before each bus departure a safety talk will be provided.

#### Visitor and Volunteer Policies

Parents and guardians are welcome to visit camp at any time. If you are interested in volunteering/visiting a day of camp you will need to contact the Camp Coordinator. The Coordinator will help you fill out a Volunteer Application and Background Check form. The volunteer will be responsible for the cost of the background check. This process can take up to two weeks. Please be sure to contact the Camp Coordinator ahead of time if you'd like to volunteer at camp. Anyone not listed as a parent/guardian or emergency contact is considered a visitor.

All visitors will be required to sign in our visitor log with the following information and proper identification: Name, address, phone number, reason for visit, and identification.

#### Emergency Procedures

In the event of an emergency, camp staff will attempt to reach each guardian listed on the camper's emergency form. If they cannot reach a guardian, camp staff will then call each emergency contact listed. Please ensure all information on the required forms is up to date and that there are multiple alternate contacts.

#### Lost Child Onsite or on a Field Trip

In the event that a camper is missing, all available camp staff will begin a search to determine where the child was last seen. If the child is not found within 15 minutes, additional staff at the camp location will be notified to help search. If the camper is not found within 30 minutes, the local police department will be notified, as well as the parent or guardian. When the police arrive, the search and rescue will be entirely turned over to them.

#### Natural Disasters

In the event of a natural disaster such as a tornado, fire or flood, the safety of our campers and staff is our number one priority. If the local authorities or camp personnel need to notify parents or guardians, a copy of all emergency information on campers and staff will be left on site as well as the weekly agenda and a list of participants and staff who are in attendance for that day.

Camp staff is also trained on the Town's lightning procedures. Campers will remain in a safe area for 30 minutes after the last lightning strike has been detected (seen or heard) before resuming outdoor activities

### Medication

All prescription and non-prescription medication given in a childcare or school setting requires a written authorization from the camper's health care provider, as well as parent written consent. This is a childcare licensing requirement. The medication authorization form is provided by request. Camp Staff who are involved in medication administration receive special training and are supervised by a nurse consultant.

The instructions from your health care provider must include information regarding the medication, reason for the medication, the specific time of administration and the frequency of medication needs to be given. All medication must be brought in the original labeled container with the child's name on it.

Parents are responsible for providing all medications and supplies to camp. Children may not transport medications to and from the program.

### Injuries and Illness

Each Town of Avon Recreation Center Summer Camp staff member is certified in CPR and First Aid/AED. Minor injuries that occur at camp will be treated by certified camp staff. An injury/accident form will be completed to document the injury and the care given to the individual. In the case of a serious injury, the Program Coordinator will notify the parents immediately and appropriate action will be taken.

Please be aware that any medical expenses incurred will be the responsibility of the parent/guardian.

Please, DO NOT send sick individuals to camp, your child should be symptom free for 24 hours before they should be sent to camp. If a camper becomes ill at camp, staff will make an effort to reach the parent/guardian or authorized adult to for your child immediately. If no parties can be reached, the Program Coordinator will decide the course of action to be taken.

In the case of communicable disease, parents will be informed and advised as to the necessary protective measures. Eagle County Department of Health will be notified of any cases.

### About Our Camp Staff

Our camp staffs are trained professional role models. Each member of our staff goes through an interview process and must meet our licensing qualifications for their position through the Colorado Department of Health and Human Services. All staff are required to be fingerprinted which provides us

with an extensive background check. The Colorado Bureau of Registry of Child Protection would notify us of any criminal offences and or criminal record for any perspective staff member.

### Child To Staff Ratio

The State of Colorado's standards for staff to school aged child ratio is 1:15. The Town of Avon Recreation Center plans for a 1:13 ratio at all times so we can provide a higher level of supervision.

### Behavior Interventions

Our camp staff has the knowledge to help children solve problems for themselves. Staff will be aware of concerns for each individual and staff is committed to using a positive reward system. If a child displays a negative behavior, staff will redirect the child to learn from each experience, and encourage the child to make a different choice next time. Several lower level interventions will be used when a child becomes agitated. Some examples would be letting the child take-space (time away from the group that is used so a child can calm themselves and gather their thoughts), ignoring the negative behavior (as long as no child or staff are in any danger), redirecting the child to other options for what is acceptable, give compliments regarding child's strengths and positive behavior, sit calmly with the child until they are ready to talk to staff or join the group. Staff realizes that every child is unique and will have different needs during camp. What works for one child, may not work for another, and staff will work with you and your child to determine what works, what the needs are, and how to have a successful camp experience.

Steps taken for serious behavior problems may include written reports with behavior contracts, additional positive reinforcement, and counseling with parents to create a plan for change. In rare occasions when the situation cannot be resolved, disenrollment of the child from the program for a pre-determined amount of time may occur. Our goal is to provide a safe and enjoyable environment for all participants.

If negative behavior persists, or a child is endangering themselves or others, a parent/guardian will be notified and will be asked to pick the child up from camp. At that time a meeting may be arranged to discuss further participation in the camp.

In cases of disruption of an activity, the camper will be requested to rectify the situation. In cases of destruction of the facility property, parents will be asked to assume responsibility costs incurred. Purposeful destruction of another camper's possession will be the financial responsibility of the parent.

Continued negative behavior may lead to removal from camp. Parents will receive advance warning of this decision. This will be determined by the reasoning for the removal of the camper and will be the decision of the Programs Coordinator and Recreation Director. This is our approved policy and

procedure for staff to follow as it relates to behavior at camp; we do not allow any form of physical, or negative verbal/emotional behavior interventions.

*Staff reserves the right to suspend or remove a child from camp at any time for serious and/or continual problems.*

The Town of Avon Recreation Center may terminate a child's enrollment and ask that the child be immediately picked up from camp for any of the following reasons:

- I. Failure to adhere to camp policies.
- II. Behavior by a child that poses a threat to the safety of him/herself or others.
- III. Hitting/fighting and other forms of physical abuse.
- IV. Inappropriate touching.
- V. Failure to respond to staff direction.
- VI. Behavior by a child that is continually disruptive to the program for any reason.
- VII. Behavior by a child which is destructive to property.
- VIII. Leaving the direct supervision of a staff without permission.
- IX. Parent behavior which is disrespectful to staff, children, community or property.
- X. Non-payment, late payment or return payments by a financial institution for any fees.

#### Accommodations

In compliance with the Americans with Disabilities Act, considerations and/or accommodations will be made for the children with disabilities. In order for proper accommodations to be made, please notify the Programs Coordinator two weeks prior to camp starting date.

#### Lunch/Special Treats

Campers need to bring a sack lunch and beverage daily. Staff will provide water fountains throughout the day for campers (a water bottle with their name on it is strongly recommended). Please do not pack easily spoiled foods. Camp does not provide refrigeration or microwaves for camper lunches. Please mark the camper's name on the lunch sack to avoid confusion. There are times during the course when treats may be provided. Please let us know of any dietary allergies or restrictions. If you are wishing to send treats for special occasions, remember they must be store bought. We will be having two snack times during the day (which will be provided by the camp) in addition to lunch. Children are asked to never share food with any other camper.

#### Lost and Found

A lost and found box will be maintained at the school near the entrance. *We encourage you to mark all personal belongings with the camper's initials for easy identification. You must come in personal to the camp to identify and retrieve the item.* Any items left at the end of camp will be donated.

### Restraining Orders

If there is a restraining order prohibiting someone from having contact with your child, please provide us with written documentation. Remember to notify us if any changes occur throughout the year.

## Parent Reunification Locations

### **Emergency at HPS:**

Designated Evacuation Point/Participant Recovery:

- Option 1: Eagle-Vail Pool/Pavilion:  
538 Eagle Drive Avon, Colorado 81620
- Option 2: Eagle-Vail Sheriff Sub Station  
249 Eagle Road, Eagle-Vail, Colorado 81620
- Option 3: Avon Recreation Center  
90 Lake Street, Avon, Colorado 81620

### **Emergency at AES**

Designated Evacuation Point/Participant Recovery:

- Option 1: Avon Recreation Center  
90 Lake Street, Avon, Colorado 81620
- Option 2: Avon Town Hall  
100 Mikaela Way, Avon, Colorado 81620
- Option 3: The Aspens Mobile Home Office  
901 W Beaver Creek Blvd, Avon, CO 81620

### **Emergency at Avon Recreation Center**

Designated Evacuation Point/Participant Recovery:

- Option 1: Avon Elementary School  
850 West Beaver Creek Blvd., Avon, Colorado 81620
- Option 2: Avon Town Hall  
100 Mikaela Way, Avon, Colorado 81620
- Option 3: Avon Public Library  
200 Benchmark Rd, Avon, Colorado 81620

Ensure that you are aware of all reunification locations for the

Avon Recreation Department

**Parent Reunification:** In case of the need to evacuate or when parents/guardians are unable to get to children, the following procedures will be followed to reunite children with parents/guardians (or other emergency contacts designated by activity waiver) as soon as it is safe.

|                        |  |
|------------------------|--|
| <b>Parent Contact:</b> | <ul style="list-style-type: none"><li>• Parents can contact program cellular phones to obtain participant location<ul style="list-style-type: none"><li>○ 970-331-5684</li><li>○ 970-376-3660</li></ul></li><li>• In the event cellular phones are unavailable, Avon Police will be notified of program statue and location.</li></ul>   |
| <b>Notification:</b>   | <ul style="list-style-type: none"><li>• Parents/guardians are provided:<ul style="list-style-type: none"><li>○ Information on evacuation site</li></ul></li><li>• Parent/guardian contact information is stored in waiver/contact binders and RecTrac, on CampDoc.com accessed through administration log-in and the back-up copies of Activity Waivers located at the Avon Recreation Department.</li></ul> |
| <b>Release:</b>        | <ul style="list-style-type: none"><li>• Children will only be released to contacts listed on the child's Youth Activity Waiver with state issued identification at the designated evacuation location.</li></ul>   |



## Reporting of Child Abuse

The Town of Avon Recreation Center Camps are licensed by the Colorado Department of Human Services. The license indicates that the program has met the required standards for the operation of a child care facility. If you have not done so, please ask to see our license.

Licensed facilities make every effort to provide a safe and healthy environment for children. Unfortunately, on rare occasions, an incident of physical or sexual abuse may occur. If you suspect that your child has been abused, please seek immediate assistance. The telephone number to report child abuse in your county is:

Any suspected licensing violations or complaints should be reported to:

The Division of Child Care  
Colorado Department of Human Services  
1575 Sherman Street  
Denver, Colorado 80203-1714  
(303) 866-5958

Childcare services play an important role in supporting families, and strong families are the basis of a thriving community. Your child's educational, physical, emotional, and social development will be nurtured in a well planned program. Remember to observe the program regularly, especially regarding children's health, safety, equipment, play materials and staff. For additional information regarding licensing, or if you have any concerns about a child care facility, please consult:

Colorado Division of Child Care  
1575 Sherman Street, First Floor, Denver, CO. 80203  
To obtain licensing information: 303-866-5958  
To report licensing violations: 303-866-5958

Colorado requires childcare providers report all known or suspected cases of child abuse & neglect.

Child Abuse is:

*Neglect*—Failure to provide adequate nutrition, clothing, shelter, medical care, or supervision for a child that results in injury or medical complications for that child. Neglect is different from poverty and may occur regardless of a family's economic standing.

*Physical Abuse*—Non-accidental trauma that results in injury or death to a child by any person in a position of trust.

*Emotional Abuse*—Consists of a pattern of behavior that impairs a child’s emotional development and positive sense of self, possibly resulting in psychological damage. Emotional abuse includes the presence of a pattern of belittlement, criticism, rejection and threats and the absence of supporting behaviors such as praise, pride in the child, and expressions of love and concern.

*Sexual Abuse*—Any sexual exploitation involving a child or adolescent who does not fully comprehend the situation and is unable to give informed consent. This includes any sexual contact between adults and children where the child is less than 15 years old and/or there is a four-year age difference between the suspect and victim.

Law requires camp staff to report any suspicion of abuse or neglect. A report demonstrates there is cause for concern and should not be interpreted as an accusation. Camp staff is required to report these suspicions immediately and are not authorized to contact the parents first. Once a report is made, a Social Service worker will determine if there is cause for an investigation. In all cases, our primary concern is the children’s best interest. If you have any questions in this area, feel free to contact the Program Coordinator.

To communicate a complaint please call the Programs Coordinator or to File A Complaint with the Division of Early Care and Learning:

Any suspected licensing violations or complaints should be reported to:

The Division of Child Care  
Colorado Department of Human Services  
1575 Sherman Street  
Denver, Colorado 80203-1714  
(303) 866-5958

To report suspected abuse and neglect of a child, call and ask to speak to a child welfare caseworker or manager.

For the Eagle Valley Area:  
Please call the hotline: 970-328-7720.

It is required that staff members report all incidents of child abuse or neglect according to state law.

Complaints must be made by a witness or someone that has first-hand knowledge of the abuse. It is Division policy not to accept anonymous complaints except for unlicensed provider complaints. Please be prepared to give your name, telephone number and mailing address to the complaint intake person. This information is required for the following reasons:

- To call you back if the investigator needs more specific information about the complaint.

- To call you back if the investigator received contradictory or unclear information during the complaint investigation.
- To call you to let you know the results of the investigation.

The Division will keep all information about parents and children in care confidential.

**Allegations of Child Abuse or Neglect:**

Call 1-844-CO-4-KIDS (844-264-5437) to report child abuse or neglect

**Allegations of Alcohol or Drug Abuse:**

Call 303-866-3755

If the provider is currently under the influence of alcohol or drugs and the provider's ability to care for children is impaired, please follow these steps: Contact the police (be sure to get the name of the contact person you speak to).

Contact the Division at 303-866-3755. Please be prepared to give the following information:

- Your name, phone number and mailing address
- The Licensee's name, phone number and address.
- Where the incident occurred.
- Brief description about the incident/circumstances.

**Allegations of Unlicensed Care:**

Call 303-866-3755

**Complaints About Division of Early Care and Learning Staff:**

Call 303-866-3755;

or

Write out description of the complaint. It is Division policy not to accept anonymous complaints. Please include your name, telephone number and mailing address. This information is required for the following reasons:

- To call you back if the investigator needs more specific information about the complaint.
- To call you back if the investigator received contradictory or unclear information during the complaint investigation.
- To call you to let you know the results of the investigation.

Mail to:

Colorado Department of Human Services  
Division of Early Care and Learning  
Attention: Complaint Intake  
1575 Sherman Street, 1st Floor  
Denver, CO 80203