

The Daisy Center Parent and Guardian Handbook

A Collaborative Guide to Safety, Stabilization, and Growth.

Program Overview Card

A Qualified Residential Treatment Program (QRTP) serving youth ages 10–18 (and up to 21 in select cases).



Accreditation Badge



Licensed by the State of Colorado. Operating in accordance with all child welfare and mental health regulations.

Healing is a Shared Responsibility

Our Mission

To ensure safety, promote healing, and support permanency through structured, relationship-based, and trauma-informed care.



The Trauma-Informed Architecture of Care

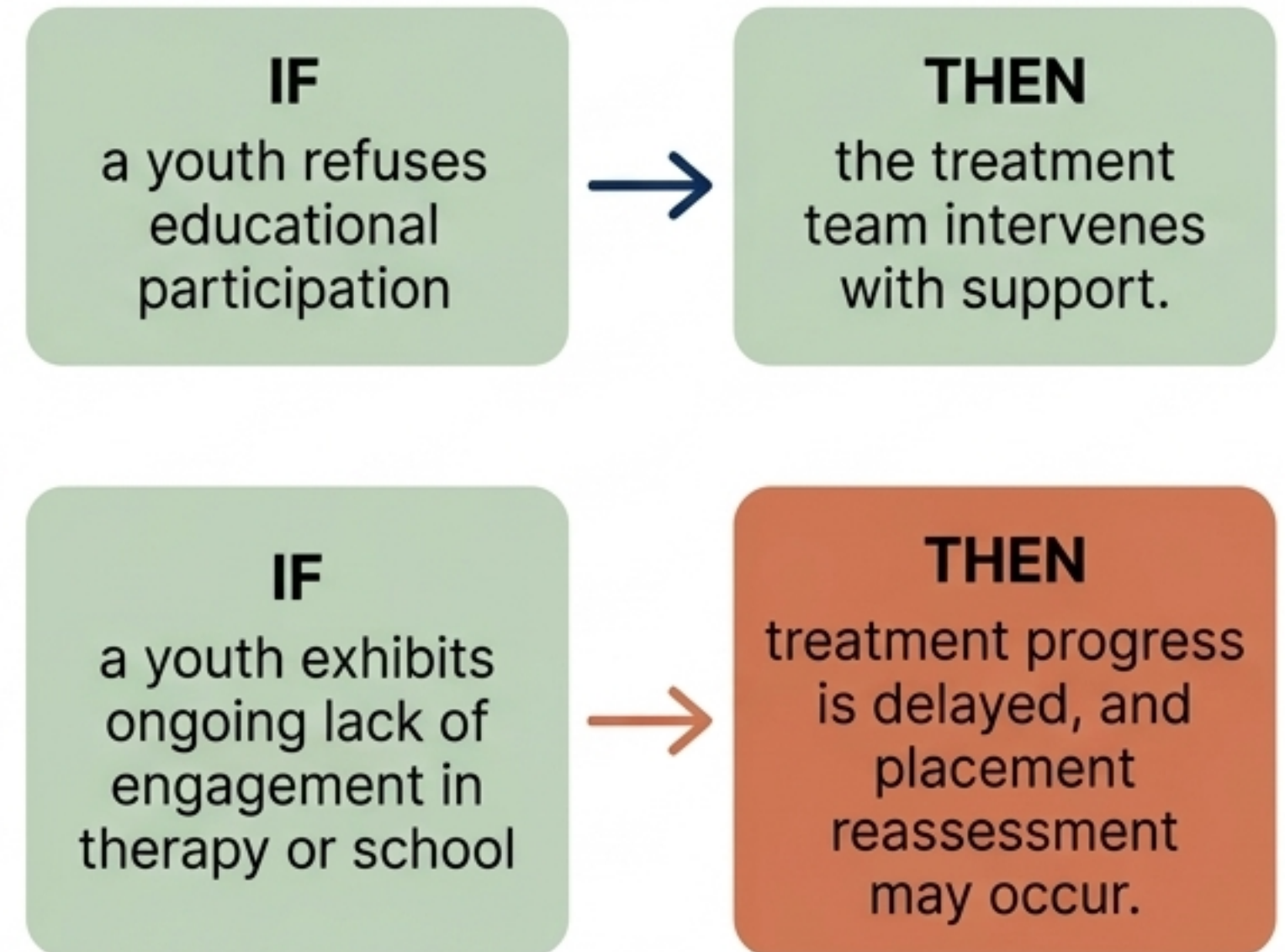


Clinical and Educational Programming

Provided Services Dashboard



Engagement Expectations



The Ecosystem of Care: Roles and Responsibilities

	The Daisy Center	The Youth	The Guardian
Therapy & Treatment	Provides tailored clinical services and case management	Actively engages in programming and goals	Participates in monthly meetings, family therapy, and coaching
Daily Behavior & Education	Provides 24/7 structured support, de-escalation, and school coordination	Follows house rules, respects others, attends daily education	Supports center interventions and clinical recommendations
Communication	Provides monthly updates and clinical outreach	Communicates needs transparently	Maintains contact and responds to center staff within 48 hours

Mandatory Guardian Participation

Family involvement is not optional—it is a critical component of treatment and medical necessity.

Required Actions



Attend monthly treatment team meetings.



Engage in recommended family therapy and parent coaching.



Respond to all staff communications within 48 hours.



Consequences of Disengagement

Lack of guardian participation severely impacts your youth's progress. It will directly delay reunification or discharge planning, and may result in recommendations for a different level of care or alternate placement.

Maintaining Connection: Communication & Visitation

Rhythm of Communication



Planning a Safe Visit

- ☐ Schedule visit at least 24 hours in advance.
- ☐ Ensure Guardian is present to provide appropriate supervision.
- ☐ Obtain prior treatment team approval for any off-site visits.
- ☐ Complete a Family Debriefing Form post-visit (if required).

Visitation Restrictions



Note: Visits may be modified or restricted based on safety concerns, clinical recommendations, or youth stability.

Safety, Escalation, and the Non-Restraint Policy

The Daisy Center is a non-restraint facility. Physical restraints are NEVER used as a behavior management strategy.

Behavioral Challenge

Youth becomes physically aggressive or a danger to themselves/others. Staff utilizes therapeutic de-escalation and interventions.

Safety Concern

Immediate safety planning initiated. Supervision is increased. Guardian involvement is requested for decision-making.

Critical Expectation

In situations of ongoing or severe safety concerns, the current level of care is deemed inappropriate. **Guardians may be required to arrange pickup or transport within a specified timeframe.**

Privacy, Records, and Grievance Resolution

Digital Privacy & Records



Guardians may submit written requests for clinical records (responses provided within required state timelines).



Boundary: Certain information may be limited to protect youth safety or confidentiality. Professional observations are included.



Tech Rules: Staff cannot store youth photos on personal devices. Email/text uses initials only. Secure systems used for all documentation.

72-Hour Grievance Path



1 Submit concern to staff/admin.

2 Leadership reviews the grievance.

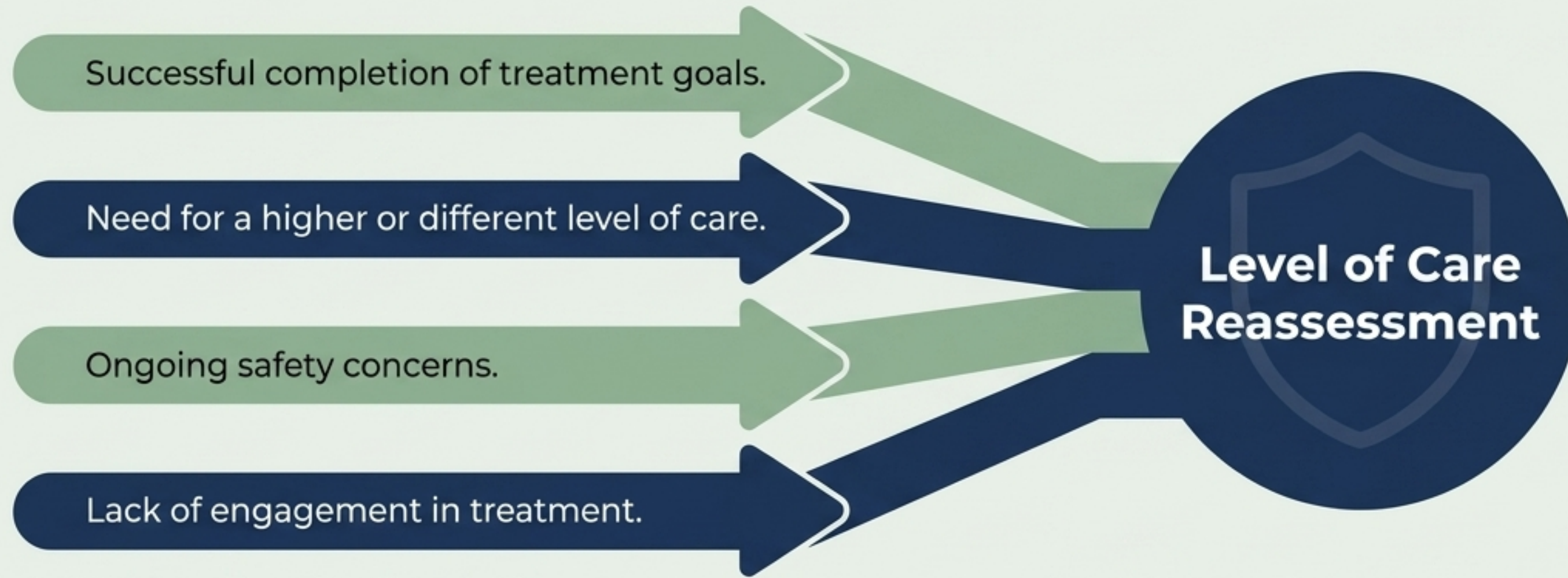
3 Written response provided within 72 hours.

Grievance form is available as a fillable document at <https://thedaisycenter.com/> and can be sent to Daisy@daisycenter.onmicrosoft.com.

(If unresolved, concerns may be escalated to external agencies. Formal complaints can be made to the Child Protection Ombudsman. Phone: Call 720-625-8640)

The Path to Transition and Discharge

Placement is continuously assessed based on clinical need. The treatment team will involve guardians in all major decisions.



Parent Rights Summary

As a guardian, you have the absolute right to be informed, participate in planning, communicate with your child, and be involved in aftercare strategy.

Contact Directory

Director

Telicia Slade

970.361.1335

Tslade@daisycenter.onmicrosoft.com

Operation Managers

Rebecca and Samantha

Daisy Center Office Line

970.243.3304

Teen line

970.433.7029

Closing Manifesto

Our Closing Manifesto is built on a foundation of enduring partnership and a shared vision for the future. We are committed to empowering youth and their families with the tools, support, and resources needed to thrive beyond our program. By fostering a community of care, continuous learning, and mutual respect, we aim to ensure that every individual who passes through the Daisy Center continues to grow and achieve their fullest potential. This commitment to your lasting well-being is our promise and our purpose.

Parent/Guardian Acknowledgement

I have read and understood the information provided in this document and agree to the commitment.

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date

