

## **Welcome to the city of Thornton Licensed Programs!**

*You have registered for a program that is licensed through the state of Colorado: Preschool, Kid Camp, Escape to Adventure, Counselor Cadet or Spring Break Camp. These programs are dedicated to building communication, social and cognitive skills of all participants. We provide a safe, fun, high-quality program that fits the needs of both your youth and you.*

*Please read through the following information and fill out the forms in the back of the packet, including signing that you have read and agree to these policies and procedures.*



**PURPOSE OF THIS HANDBOOK** The purpose of this handbook is to establish guidelines and policies for the city of Thornton Licensed Programs. It is given to all staff members and to all parents who have youth enrolled in the program.

**STATEMENT OF PHILOSOPHY** The city of Thornton Licensed Programs are designed to offer a variety of developmentally appropriate activities that stimulate and enhance all aspects of each youth: emotional (self-esteem), physical (large and fine motor movement), social (interaction and behavior) and creative (self-expression). These programs are licensed by the Colorado Department of Human Services and are intended for youth ages 2½ to 15 years.

**PROGRAM GOALS AND OBJECTIVES** Our overall goal at the city of Thornton is to help each youth develop to his/her fullest potential – emotionally, physically, creatively and socially.

### **GOALS:**

- To create a fun and safe environment in which each parent and youth feels welcomed and valued.
- To provide opportunities for parents and youth to work and play together.
- To provide awareness of youth development practices to foster a positive self-concept in each individual.

### **OBJECTIVES:**

- To support transitions from home to the program by learning about families through the

questionnaire (enclosed), offering Orientation and Open House information sessions, and having multiple teachers who greet each youth and family; offer individualization through drop-offs by involving them in activities, with favorite toys and books and with other youth; by offering emotional support; and by communicating with families at drop-off, pick-up, through emails and with phone calls.

- To help families transition from our program to kindergarten and school by providing school information session details, completing requested questionnaires, sharing progress and attendance reports, reading books to youth about going to school, hosting graduation ceremonies and sharing Kindergarten Readiness Guides from the Early Childhood Partnership of Adams County (ECPAC). Staff are available for additional transition assistance related to parent and school staff questions.
- To support transitions within the program, as youth enroll in the program from year to year, by offering continuity of care with staff switching teams and locations to have a familiar teacher in each group for at least two years to promote the formation of a strong emotional bond.
- To promote the formation of a strong emotional bond by maintaining the same familiar staff daily for continuity of care.
- To help youth learn to recognize and deal with feelings and emotions.

- To help youth develop coping strategies, such as those involved in positive conflict resolution — expressing feelings and concerns, negotiating and compromising.
- To create an environment that encourages cooperative play.
- To provide developmentally appropriate activities to promote growth in small and large motor skills.
- To help each youth develop an appreciation for his/her body through awareness of healthy and safe practices.
- To provide opportunities for each youth to express his/her ideas through different centers and activities — art, dramatic play, sensory play, music, math, fine motor, writing, language, literacy and science.
- To create an environment where all ideas are accepted and appreciated.
- To create an environment that provides language, both oral and written.
- To create an environment in which each youth feels comfortable offering his/her own ideas.

**REGISTRATION PROCEDURE** Parents may register at the Trail Winds Recreation Center, Carpenter Recreation Center, Thornton Community Center, over the phone at 720-977-5901 or online through goCOT.net/registration. Parents may only register their own youth for licensed programs. We must have a Registration Information form, Health Statement form, Immunization card, Parent Contract, Tuition Contract and an Emergency Information Card/Pick-Up List filled out in full (i.e. NA, closest, none if not applicable—every line needs to be filled out) and signed. These forms are found online and must be returned before your youth can start (specific dates for each program located in each addendum). Youth with incomplete packets will not be able to start until the packet is completed, including physicals and immunization records signed by the youth’s physician. Additionally, failure to return the forms may result in losing the spot in the program.

Preschool, Escape to Adventure and Counselor Cadet parents are required to attend an Open House held before the programs start to: 1) do a final review of the registration packet and ensure youth is able to start on the first day; 2) drop off their youth’s supplies; 3) see the classroom and 4) meet the staff. Parents unable to attend the Open House should schedule an alternate time.

**Note: All youth must be potty-trained before entering our licensed programs unless there is a documented medical or developmental need for diapering. Your youth must be the appropriate age by the start of the session.**

### HOURS OF OPERATION

The city of Thornton Preschool Program and Kid Camp are open from 8 a.m.–4 p.m. Monday through Friday. Escape to Adventure, Counselor Cadet and Spring Break Camp are open from 6:30 a.m.-6 p.m. Monday through Friday.

**ADA POLICY** Recreation staff makes every effort to provide reasonable accommodations necessary to ensure that the program is accessible and available to persons with special needs.

City employees are sensitive to the needs and requirements of individuals with special needs. If your youth has any special needs, please notify staff so that we can properly accommodate your youth. All youth are assessed on a case-by-case basis. We recommend that each youth is potty-trained. If your youth is not, please provide staff with the appropriate supporting documentation along with diapers, diapering supplies and a change of clothes (pants, socks, shoes) labeled with your youth’s name. ***This applies only to youth with special needs.***

We are happy to coordinate and collaborate with community service providers, families, school district personnel, and doctors in order to design learning activities that aid in meeting outcomes/goals of Individualized Family Service Plans (IFSP), Individual Education Programs (IEP), School Readiness Plans, Individual Learning Plans, and/or other individual plans. Additionally, the city has an Adaptive and Inclusive Recreation (AIR) Coordinator on staff and contracts with mental health consultants and a nurse consultant to assist with using tools and resources (such as Ages

and Stages Questionnaires and Child Find intake forms) to identify youth and refer families for services. Staff meets with families to share resource information, assist with paperwork, assist families in calling appropriate resources and contacts, support families through the process and follow up through meetings and assessments.

**SIGN-IN AND SIGN-OUT** It is required by licensing that the parents/guardians sign their youth in and out of each class that he/she attends. These records are legal documents, therefore it is mandatory to sign in and out. Youth left without being signed in are considered abandoned and parents/guardians are required to return to the site to sign the youth in. **Please do not let your youth sign himself/herself in and out.**

Parent's/guardian's signatures on the sign in sheets include the parents'/guardian's consent to the sunscreen policy on page 7 and, when applicable, to their youth participating in field trips (defined in Field Trips section in each addendum).

**DISCONTINUATION OF SERVICES** If, for some unforeseen reason, the services for the city of Thornton licensed programs are discontinued or withdrawn, all participants will be given a written notice.

**PARENTS AND VOLUNTEERS** We have an open door policy – parents/guardians are welcome to visit our programs any time or day. If a parent/guardian is visiting his/her youth's program or working that day as a volunteer, the parent/guardian must sign the Visitor Log in the room. Volunteers are sometimes asked to help out with specific tasks in the program. Such volunteers need to have qualifications suitable to the tasks they are assigned. All volunteers are supervised by the staff, are given necessary instruction as to the program's policies and procedures, are not counted in our staff to youth ratio and are not left alone with any of the participants.

**LATE PICK-UPS OR ARRIVALS** Youth who arrive late should enter the program quietly and join in the ongoing activities. Please be prompt when picking up youth from the program. Staff will start making necessary phone calls using the mandatory child information forms when youth are not picked up five minutes after the program has ended.

- The late fee is \$1 per minute.
- Payment must be made at the front desk before youth can return to the program and receipts must be shown to program staff for admittance.
- A youth is never left unattended.
- Should an emergency arise, parents/guardians are to notify staff so arrangements can be made.
- If the parents/guardians or emergency contacts can not be reached 30 minutes after class has ended, staff then turn the youth over to the City of Thornton Police Department and Adams County Social Services is contacted.

**WHO MAY PICK-UP YOUTH** Only people designated by the parent/guardian on the Registration Form and/or Emergency Information Card/Pick-Up List may pick up youth. If anyone other than those listed are to pick up the youth, the parent/guardian must notify us and the person picking up the youth must provide a photo ID before we release the youth. If the person is not listed, the staff member will not release the youth to that individual. The parent/guardian or authorized contact person(s) then has to pick up the youth. The person picking up the youth must be 18 years of age or older. Everyone picking up the youth is asked to show his/her photo ID to verify identification.

No youth is released to an adult who appears to be under the influence of drugs or alcohol. If the adult leaves the facility with or without the youth, the program notifies the local police department for the safety of all.

**YOUTH'S BELONGINGS** Youth are provided with a place to hang clothing and a cubby to keep their personal belongings. We ask that you limit the number of items brought in from home. Toys, gum, candy or any other personal belongings from home are distracting, can be a choking hazard and can be lost. For the safety of the youth and these items, we ask that you leave them at home.

Staff is not responsible for any money that participants bring, including if it is lost or stolen. If youth want to use the vending machines, parents/guardians must purchase the items before signing them in or after signing them out for the day.

We strongly recommend that personal electronics be left at home to avoid theft or misplacement. We always have a land-line or cell phone in the event parents/guardians need to reach their youth. If parents/guardians want their school-age youth to have access to their phone, they must notify staff. Staff will allow access as long as phones are used appropriately and do not interfere with activities. If staff feels that cell phone use is being abused or interfering with activities, staff will confiscate the phone and return it to the parent/guardian at pick-up. Staff is not responsible for any lost, stolen or broken electronic devices from home.

**LOST AND FOUND** We ask that all articles (towels, socks, changes of clothes, jackets, etc.) be clearly marked with youth's name so they can be returned if left behind. All lost and found items are held in the main room for one week. Unclaimed items are then turned into the front desk and logged in. After three months, the unclaimed items are donated. Valuable items are logged in and stored in the safe.

**TV & VIDEO VIEWING** On occasion, the city of Thornton licensed programs watch videos selected and/or developed by the staff. The video is related to the theme being studied and has been previewed by the staff. The videos are rated G (preschool) or G, PG or PG-13 (school-age) and are developmentally appropriate. In general, TV watching is discouraged.

A parent/guardian of each youth is asked to sign a permission line on the Parent Contract form if he/she wants his/her youth to view the videos. If a parent/guardian has a concern with any of the videos, he/she should contact the staff, who plan an appropriate alternative activity for that youth during the showing of the video.

**BEHAVIOR MANAGEMENT** Our staff uses the positive techniques of guidance, including logical or natural consequences applied in problem situations, redirection of youth to more acceptable behavior, anticipation of and elimination of potential problems and encouragement of appropriate behavior, rather than comparison, competition or criticism. Consistent and clear rules are established. Staff members encourage the youth to solve the problem, with

assistance when needed, rather than impose the solution. They help youth to recognize and respect each other's feelings. The staff members encourage pro-social behavior such as cooperation, helping, taking turns, and talking to solve problems. The goal is to help youth internalize rules and become self-directed in their behavior. The city of Thornton does not use physical discipline in any way or form. Physical discipline includes harsh treatment, rough handling and any humiliating or frightening method of discipline including verbal abuse and derogatory remarks.

If a youth physically hurts another youth in the program, the parent/guardian is notified. If the youth continues this behavior, he/she is given three warnings. Each incident is recorded in our daily log book and communicated to the parent/guardian. If the misbehavior continues after three warnings, a parent/guardian must stay in the room with the youth. If the behavior continues while the parent/guardian is in the room, the youth is asked to leave the program and a prorated refund less the 10% cancellation fee is given.

The city of Thornton licensed programs reserve the right to terminate enrollment of a youth due to behavior problems.



Staff keep each parent/guardian informed as to their youth's day in the program and progress. This is accomplished in a variety of ways including: conversations before and/or after class, written notes sent home, newsletters, class schedules and calendars, lesson and activity plans and phone conferences. If the parent/guardian feels he/she would like to conference one-on-one with staff, an appointment can be scheduled. The program contacts interpreters from OneWorld Translation, uses other city staff members and/or other families, and utilizes Google Translate to communicate this information to enrolled families in their home language.

If there is a dominant second language in a classroom or program, the city honors the youth's home language and encourages home language development by having at least one bilingual staff member in the room, if possible, and the use of translator equipment if bi-lingual staff is not available.

A complete Adams County resource and referrals binder (information about community-based programs, community mental health, youth nutrition, physical fitness, food banks, Child Find, medical/dental resources, etc.) is updated regularly, kept on the parent resource table located by the sign in and out sheets and is available for families and staff to take and share information. Staff is available to assist in locating additional resources at the parent's/guardian's request. Additionally, when we suspect a delay, we reference ASQ, CDC and ELDG developmental guidelines, as well as our AIR Coordinator, Mental Health Consultant and Nurse Consultant, to refer and connect families to appropriate community service agencies (e.g., mental health, health, developmental, educational) for screenings.

If you believe your child needs support and/or has needs specific to an IFSP or IEP, staff can help connect families to specific services.

### LOCATING PARTICIPANTS

Parents/Guardians are required to sign their youth in and out of city of Thornton licensed programs. Staff takes a head count and compares it to the sign-in sheet. After 5-10 minutes, one of the instructors takes roll call. We do a head count throughout the day. The staff know the number of youth in their care.

Situations arise when parents/guardians need to pick up before the end of the program. We leave the main room to do activities in various on-site locations. We leave a sign telling parents where the group is and when they will return.

Before staff leaves for the day, all rooms are checked and locked to ensure that youth have been picked up. They also cross-check the sign-in and out sheet and roll-call sheet.

**FILING A COMPLAINT** If a parent/guardian has a complaint about an action taken by a staff member about an incident observed in a particular program, the parent/guardian should talk directly with the staff member involved. If the parent/guardian does not feel comfortable doing this, or feels that the talk was not productive, he/she should then speak to:

- **Sharon Juel**, Preschool/Kid Camp Director  
720-977-5942  
Sharon.Juel@ThorntonCO.gov
- **Kim Bergman**,  
Preschool/Kid Camp Assistant Director  
720-977-5963 (TCC), 720-977-5781 (CRC),  
720-977-5780 (TWRC)  
Kimberly.Bergman@ThorntonCO.gov
- **Genette Bender**,  
Escape to Adventure, Counselor Cadet and  
Spring Break Camp Director  
720-977-5781  
Genette.Bender@ThorntonCO.gov
- **Jennie Christoffel**, Recreation Coordinator  
Preschool, Youth and Teen Programs  
720-977-5916  
Jennie.Christoffel@ThorntonCO.gov
- **Jenny Dowdell**, Recreation & Community  
Program Supervisor,  
Margaret W. Carpenter Recreation Center,  
720-977-5934  
Jenny.Dowdell@ThorntonCO.gov

If the parent/guardian is still not satisfied, he/she may call the State of Colorado Department of Human Services Division of Child Care at 303-866-5958.

**TOILET TRAINING** The city of Thornton licensed

programs require that youth be potty-trained and in underpants. We are not licensed by the state to change diapers or Pull Ups®. Please see the program director if you have any questions.

**SPECIAL PROGRAMS** We periodically bring contracted providers and volunteers into the programs. These providers do not count in staff to youth ratio and are an enhancement to the regular program. Examples include Rent-A-Theme, Anythink Library, Denver Zoo, firefighters, police officers, dentists, etc.

**SUNSCREEN POLICY** Parents/guardians understand that it is their responsibility to apply sunscreen before signing their youth in for the day. Parents/guardians agree to apply sunscreen with a minimum SPF of 15 according to manufacturer instructions not more than 15 minutes prior to the arrival of the youth to the facility. Parents/guardians understand that youth may go outside each day and will apply sunscreen every day the youth is attending. Preschool and Kid Camp parents/guardians understand that the center does not provide sunscreen nor have any on site for youth's use.

We provide *Rocky Mountain* brand sunscreen for youth in Escape to Adventure, Counselor Cadet and Spring Break Camp to reapply during the day. Staff supervise and/or assist with the application of sunscreen to every participant when the camp plans on being outside for more than 30-minutes, unless otherwise indicated on the Permissions Form. If parents/guardians do not want their youth using the *Rocky Mountain* brand, they provide their youth with a personal bottle of sunscreen labeled with the youth's name.

**BUG SPRAY POLICY** Staff does not provide bug spray for the participants to use. It is highly recommended that parents/guardians apply bug spray before signing their youth in for the day. It is also recommended that Escape to Adventure, Counselor Cadet and Spring Break Camp parents/guardians send their youth with a bottle of bug spray labeled with the youth's name. If youth have bug spray, staff supervise and/or assist with the application when youth reapply bug spray.

**ILLNESSES & MEDICATIONS** A youth should be kept home from the program if he/she has a fever of 100 degrees or more and/or any of the following symptoms: spots or rashes, sore throat or trouble swallowing, headaches and stiff neck, vomiting, dizziness, diarrhea, heavy cough, severe itching of body and /or scalp, pink eye, runny nose with a discharge of green or brown and/or is not able to participate in the daily activities because of illness.

If a youth has any of the above symptoms, the parent/guardian should keep him/her home for at least 24 hours after they no longer have any symptoms. If a youth has been put on antibiotics, he/she must be on the antibiotics for at least 24 full hours before returning to the program. If a youth is not given antibiotics for pinkeye, he/she should be kept home until there is no longer any discharge. Youth with viral warts should only attend if the warts are completely covered. If a youth is diagnosed with a communicable illness by a physician, the condition needs to be reported to staff so notes can be put up for other families to watch for symptoms and staff can sanitize the area and notify the health department. If a youth becomes ill during class, a staff member calls a parent/guardian and asks him/her to pick up the youth. If a parent/guardian cannot be reached by phone, staff call one of the emergency contacts listed on the youth's registration form. The Program Director or Recreation Coordinator reports all communicable illnesses.

Staff complies with the Nurse Practitioner Act when administering medication to youth. The staff member who is certified in Medical Administration administers emergency medication per doctor's orders to youth as needed. In order to do this, we must have a *Permission to Administer Medication in Youth Care* form completed by the parent and signed by the youth's healthcare provider, as required by the Division of Childcare Licensing. Youth with asthma, severe allergies or other conditions that require staff to have emergency medication on-hand must have a Health Care Plan signed by the youth's doctor, our nurse consultant and the parent/guardian. Please find the forms at the end of this packet. These forms are required before the youth starts or, in the case of newly diagnosed cases, before he/she returns to class.

**LOST YOUTH PROCEDURE** Youth are under direct supervision at all times. However, if a youth is lost from his/her program, staff notify the Thornton Police Department and the youth's parent/guardian. Within 48 hours, staff submit a written report to the Colorado Department of Human Services.

**REFUND POLICY** If a parent/guardian is not satisfied with the program offered, the city of Thornton is happy to issue a household credit, transfer youth to a different class or activity or issue a refund. We assess a cancellation fee of \$5 or 10%, whichever is greater, on each canceled class. Parents/Guardians ask for a "Credit/Refund Request Form" at the Trail Winds Recreation Center, Carpenter Recreation Center or Thornton Community Center. The form is then given to the Recreation Coordinator to process. Household credits and transfers are processed immediately. Refund by check are made payable to the head of household, mailed to the address on record unless otherwise directed and take approximately two weeks to process. Credit card refunds are issued back to the card that was used for the original purchase and are processed as soon as the refund form is authorized. Partial refunds are given with supervisor's approval. Refunds are not given for absences due to illness or vacation.

No Escape to Adventure and Counselor Cadet refunds will be given after 5 p.m., Friday, May 3, 2024, unless a parent/guardian is dissatisfied with and withdrawing from the program after camp has started at which point the cancellation fee may apply.

**FORMS** The registration forms are very important and contain information needed for the welfare of your youth. All forms must be completed and returned according to the schedule in each Preschool, Kid Camp, Escape to Adventure, Counselor Cadet, and Spring Break section, as required by licensing with the Colorado Department of Human Services. **YOUTH WILL NOT BE ADMITTED IN THE PROGRAM WITHOUT SIGNED AND COMPLETED FORMS INCLUDING MEDICAL RECORDS SUBMITTED BY THE PROGRAM DEADLINES (OR BEFORE THE YOUTH'S FIRST DAY IF APPROVED TO START DURING THE SESSION).**

**Forms included:**

- Registration Information form
- Health Statement/Record form (this statement must be signed by a licensed physician or nurse and parent)
- Immunization card or copy of immunization records
- Emergency Information Card/Pick-up List
- Tuition Contract
- Parent Contract
- Permissions Sheet
- Medication and Health Care Plans (if necessary)



**ACCIDENTS & INJURIES** Parents/Guardians of youth with special dietary, allergy or health needs must complete the *Allergy Release Form* OR the *Allergy and Anaphylaxis Action Plan/Asthma Care Plan* and the *Medication Administration Form* with their youth's physician.

Employees are prepared to act efficiently whenever there is an accident.

Any staff member who becomes aware of a potentially dangerous situation immediately informs the other staff members as to the specifics of the situation.

• **For serious accidents, incidents and emergencies, staff follow the emergency procedures outlined below:**

1. A staff member calls 911 and gives the specifics to dispatch.
2. Another staff member also informs the front desk staff and calls for a supervisor to help with the situation.
3. If an ambulance is needed, a staff member waits outside the center to direct the emergency personnel.
4. If the situation involves giving First Aid and/or CPR, one staff member provides the First Aid and/or CPR. The other staff member calls 911 and gives specifics to dispatch. It is then the responsibility of the staff member who is not administering First Aid and/or CPR to remain in control of the rest of the class and contact a supervisor.
5. The person most involved in the emergency contacts the Recreation Coordinator, fills out an incident/accident report and notifies licensing (if applicable.) The report is then given to the Recreation Coordinator, so that he/she can notify Risk Management.

• **For less serious injuries:**

1. Staff takes appropriate first aid steps for treating injuries. They do not administer any medications to the youth except when outlined with a Health Plan.
2. Staff notifies the parent/guardian of the injured youth as soon as that parent comes to pick up the youth from class.

3. Staff completes the incident/accident report form and returns it to the Program Director that day.

**EMERGENCY POLICIES**

The City of Thornton has a complete Emergency and Disaster Preparedness Guide and staff complete training in emergency and disaster preparedness. Staff lead fire and tornado drills monthly and shelter in place drills quarterly.

Parents/guardians that are on-site during an emergency are responsible for following center staff's directions for evacuation or shelter-in-place. Parents/guardians understand that they may not be allowed access to their youth until it is deemed safe, including evacuating to the closest assembly point which may be different than where the youth are assembling. Parents/guardians understand their responsibility in allowing emergency personnel access and the ability to do their job. Staff notify families and provide information about where to reunite when it is safe to do so.

**FIRE:** Staff members evacuate youth to an area well away from the building, recognizing the evacuation procedures posted by the doors. Staff take their roll call books and take attendance to make sure all youth are accounted for.

**TORNADO:** In the event of a tornado, the participants are directed to the designated areas. Staff take their roll call books and take attendance to make sure all youth are accounted for.

**LIGHTNING:** In the event of lightning, youth are brought inside until the storm passes. Attendance is taken and every participant is accounted for.

**SHELTER IN PLACE, LOCKOUT AND LOCKDOWN:** Staff members direct participants to designated areas. Staff take their roll call books and take attendance to make sure all youth are accounted for.

**INCLEMENT & EXCESSIVELY HOT WEATHER**

Staff limit the time outside on excessively hot days or when the weather is inclement. Staff bring the youth inside periodically and provide water to prevent heat exhaustion or heat stroke. Based on the *Child Care Weather Watch*, the program Director makes the decision on a day-to-day basis whether the youth will go outside.



The city of Thornton uses a Weather Line to cancel classes. We try to keep this to a minimum and do not cancel classes lightly. Check this throughout the day when weather is bad, as it will be updated for morning, afternoon, and evening classes. You are always welcome to keep your youth home if you are not comfortable driving — we do not keep truancy records.

**Please put the Weather Line number, 720-977-5908, in your phone and check it before heading to programs during inclement weather.**

**CHILD ABUSE** Staff members who have a reasonable cause to know or suspect that a youth has been subjected to circumstances or conditions which would reasonably result in abuse or neglect, shall immediately report or cause a report to be made of such fact and will then notify the Adams County Social Services at 1-844-CO-4-KIDS and/or the Thornton Police Department at 720-977-5124.

### **COURT ORDERS AFFECTING ENROLLED YOUTH**

If an enrolled youth is the subject of a court order (i.e. Custody Order, Restraining Order, or Protection from Abuse Order) the Thornton licensed programs must be provided with a certified copy of the order together with all attachments.

Staff must be given adequate time to review the certified copy of the order to be able to comply with the order. In the event the program is unable to implement compliance with the order immediately due to its complexity, inadequate time to review the orders etc., staff will notify the parent that:

1. If there is a previous existing order, such order shall continue to be followed until such time as the new order can be reviewed and implemented. If the custodial parent is uncomfortable with this procedure, staff may recommend that the custodial parent keep the youth out of the program until the order can be properly implemented.
2. If there is no pre-existing order, staff may recommend that the custodial parent keep the youth out of the program until the order can be properly implemented.

It is the responsibility of the custodial parent to update the Registration form as necessary to be consistent with any court order.

The orders of a court will be strictly followed, provided however that should the court order allow for a variation, such variation will be permitted upon written request of the custodial parent. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for any variation from the court order.

In the absence of a court order on file with Thornton licensed programs, both parents shall be afforded equal access to their youth.

Thornton licensed programs cannot, without a court order, limit the access to an enrolled youth by one parent at the request of the other parent.

If conflicting court orders are presented, the most current court order will be followed. If there is a conflict between the terms of this Handbook and court orders, the orders shall govern.

**CITY RECORDS REQUEST** If you would like to view city records like attendance, registration forms, etc. for your youth, visit: [www.ThorntonCO.gov](http://www.ThorntonCO.gov) and go to government then City Clerk. Please print, complete and fax the Public Records Request to Records at 303-538-7224. Please call Records at 303-538-7615, to verify receipt of your request and if you have additional questions. You may also bring the completed request to the Thornton City Clerk's office, 9500 Civic Center Dr., second floor. Be advised that all written public records requests become a public record. You can refer to the fee schedule to determine the cost for obtaining copies of documents. For privacy and security, all identifying information not pertaining to your youth will be blacked out.



## EMERGENCY & IMPORTANT PHONE NUMBERS

**911 - For fire, police, ambulance. If 911 is not available: call local fire, police, hospital**

### Trail Winds Recreation Center

Front Desk . . . . .	720-977-5700
Preschool/Kid Camp Director . . . . .	720-977-5942
Preschool/Kid Camp Classroom . . . . .	720-977-5780

### Carpenter Recreation Center

Front Desk . . . . .	303-255-7800
Preschool/Kid Camp Director . . . . .	720-977-5942
Preschool/Escape to Adventure/Counselor Cadet Classroom . . . . .	720-977-5781
Recreation Coordinator . . . . .	720-977-5916

### Thornton Police Department

Emergency . . . . .	911
Non-emergency . . . . .	720-977-5124

### Thornton Fire Department

Emergency . . . . .	911
North Suburban Hospital . . . . .	303-451-7800

**Adams County Health Department . . . . . (303) 220-9200**  
4430 S Adams County Pkwy, Brighton, CO 80601

**Rocky Mountain Poison Control . . . . . Toll Free 1-800-222-1222**

**Adams County Social Services . . . . . 303-412-8121**

### Colorado Department of Human Services

**Division of Child Care Services . . . . . 303-866-4426**

**Trail Winds Recreation Center Licensing Specialist . . . . . 303-914-6100 ext. 3189**

### Carpenter and Thornton Community Centers

**Licensing Specialist . . . . . 303-914-6100 ext. 3056**

## What is a MEDICAL HOME TEAM?

A Medical Home TEAM is you and your chosen group of trusted health care professionals working together to organize the health care needs of your whole family using the best available tools, information and technology. Players on your Medical Home Team may include: doctors, specialists, nurses, dentists, therapists, pharmacists, teachers and care coordinator or navigator.

### You know you have a MEDICAL HOME TEAM when the players on your team...

- Work with you to coordinate all of your family's health care needs.
- Help to build your Medical Home Team.
- Really listen and respect your ideas.
- Is sensitive to the values of your family.
- Shares information with you about resources in your community.
- Help you find specialists when they are needed.



"What's really helpful is having a coordinated approach to care and really feeling like I have a partner in my child's care." - Colorado parent, August '09 Denver Post

Average ER visit is **five hours**.

Average visit to your health provider is **45 minutes**.

## How a MEDICAL HOME TEAM HELPS YOUR FAMILY

**ESTABLISHES** partnerships for your health care needs.  
**COORDINATES** your health care.

Avoids unnecessary **EMERGENCY ROOM** visits.

**INCLUDES** your family in health care decisions.

**OFFERS** help to find the right information, resources and people.

**PROMOTES** a healthy lifestyle.

**PREPARES** you for tomorrow's health needs.

**3 out of 4** families feel it's difficult to get information about quality health care.

### THAT'S WHY HAVING A MEDICAL HOME TEAM IS IMPORTANT

"My daughter's Neurologist really took the lead in working with me to build our Medical Home Team. He really cares and helps me to understand what questions I should be asking. He provides the information that I need and his office manager even helps me schedule and coordinate appointments with other specialists." - Douglas County Parent

"My husband has a heart condition and needed to be seen by a heart specialist. Our Medical Home Team led by our family physician arranged for that visit, made sure we were prepared, and that the test results from the appointment were provided to us and to the entire Medical Home Team." - Mesa County Resident

## YOU ARE A CRITICAL PLAYER on your MEDICAL HOME TEAM!

### WHAT YOU CAN DO TO FORM A MEDICAL HOME TEAM...

- **SELECT** a health provider you trust. If you don't have a trusted health provider ask us to help you find one.
- Ask for **SUGGESTIONS** for who should be included on your Medical Home Team.
- **MAKE LISTS** of what is happening with your family's health concerns, medications and supplements. Be sure to share this list with your health provider.
- Contact your health provider before going to the **EMERGENCY ROOM**. Decide together when it makes sense to go to the ER.
- Have your **INSURANCE CARD** with you at all times.
- **TEACH** your children to ask questions and to talk with you and their providers about concerns and health needs.
- **GET TO KNOW** your health provider - your Medical Home Team coach.
- **ASK, ASK, ASK**. If you don't understand something, be sure to get the explanations you need.

### ABOUT THE COLORADO MEDICAL HOME INITIATIVE

The Colorado Medical Home Initiative (CMHI) of the Colorado Department of Public Health and Environment is going beyond established definitions of a Medical Home and identifying it as a Medical Home Team approach to health care. The CMHI works in collaboration with partners to inform and promote a Medical Home Team approach to coordinated, quality, cost-effective health care that provides measurable health benefits to all Colorado residents, communities and organizations. The CMHI also works to establish a Medical Home System, which is the infrastructure to support a Medical Home Team approach for all Coloradans.

#### Colorado Medical Home Initiative Partners



Colorado Department  
of Public Health  
and Environment



**FAMILY VOICES**  
COLORADO

**COLORADO**  
CLINICAL GUIDELINES  
**COLLABORATIVE**

# MEDICAL HOME

A TEAM of health professionals  
dedicated to your health care

Everybody Wins on a MEDICAL HOME TEAM



For more information and help in  
building your MEDICAL HOME TEAM  
call Family Voices Colorado at  
**1.877.731.6017** or visit  
[www.ColoradoMedicalHome.com](http://www.ColoradoMedicalHome.com)



**COLORADO**  
**MEDICAL HOME**  
**INITIATIVE**

Creating healthcare partnerships for you.

## HOW TO FIND A MEDICAL HOME

- Go to: <http://coloradomedkalhome.org/>
- Enter your ZIP code under “Find a Medical Home Provider,” then press SEARCH
- Optional:
  1. Select a distance
  2. Select from the list of specialties - Family Medicine, Pediatrics, OB/GYN

For questions or comments, contact:

### Colorado Medical Home Initiative

4300 Cherry Creek Drive North  
 Denver, Colorado 80246-1530  
 303-692-2370

### HEALTH CLINIC CONTACT INFORMATION

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>■ <b>Clinica Family Health Services*</b> <ul style="list-style-type: none"> <li>• Pecos Location<br/>1701 W. 72nd Ave.<br/>Denver, CO 80229</li> <li>• Thornton Location<br/>8990 N. Washington St.<br/>Thornton, CO 80229</li> <li>• Federal Heights Location<br/>8300 Alcott St., Ste. 205<br/>Westminster, CO 80031<br/>*Phone number for all 3 locations:<br/>303-650-4460</li> </ul> </li> <li>■ <b>Kaiser Permanente</b> <ul style="list-style-type: none"> <li>• Westminster Location<br/>11245 Huron St.<br/>Westminster, CO 80234<br/>303-338-4545</li> <li>• Brighton Location<br/>859 S. 4th Ave.<br/>Brighton, CO 80601<br/>303-338-4545</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>■ <b>Mountainland Pediatrics</b><br/>8889 Fox Dr.<br/>Thornton, CO 80260<br/>303-430-0823</li> <li>■ <b>Rocky Mountain Youth Clinics</b><br/>9197 Grant St.<br/>Thornton, CO 80229<br/>303-450-3690</li> <li>■ <b>Peak Pediatrics</b><br/>12774 Colorado Blvd.,<br/>Ste #141<br/>Thornton, CO 80241<br/>303-996-6005</li> <li>■ <b>Kids First Health Care</b> <ul style="list-style-type: none"> <li>• Commerce City Location<br/>4675 E. 69th Ave.<br/>Commerce City, CO<br/>80022<br/>303-289-1086</li> <li>• Westminster Location<br/>8030 Irving St.<br/>Westminster, CO 80031<br/>303-428-4384</li> </ul> </li> </ul> |
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### FINDING HEALTH INSURANCE

#### Medical Insurance

Get information on how to find and sign-up for health insurance including the Affordable Care Act, COBRA, long term care and health care for people with disabilities.

**[www.usa.gov/finding-health-insurance](http://www.usa.gov/finding-health-insurance)**

**1-844-USA-GOV1**

#### Connect for Health Colorado

Connect for Health Colorado is a resource to find affordable Health Insurance and apply for financial assistance.

855-Plans-4-You (855-752-4968)

TTY 855-346-3432

<http://connectforhealthco.com/person-help/>

#### Health Care Program for Children with Special Needs

Tri-County Health Department  
 HCP: 303-761-1340

Elbert County HCP: 303-621-3144

State Health Department HCP:  
 303-692-2370

<http://www.tchd.org/hcp.htm>  
[www.tchd.org/hcp.htm](http://www.tchd.org/hcp.htm)



**ORAL, HEARING AND VISION HEALTH**

■ **Kids in Need of Dentistry (KIND)**

A nonprofit organization that provides high-quality, affordable dental care to youth in need throughout Colorado

Accepts Medicaid and CHP+

**Please Fax Referrals to:  
303-288-5393**

Tri-County Health Department  
4201 East 72nd Ave.  
Commerce City, CO 80022  
Phone: 303-439-5961  
Website: [www.kindsmiles.org](http://www.kindsmiles.org)

■ **Clinica Dental Services**

Provides comprehensive dental treatment and preventative services to youth who are established Clinica patients or who are willing to become a Clinica patient.

In order to become established with a doctor, the family can call the Bilingual Call Center at: 303-650-4460

■ **Ridgeview Pediatric Dentistry**

Youth-friendly pediatric dental practice that accepts a wide variety of major insurances, including Medicaid and CHP+

Parents are welcome during treatment and are encouraged to become participants in the development of healthy dental habits

**For Referral Please Call:  
303-650-0310**

14697 Delaware St., #210  
Westminster, CO 80023  
Website: [www.ridgeviewkids.com](http://www.ridgeviewkids.com)

■ **Hearing Screenings Resources for Infants and Young Children**

Children’s Hospital  
Bill Daniels Center for Children’s Hearing  
For information on setting up a screening call 720-777-6801  
For more information on the services provided go to: <https://www.childrenscolorado.org/doctors-and-departments/departments/ears-nose-and-throat/clinics/daniels-center/>

**VISION SERVICES ADAMS COUNTY PROVIDER LIST**

<p><b>Adventure Vision</b> 1407 West 84th Ave. Denver, CO 80260 720-214-4746 Ages 0-20 Years /Spanish Speakers Medicaid &amp; CHP+ Accepted</p>	<p><b>Westminster Eye Associates</b> 8787 Turnpike Dr., Ste. 150 Westminster, CO 80031 303-427-1426 Ages 0-20 years Medicaid &amp; CHP+ Accepted</p>	<p><b>Bright Eyes Vision Clinic</b> Pinnacle Shopping Center 550 E. Thornton Pkwy. Thornton, CO 80229 303-920-3937 Medicaid &amp; CHP+ Accepted</p>
<p><b>One Hour Optical</b> 3867 E. 120th Ave. Thornton, CO 80233 303-450-0200 Medicaid &amp; CHP+ Accepted</p>	<p><b>Gift Of Sight /LENS CRAFTERS</b> 1001 E. 120th Ave. Thornton, CO 80234 303-255-1785 Medicaid &amp; CHP+ Accepted</p>	<p><b>Northglenn Optometric Center</b> 10360 Melody Dr. Northglenn, CO 80260 303-452-5670 Medicaid Only Accepted</p>
<p><b>May Eye Care</b> 400 West 144th Ave., Ste. 210 Westminster , CO 80023 303-428-9696 Exams Only Medicaid &amp; CHP+ Accepted</p>	<p><b>Vista Eye Care</b> 4243 E 136th Ave., Ste. 342 Thornton, CO, 80602 303-450-2020 Medicaid Only Accepted</p>	

**REFERRAL ROADMAP COMMUNITY SERVICES AND SUPPORTS:**

- **MamaTalk**  
A support group for new and expecting moms (English & Spanish groups)
- **The Family Center**  
6770 Monaco St. Commerce City, CO  
Offers classes and groups for parents and caregivers. Provides referrals to programs and resources. Offers opportunities to connect with others in your community.  
Contact [admin@ecpac.org](mailto:admin@ecpac.org) or 303-289-8544 for more information.
- **Friends & Family Support Group**  
A group of families, friends, and individuals whose lives are touched by mental illness. Meets on the last Wednesday of every month from 7-9 p.m. at 8931 Huron Street, Thornton (Community Reach Center -Mary Ciancio Memorial Building)  
Call 303-853-3770 for more information.
- **North Adams Grandfamily and Kinship Care Providers Support Group**
- **Families First**  
Support Group for Parents and Caregivers (English & Spanish groups, youth's group offered at participating locations)  
[www.familiesfirstcolorado.org/](http://www.familiesfirstcolorado.org/)
- **EMPOWER Colorado**  
Parent Support Groups (dinner and youthcare provided)
- **Uniquely Ours**  
A support group for families who have youth with special needs
- **Catholic Charities of Denver**  
Kinship Care Support Groups (English & Spanish groups)

**For more information on Community Resources:**

Visit ECPAC's website: [www.ecpac.org](http://www.ecpac.org)