



Realm of Caring Child Development Center Handbook

Hours of Operation - 7:30 AM-5:30 PM

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Revised 10/3/2017



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Parent comments, suggestions, and daily involvement will ensure that our Center maintains the highest quality of care possible for your child. At our Center, your child will not only learn but gain independence, discover more of the world around him/her, make new friends, and have fun in the process. Thank you for choosing The RoC Child Development Center!

PHILOSOPHY STATEMENT

The goal of the Realm of Caring Child Development Center (RoC CDC) is to provide a fun, safe, secure, and developmentally appropriate learning experience for all children. The staff is committed to meeting the needs of the whole child and works toward developing knowledgeable, caring, and open-minded individuals who engage in inquiry-based learning experiences. It is our goal that each child who attends our program will leave with a positive self-image and with great excitement as they anticipate their future life experiences.

PURPOSE OF THE CENTER

The center's purpose is to provide a learning environment that is safe and welcoming to children of all backgrounds and diverse abilities.

AGES OF CHILDREN WHO MAY ATTEND THE CENTER

The center accepts children aged 3-18 years. We offer a wide range of services for all children; handicap-accessible ramps are at the doors for children who need them, hallways are wide enough for wheelchairs and walkers.

HOURS OF OPERATION

The center's hours are 7:30am-5:30pm Monday - Friday. We maintain an open door policy for parents during business hours. Parents are always welcome to call or drop in to see their children. If you call during the day, please be aware that we may be busy with the children and may not be able to answer the phone. If you leave a message, we will call you back as soon as possible.

HOLIDAYS/VACATIONS

The following is a list of holidays that RoC CDC will be closed:



New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day and the day after
Christmas Eve until Jan. 2

If one of these holidays fall on a weekend, we will be closed the Friday or Monday, whichever falls closest.

Full payment is charged for weeks in which these holidays occur. When the holiday falls on a Saturday, the Center will be closed Friday. When the holiday falls on a Sunday, the Center will be closed Monday.

INCLEMENT WEATHER

Outdoor play is an important daily activity for children. Children will go outside every day. If the weather is inclement, such as excessive heat, cold, wind, snow or rain, outdoor play will be canceled. Special indoor areas will be set aside so children can have physical development activities.

REGISTRATION

Registration is an ongoing process and the center accepts students year round. Yearly registration forms are available at the front desk; please see the Director for proper forms. State policies require that we have your child's file complete with all forms and information requested before they may attend the child care center.

- Registration Form, Permission slips, Sunscreen permission
- Photo Release
- Health Provider Information Form
- Enrollment Contract
- General Health Appraisal Form and Immunization Record
- Emergency Information Card



Non-immunized/under-immunized children are invited to enroll in RoC Child Development Center. If there is an outbreak of any kind, non-immunized /under-immunized children would be asked to not attend child development center. All children entering childcare for the first time must submit proof of full immunizations by their first day of enrollment. No children shall be permitted to attend without meeting the legal requirements for immunizations against disease unless the student has a valid exemption for health, religious, personal, or other reasons as provided by law. The exemption letter will be kept in the child's file.

ANNUAL REGISTRATION FEE

A non-refundable registration fee of \$100 is due upon enrollment, and \$50 annually thereafter.

TUITION/PAYMENT PROCEDURES

Tuition is payable in advance and is due no later than the end of RoC office hours (12:00) noon on Friday each week for the following week's care, unless another arrangement has been agreed upon. Payment can be made by check, cash, or credit card. There will be a late fee of \$10 for each day that payments are received late. Repeated late payments may be grounds for termination in the program. Parents who are more than one week late on payment will be denied child care until the account is current.

The success of our center depends upon the prompt payment of tuition in order to take care of day to day expenses that are encountered. Enrollment can be made for year round, school year only, or summer only.

RATE SCHEDULE

Ages 3-7: \$250.00/week

Ages 8-18: \$200.00/week



SCHEDULE

A schedule helps the day to flow smoothly and allows the children to anticipate upcoming events. We will adhere to our written schedule to the best of our ability. There will be times when we have to make adjustments to the schedule. We appreciate families considering our schedule when picking up or dropping off children. It is better if arrivals and departures do not occur during quiet time, but when they do, please take note of the fact that children may be sleeping. Come and go as quietly and quickly as possible. Children who arrive during quiet time will be expected to rest or play quietly until the period is over.

Our daily schedule, while very flexible, is as follows:

- 7:30- Center Opens
- 7:30-9:00. – Arrival time- Center Opens
- 9:00 a.m. – Learning centers
- 9:30 a.m. – Structured activities
- 10:15 a.m. – Midday snack
- 10:30 a.m. – Group activities (outside weather permitting)
- 11:45 a.m. – Wash-up for lunch
- 12:00 p.m. – Lunchtime
- 12:45 p.m. – Nap/quiet activities
- 2:15 p.m. – Structured activities
- 3:00 p.m. – Afternoon snack
- 3:30 p.m. – Group activities (outside weather permitting)
- 4:30 p.m. – Free choice of activities and learning centers
- 5:30 p.m. – Center closes/ Student Pick Up

ADJUSTMENT/TRIAL PERIOD

Our program is a fun and exciting place for children to experience and learn about their world and make new friends. But it does take time for a child to adjust to a new setting. We will try to make the adjustment easier by encouraging your child to discuss feelings, providing extra attention and support as needed.



A two-week adjustment period begins on your child's first day in our care. During this time, the family can decide to terminate the signed contract without penalty.

GUIDANCE

The Center advocates a positive approach to discipline. Our procedure on guidance, positive instruction, supporting positive behavior, discipline and consequences are outlined below:

1. Cultivate positive child, staff and family relationships.

Each staff member at the center has been trained on positive teaching practices that ensure that children's behavior is guided in a positive manner. We provide our families with daily communications regarding their child(ren) and encourage family involvement to ensure that their child(ren) are being guided in a positive direction.

2. Create and maintain a socially and emotionally respectful learning and care environment.

All of our staff members encourage positive interactions with each child through modeling and instruction that allow children to learn and be capable of respecting others socially and emotionally.

3. Implement teaching strategies supporting positive behavior, prosocial peer interaction, and overall social and emotional competence in young children.

Through training, each staff member is able to effectively reinforce children's positive behavior and re-direct any behavior that is harmful to the child's well being. Each staff member continuously demonstrates positive interactions with each child, which helps children learn how to treat others in a positive way and allows them be more socially and emotionally aware of the feelings of their peers.

4. Provide individualized social and emotional intervention supports 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.

The Center 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.

5. Access an early childhood mental health consultant or other specialist as needed.

At the Center we continuously strive to strengthen our relationships with our children and their family. Through our continuous specialized trainings, our staff member are able to identify the individual needs of our children. When a situation occurs that make a child's needs difficult for staff and parents to adequately address the family will be given information on how to access an Early Childhood Mental Health Specialist to support their child in all environments. Should any questions arise, please notify the Center Director or other administrative staff.

Procedure of where children are at all times

Staff are in direct supervision of children at all times. We will do name to face count before and after all transitions.

DISCIPLINE AND BEHAVIOR GUIDELINES

It is very important that a child's development be nurtured through caring, patience, and understanding. However, while caring for your children, I may have to respond to your child's misbehavior. Hitting, kicking, spitting, hostile verbal behavior and other behaviors which will hurt another child are not permitted. In response to these behaviors,

I will not use:

Threats or bribes

Physical punishment, even if requested by the parent



Deprive your child of their food or other basic needs
Humiliation or isolation in response to misbehavior,

I will:

- Respect your child
- Establish clear rules
- Use positive language to explain desired behavior
- Speak calmly while bending down to your child's eye level
- Give clear choices
- Redirect your child to a new activity
- Move your child to a time-out chair for no longer than one minute per year of your child's age, if necessary

If your child's behavior is very disruptive or harmful to himself or other children, I will discuss the issue with you privately. If the situation can be resolved, the child may remain enrolled. If we are unable to resolve the issue, you may be asked to make other child care arrangements. As a parent, you may have some concerns or wish to offer suggestions.

Using the lines below, we may modify the above plan with agreed upon suggestions. Additional techniques to be used with my child

Child's Name _____ Date of Birth _____

_____ Parent/Guardian Signature _____

Date _____

HEALTH POLICY

STAFF MEMBERS

Staff members must be current on all immunizations unless they have an exemption from their physician. Also, staff members must have a yearly routine



check-up by their doctor which states that the staff member is in good mental, physical, and emotional health to be employed at the center.

ILLNESS/ACCIDENT AT CENTER

If your child becomes ill, is injured requiring first aid, or receives a head injury, a parent will be contacted immediately. An ill child will be separated from the other students and supervised by childcare staff until the parent arrives. If a parent cannot be reached, the emergency contact will be called. If the emergency contact cannot be reached, CDC staff will make emergency care decisions for your child. Be sure to communicate any allergies to staff.

If a child is injured, the parents will be contacted to discuss the accident. The decision will then be made whether to come and pick up the child immediately or wait until the normal time to pick up the child. If child acquires any cuts and/or scrapes, the area will be washed with soap and warm water and a Band-Aid will be applied.

Staff are not permitted to place medication of any kind on the wound(s). If an injury is serious, 911 will be contacted immediately and the parent will be contacted. If the parents cannot be reached, an emergency contact will be called.

ILLNESS

Children showing signs of a contagious illness may not come to child care. This is for the protection of your child as well as the other children. Signs include the following:

- A fever of or over 100 F (37.8 C) orally or 99 F (37.2 C) axillary
- Signs of a newly developing cold or uncontrollable coughing
- Diarrhea, vomiting or an upset stomach
- Unusual or unexplained loss of appetite, fatigue, irritability, or headache
- Any discharge or drainage from eyes, nose, ears, or open sores

The child may return to school after remaining free of any of the symptoms listed above for 24 hours, or with doctor's written permission. If the child is prescribed antibiotics, they may not attend for at least 24 hours.



If any of these symptoms develop during your child's day, you will be notified to pick up your child. You will need to make immediate arrangements for your child to be picked up within 30 minutes. Your child will be quarantined to a comfortable, supervised location until you arrive. When communicable diseases occur, parents will be advised by RoC Child Development Center. Measures are available and the county health officer will be notified.

MEDICATION

According to Colorado State regulations and The Nurse Practice Act, medication given to a child must be authorized with a written statement from the child's doctor and given to the Director with the knowledge and written consent of the parent/guardian. This authorization must be renewed with each new prescription in the case of long-term medication, on an annual basis. All medication must remain in the original container bearing the original label that shows: the child's name, prescribing doctor's name, pharmacy name and telephone number, date prescription filled, expiration date, name of the medication, dosage, how often to give medication, and the length of time the medication is to be given. When no longer needed, medication shall be returned to parents or guardians. Non-prescription medication will only be administered by CDC staff with the written consent from a doctor.

All medications are kept locked and out of reach of children in the childcare area, and will be administered by a staff member that has been trained in medication administration. If your child has a medication requirement, please discuss this with your CDC Director. The parent is responsible for conveying a need to the staff so a plan can be implemented. A nurse consultant trains and delegates staff to give medication according to the Nurse Practice Act.

Please see Medication Administration Form (Located in Enrollment packet)



EMERGENCY PROCEDURES

TORNADO AND FIRE DRILLS

Drills are practiced during the day throughout the year so children are familiar with the procedures. The child care staff will also review emergency procedures and practice tornado and fire drills with the children. Emergency evacuation maps and all drill procedures are posted in the CDC and are readily available and visible.

EVACUATION

Emergency procedures in the case of an off-site evacuation are posted on the child care area door. In the case of an actual emergency, parents may be asked to pick up their children at an off-site location. Please talk to the CDC staff about the designated off-site evacuation location.

EMERGENCY TRANSPORTATION

In the event your child needs to be transported due to a medical emergency, if an authorized person can not be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with your child until a family member or emergency contact arrives.

LOST CHILD PROCEDURE

Children are actively supervised while at the center. However, in the unlikely event that a child is missing, the emergency plan is put into effect:

- All staff will be immediately notified and a thorough search of the building and premises will be conducted.
- 911 will be called if the search is unsuccessful
- Parent(s) will be notified



MEDIA USE

Parents need to give written permission for their child to participate in the following media use. This form will be included in the enrollment packet.

TELEVISION TIME

My normal daily routine does not include television watching, but from time-to-time, we may watch a movie without advertisements as a teaching aid. Television viewing will be no longer than one hour and the program will be screened prior to showing. Programs will consist of non-violent and high-quality educational material. Our focus is to provide your child with a positive experience with increased understanding of the world. Alternative activities are available for children during television time.

ELECTRONIC MEDIA

Electronic Media is limited to 30 minutes or less per day per child. Internet sites and software are pre-screened to contain non-violent and high-quality educational content. Alternative activities are available for children during this time. There is no restriction for children using personal adaptive equipment. 7.702.58 B.6

MULTICULTURALISM

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of resources and activities to teach children respect for our world and the diversity of life upon it.

CELEBRATIONS

Our celebrations and holiday policy encourage an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community.



LOCKDOWN

A lockdown will occur in a situation when there is a significant risk or dangerous person inside the building that may cause a threat to children.

- Law enforcement will be contacted IMMEDIATELY.
- All students and staff inside locked building will seek shelter in a room or office.
- Outdoor activities are to move away from the building and seek shelter.
- All exterior and interior doors locked. No access in/out of building. NO EXCEPTIONS.
- Children will not be released until situation is resolved and law enforcement have given the all clear.
- If possible, a sign will be posted on the front door stating the building is in lockdown.

SECURED PERIMETER

The perimeter of the building will be secured when a situation is occurring outside of the building that may cause a threat to students. (For Example: A robbery takes place in the neighborhood and the perpetrator has not been apprehended.)

- All children outside the building will return to indoors.
- All exterior doors closed and locked.
- Access in/out of building controlled by Administrative staff.
- Normal program continues.
- Children will only be released to parents or people on the emergency card with proper photo ID.

EMERGENCY CLOSING OF CENTER

In the event that the center must be closed due to an emergency before the normal dismissal time, the children will be escorted to Wood Springs Suites located at 3350 N Chestnut St, Colorado Springs, CO 80907. This is just south and across the street of the RoC CDC. The Director and all staff members will walk the students



to the Woodsprings Suite. The parent will be called by the Director to be informed of the emergency and where to pick up their child.

CHECK-IN/CHECK-OUT PROCEDURES

1. Parents must sign their child(ren) in when arriving to the center. Children will check-in with staff upon arrival.
2. Staff will take attendance. Parents must sign their children out when picking them up.
3. Families are to enter and leave only by the designated door per center policy.
4. Only adults listed on the child care application form, or indicated on a written note signed by a parent, will be allowed to pick up a child from child care. If the staff member who releases the child does not know the adult, identification is required to assure that the adult is authorized to pick up the child. Individuals not authorized by the parent or guardian of a child who attempts to have the child released to them will have to wait until the parent is contacted for further information. The staff member will contact the Director for assistance. If there is a restraining order from the courts, a copy of the order will need to be on file and placed in the child's records.

ABSENCES

- If your child will be absent/late from CDC on his/her regular day, it is imperative that you let us know.
- If you call the CDC office to state that your child will be absent, please leave child's name, reason for absence and date(s) your child will be out.
- If you send a note to your child's teacher stating that your child will not be in attendance, please state the reason for absence, date(s), and child name. Parent signature is required for this type of note.

LATE PICK-UP PROCEDURES



It is necessary for children to be picked up on time. All parents must have three emergency contact people on their contact list with phone numbers and addresses. Parents may not list themselves or their spouse as an emergency contact, nor should they list a relative that lives far away. Contacts must be people who would be available to pick up the child in the event of an emergency. Anyone picking up a child from child care must be 18 years of age or older. Staff will make sure all children are picked up and signed out from the program each day. If your child is not picked up on time (5:30 pm.), you will be billed a late pickup charge of \$1.00 per minute. There are no exceptions to this policy.

Frequent late pick-up may result in withdrawal of your child from the center.

If a parent does not pick up a child on time:

1. A staff member will stay with the child until he is picked up.
2. The parents will be called at all phone numbers available. If the parent cannot get to the center within a reasonable length of time, the staff and parent will discuss who will come to pick up your child. Verbal agreement by registered phone number is required.
3. If contact cannot be made with a parent, child care staff will call the emergency contacts immediately to pick up your child.
4. If the parents and the emergency contacts cannot be reached, the Director will be called to decide what course of action to take.
5. If all of the above steps have been exhausted and it has been one hour, staff are required to call the local law enforcement.

GENERAL INFORMATION

CHILDREN'S PERSONAL BELONGINGS

Children should not bring toys, games, or money to school. If a child should bring any personal items to school, they must remain in his/her backpack. Backpacks and jackets are hung on the hooks and cubbies provided. Exceptions to this policy



are a favorite sleepy toy for naptime only, or toys brought for show and tell activities. We are not responsible for any loss or breakage of personal items.

DIAPERING AND TOILETING PROCEDURES

Diapering: The parent or guardian are responsible for providing diapers and wipes for their child. Diapers will be checked and changed every two hours or more frequently if needed.

Toileting: Learning to use the toilet is an important self-care routine for young children. The toileting area is an important part of the classroom, especially when children are going through the toilet learning process. Children will be supervised. The center will do their best to mirror techniques being used home. Emphasis on handwashing is important.

SUPPLIES

Parents must supply the following items labeled with child's first and last name.

- Blanket & sheet for rest/quiet time
- Complete change of clothes (replace when soiled)
- Water bottle
- Sunscreen -Will be kept inaccessible to children
- Eating utensils, cups, and dishes

MEALS

A nutritious lunch and two snacks are to be packed daily by the parents. If a child has an allergy, special accommodations will be made when possible. Snacks may be served occasionally when appropriate, needed or to fulfill a curriculum need. Children enjoy bringing their own lunch boxes and eat better when the food offered is familiar. This does not limit children from enjoying hot lunches, however. We are more than happy to heat leftovers and other cooked foods in our microwave at meal time. All food prepared, served, and stored at the CDC must meet State Department of Public Health and Environmental standards. Children



will not be permitted to share food. See attachment for great food ideas to be packed in a lunchbox.

VISITORS TO THE CHILD DEVELOPMENT CENTER

Visitors *not yet enrolled in the center* must schedule an appointment. You want to ensure that the staff or Director are available to meet with you, tour, and answer your questions.

Parents and guardians *enrolled* in the program must sign in at the front office and sign into the program when visiting. If your child is enrolled, we have an open door policy, but we would appreciate advanced notice if possible to minimize disruptions for all children. Parents may come into the program to pick up or visit their child, but please be considerate and not disrupt of ongoing teaching and curriculum underway. Please try to avoid coming during quiet time if at all possible.

VOLUNTEER

Each volunteer at our a center will receive orientation from our director in addition to written description of their roles and responsibilities prior to working with children. All volunteers must also comply with the following licensing standards.

1. Volunteers who work more than fourteen (14) calendar days (112 hours) per calendar year who are used to meet staff to child ratio must be equally qualified as an early childhood teacher, assistant early childhood teacher or aide and have complete staff records as required in Section 7.702.92.
2. Volunteers used more than fourteen (14) calendar days (112 hours) per calendar year that are used to meet staff to child ratio must complete fingerprint based background checks and the State Department's automated child abuse and neglect background check.
3. Volunteers must be supervised and given instruction as to the center's policies and procedures.



4. The only time a parent/guardian volunteer may be alone with a child other than their own without completing all required background checks, is while driving on a field trip.
5. Volunteers between the ages of twelve (12) and sixteen (16) must have a written purpose developed by the center for volunteering and may not volunteer for more than two (2) hours per day.

CONFERENCES

Please expect a minimum of one annual conference. We will work to accommodate working parents' schedules. The parent or guardian will receive written notice as to when their child's conferences will be. Please do not wait for a conference to address any concerns or ask any questions you may have; we won't. An environment of transparency will be best to ensure your child's needs are being met.

REPORTING CHILD ABUSE

The child care staff is required to report suspected child abuse. The CDHS child abuse phone number is 719-444-5700. The CDHS phone number to review a file or to file a complaint about the program is 1-844-CO-4KIDS. The staff will also contact the Director and then contact the local social services office.

TERMINATION OF SERVICES

Occasionally, a child will experience some difficulty in adapting to the child care's environment or abiding by the childcare rules of behavior. A conference will be scheduled if your child should experience some difficulty. We will work closely with you to see if the problem can be resolved. If the child's behavior continues to be unsafe or disruptive to the group, we reserve the right to ask you to withdraw your child from center.

You must give a two weeks notice when voluntarily withdrawing your child from Realm of Caring Foundation Child Development Center. You will be responsible for all final payments through the end of the notice period, whether in attendance or not.

If the rules and policies set forth are not followed, we reserve the right to terminate the child care contract agreement at anytime. In such an event, we



will be paid in full through the end of the week in which such termination occurs. Upon termination, no refund will be given for the remaining week.

LOCAL EMERGENCY PHONE NUMBERS (POSTED IN ALL CLASSROOMS)

Emergency: 911
Police Department: 719-520-7100
Fire Department: 719-575-8590
UCHealth Hospital: 719-365-5221
Poison Control: 1-800-222-1222
Health Department 719-578-3199
Social Service office 719-444-5710
Animal Control 719-473-1741

CHILD DEVELOPMENT CENTER EMERGENCY CLOSING

If the CDC needs to be closed due to an emergency, all efforts will be made to notify parents of the closure. The RoC CDC will be closed on snow days as determined by the Colorado Springs School District 11 schedule. In the event of a delay, the center will open at 10:30AM. The center may be closed at other times at the discretion of the Director.

NIGHTLY CLOSING PROCEDURE

To ensure that all children have left the Center before the last staff member exits and secures the building, the following steps are to be followed:

- Any time a child enters the center, his/her name is written on an sign in sheet. When the child is picked up by the parents and the parents will sign them out. At the end of the day, each closing day staff will check the sign out sheet which is reviewed by Director.
- The center staff member responsible for closing the building walks through each room and locks all windows and doors before arming the security system for the building.



FILING A COMPLAINT

To file a complaint about the center call 303-866-3755 Monday through Friday between 8AM and 5PM, or mail complaint to:

Colorado Department of Human Services
Division of Child Care
1575 Sherman Street
Denver, CO 80203-1714
(303) 866-5958 or 1-800-799-5876