



Family Handbook

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www.headenver.org

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Welcome to the Hebrew Educational Alliance Preschool!

We are excited that you have chosen HEA Preschool. Our goal is to be partners with you and your family on this early childhood learning journey. We offer high quality half and full-day programs within an enriched Jewish environment. We pride ourselves in providing a secure and loving atmosphere so that young children can develop a positive self-image and grow intellectually, physically, emotionally, and socially. Our educational approach values learning experiences through play, with activities and materials that encourage creativity, self-expression, and inquiry. Through on-going professional development our teachers and staff are trained to discover the uniqueness within each child and to help each child develop a sense of mastery and self-confidence in their abilities.

Thank you for sharing your child/ren with us. We look forward to an amazing year together.

If you have questions, or concerns about any of the information and policies in this handbook, please let us know. This handbook is shared electronically with all families. Hard copies are available upon request. We are happy to discuss anything not covered.

Thank you once again for sharing your children with us. We look forward to watching your child/ren grow during their time at HEA Preschool. We are all on this journey together!

The vision statement of HEA Preschool

The HEA preschool is a warm and inclusive second home for our families, one rooted in Jewish values and traditions and guided by best practices in early childhood education.

We value learning and invest in extraordinary educators. We do this through competitive compensation, professional development, and support.

We recognize each child as a capable and valued member of our community. Our educators provide a safe, emotionally supportive setting to encourage playful inquiry and ensure our children gain the skills necessary to become lifelong learners.

We believe that children, families, and educators should work in partnerships to create an environment filled with love, exploration, and wonder. Through collaborative learning, we provide engaging outdoor and indoor spaces which foster creativity and imagination and support children's growth.

We welcome and encourage families to connect with one another, to build lifelong relationships and to meaningfully engage in the HEA programs and in the broader Jewish community.

Our vision statement was confirmed on May 1, 2019, through the work of our Leadership Team, comprised of educators, parents, staff and clergy. Our vision is aspirational and will move us into the future, setting standards for excellence in our school. We welcome new, current, and past families to join us on our journey.

Our vision is reviewed annually by the Preschool Leadership Team.

The Leadership Team is one of the many ways we invite parents to dialogue, discuss and learn together as we make goals to advance our school. We do ask that interested participants make a one-year commitment to the group and attend monthly meetings regularly. The work of this group informs and creates an ongoing growth plan or QIP that is shared with all staff, families, and stakeholders. The Quality Improvement plan is located on our website under Parent Resources for families to view at any time. It is a on-going Improvement plan that can be updated throughout the year. You can click [here](#) to be directed to the document. **COS 3.1b**

If you are interested in being a part of our leadership team, please reach out to Dani Wynn at dwynn@headenver.org or Jamie Lambert at jlambert@headenver.org for more information.

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CONTACT INFORMATION

While we hope this handbook and our website, www.headenver.org/preschool will be informative and helpful, we are always happy to provide clarification or additional information. Never hesitate to give us a call or send an email and we will get back to you as quickly as possible.

WHO	WHY	HOW
Jamie Lambert Co-Preschool Director	Any reason; Enrollment, tuition, concerns	303.758.1462 Jlambert@headenver.org
Dani Wynn Co- Preschool Director	Any reason; Forms, Brightwheel, Judaic programming and concerns	720.390.4436 Dwynn@headenver.org
Rabbi Sarah Shulman	Any	Rabbishulman@headenver.org
Steve Levine CEO/Executive Director	Any	steve@headenver.org
Mallory Bustow Director of Education and Lifelong Learning	To continue with our religious school program, HEART K- 12 education or Adult Education	720.390.4423 mallory@headenver.org
Amy Karp Director of Engagement	Membership inquiries, small group connections	303.758.9400
Crystal Haug HEA Accountant	Financial Statements	720.390.4428

PROGRAM SCHEDULE

Full day Program	9:00 a.m.- 3:30 p.m. (Monday-Friday)
Half day Program	9:00 a.m. - 12:30 p.m.
Before Care	7:30 a.m. - 9: 00 a.m. (offered Monday - Friday)
After Care	3:30 p.m. - 4:30 p.m.

The following schedules are offered for infants*, toddlers*, two's*, threes and Pre-k

Two day* classes Tuesday and Thursday
 *Only offered for infants, toddlers and twos

Three-day classes Monday, Wednesday, and Friday

Five-day classes Monday through Friday

**Please refer to the school calendar for school events, closings, non-student days and holiday closings. The preschool is closed for ALL MAJOR JEWISH HOLIDAYS.*

SAMPLE SCHEDULE

****NOTE**** Each classroom adapts to the class schedule according to the age group and special schedules.

Morning 9-12:30	Afternoon 12:30-3:30	Before and After Care
Arrival & Free Experiential Play Snack & Bathroom Morning Meeting Time Outside Time Bathroom & Lunch	Rest time Enrichment Activities Programming varies Bathroom & Afternoon Snack Dismissal of Afternoon	Arrival/Transition to class Free Play Outdoor Play Bathroom and Snack Dismissal or transition to class

What is free play?

During free play, classroom materials and toys are available to the children. This includes math/fine-motor, nature and science, art materials, block area, dramatic play, book area, and music. Free play allows children to make choices, show their interests and engage in meaningful play. Having uninterrupted blocks of time to play lets children build stamina and attention.

Quality in Early Childhood Education

Using the **Colorado Shines** quality indicators, NAEYC standards, and the **Standards of Excellence**, developed for Jewish Early Childhood Education Centers, as a guide for best practice we have or will be executing the following policies. As of July 2021, HEA preschool received a level 4 Colorado Shines rating. We are slated to be re-rated in November of 2024. Our handbook is one component of the rating process, the **highlighted COS** notations indicate a specific quality indicator.

Our Educators

All educators will create and maintain a personalized Professional Development. Individual plans will inform and align with the school's growth plan. Resources for professional development include PDIS course work, annual conferences, monthly staff meetings, college coursework, Community of Practice offered by our Denver/Boulder various network, programming provided by the Denver Early Childhood counsel, coaching hours, teacher in-service times. Educators are encouraged to utilize available opportunities to maintain the yearly state requirements for continuing education. Financial support is available upon request. **COS 1.13 a and b**

Primary Caregivers and Continuity of Care

To promote the formation of strong emotional bonds between children and caregivers, one to two staff are assigned to each classroom as the primary teachers. Children remain in the same classroom for a minimum of one school year with their peers. Our classroom teachers are asked to make a minimum commitment of one school year as they are critical to the success of their classroom. **COS 4.5**

Classroom Enrollment and Teacher-Child Ratios

Appropriate teacher-child ratios are one of the main aspects of a high-quality early childhood program. Studies show that lower class sizes and smaller teacher-child ratios may improve child outcomes, help reduce behavior problems, lower rates of special education placements, reduce teacher stress, and improve the teacher's experience. Appropriate teacher-child ratios can promote stronger teacher-child relationships, improve child outcomes, and enhance the overall experience for both the teacher and children.

To provide continuity of care/stable groups we rarely change children's placements from August-May, to be licensing compliant we may ask families to obtain a written statement from their health care provider in the following scenarios.

1. To remain in an infant room after turning 18 months old.
2. To remain in a toddler room after turning 36 months.

We currently maintain ratios at or below NAEYC and Colorado Licensing standards. Enrollment is evaluated yearly for quality, staffing and financial sustainability. **When**

floaters are not needed to cover teacher breaks they are in the classrooms to support lower classroom ratios. **COS 4.3abc**

NAEYC ratio standards

https://www.naeyc.org/sites/default/files/globally-shared/downloads/PDFs/accreditation/early-learning/staff_child_ratio_0.pdf

Age Category	Ratio	Maximum Class Size*
Infant (Birth–15 months)	1:4	8
Toddler/Two (12–36 months)	1:6	12
Preschool (30 months–5 years)	1:10	20
Kindergarten (Enrolled in any public or private kindergarten)	1:12	24
**School-Age (Kindergarten- third grade)	1:15	30

*If your program is above the maximum class size then you will receive a no rating for that item.

Family as Partners **COS 2.11**

We see family partnerships as key to the success of our program and want to give all families the opportunity to be informed, collaborate, and involved in our school. We encourage you to participate in the many opportunities that are available throughout the year.

Ways for our families to be involved in the school community.

- **Parent Ambassador**
Any school parent can fill this role, duties may include connecting with a new school family, organizing an event inside or outside of school, collecting funds for teacher appreciation, creating a meal train for a family.
- **Leadership Team**
This team commits to meeting monthly for a minimum of one school year. The team creates and maintains our school vision through shared learning, language, and action. **COS 2.11**
- **Parent Committee**
Quarterly meetings are open to all families to discuss school practices and policies in a constructive manner. School fundraising, special events, and family connections are the focus of this group.
- **School Volunteers**

Each classroom will decide when a good time might be to come in for a volunteer opportunity. Reasons to volunteer may include sharing talent or expertise, a special project, or simply reading a favorite book. Please coordinate with your classroom teacher and school administration to volunteer. While we love parent visitors, we are unable to accommodate additional siblings and/or friends during class time (classroom parties are an exception). This is due to the state regulations concerning class size and child ratio.

At HEA Preschool we value the trust our families place in our educators to care for and educate young children. As such our staff regard children as capable and create classroom culture that responds appropriately to the emotions, curiosities, and behaviors of young children.

Our Approach to Challenging Behaviors

We believe in positive, respectful methods of discipline. We establish consistent, age-appropriate limits to help children function in their world as successful individuals. This helps children develop a sense of independence and responsibility through reinforcement of positive behavior.

We state expectations in a positive, respectful manner: “Blocks are for building.” “Use your inside walking feet.” “Sand is for digging.” “Use your words to tell your friends what you want.”

We strive to allow children to settle their own differences as much as possible. We observe and monitor what is taking place to see how they might work things out. If adults continue to intervene in children’s interactions, children are unable to develop skills to solve their own problems. If a child comes to us to tell us of a problem, we help the child with the vocabulary that they might use in solving the problem: “Tell him you don’t like it when he hits you.” “Ask her when it will be your turn.”

When a child has been hurt by another child, we talk with both children. We use dialogue such as: “Look at John, how do you think he feels? What could you do to make him feel better?” The teacher will offer suggestions if necessary. We also give attention and support to the child who was hurt.

We encourage positive behavior at all possible times, seeking ways to accentuate the positive in all individuals.

Curriculum

Our approach to learning is a result of careful and detailed planning in accordance with the best available knowledge of child growth and development. We have intentionally designed the program to meet the individual child’s needs while

promoting continuous growth in social, emotional, intellectual, physical and creative development.

Children learn by doing, touching, tasting, hearing, smelling, experimenting, and wondering. “Play” is the major activity of all young children and the basic ingredient for their learning. It is the medium for self-expression as each individual child organizes and makes sense of the world.

When children play, they learn to:

- explore and experience.
- invent and create.
- hypothesize or make a guess.
- test and discover.

Play provides the most permanent and meaningful learning of cognitive concepts. Play also promotes social values. Social sensitivity is not something that is suddenly achieved; it is a slow process that involves learning how to share, cooperate, and empathize with others. Through play experiences the child learns to initiate and sustain relationships with others, while building interpersonal trust and gaining emotional maturity. We provide a large variety of constructive, dramatic, and creative materials and experiences to facilitate this growth.

Additionally, the HEA Preschool’s program emphasizes the development of a positive Jewish identity through experiences involving Shabbat, Jewish holidays, blessings, culture, and Jewish values.

Other program highlights include:

- Weekly Shabbat Sing with Rabbi and staff, join us Fridays at 9:15am **COS 2.4**
- Sample afternoon enrichments may look like: Movement Monday, Tuneful Tuesday, Wonder Wednesday, Thinking Thursday, Friendship Friday
- Experienced teaching staff and an active parent committee
- Synagogue wide family programming
- Parent Education Series/Parent Tot classes (varies year to year)

Diversity and Language in the classroom

While deeply connected to our Jewish identity and values, we recognize and celebrate the uniqueness each member of our school community. HEA Preschool is open to all regardless of race, sex, national origin, or religion. We commit to furthering our knowledge and commitment to anti-bias education and awareness. Our students are exposed to images, literature, language, music, and toys reflecting the differences and similarities in the world around them.

Home Language

- Non-English Speaking Family Communication

Effective communication with children and families is central to the program's core beliefs. Both English-speaking and non-English-speaking families will receive competent communication regarding any valuable information about their child and the program.

At HEA Preschool, we provide our families with quality care. In some circumstances, communication creates a barrier between family and HEA staff which can impact the quality of services we provide. HEA Preschool will take reasonable efforts to communicate with English as a second language families in their home language. If there is a language barrier that limits communication with a family, we will utilize a translator from Trans-Perfect Translation Services of Denver. **COS 2.1**

<https://www.transperfect.com/locations/denver.html>

We will use their service to schedule an over the phone appointment to assist families. We will ensure that written forms of communication are translated either through a language translation service or by using Google translation services.

Language Line
800-752-6096

If a classroom has a dominant second language, more than 50% of children are fluent in a language other than English, a teacher fluent in the second language would be assigned to this classroom. **COS 4.7**

Parent Feedback and Data Collection

As we all work collaboratively to create an excellent school experience for our children and families, we welcome and collect parent feedback around school policy and procedure. When evaluating school needs regarding school hours, program offerings, fundraising, parent feedback and involvement are invited. The results of parent surveys are shared either through email, newsletters, parent portal (like Brightwheel) or personal one on one conversation. **COS 2.10b**

DEVELOPMENTAL CONCERNS

If the parent or teacher of an enrolled child has a concern that their child has a developmental delay or other problem, (physical, developmental, emotional, social, or behavioral), HEA Preschool staff will support the parent with contacting the appropriate agency for further observation and evaluation. After an assessment from a physician or other professional, the parents and agency representative will develop a plan for the services the child needs. If at any point a parent refuses to seek the additional support recommended by HEA Preschool or chooses not to participate in the meetings or conferences, this will indicate to the administration that the parent is not willing or ready to participate in the problem-solving process at that time and the family may be asked to find alternative care.

It is important to note that although HEA Preschool will work with all children to address a variety of disabilities, our staff does not have specialized degrees or expertise that may be needed to address every disability or health need. In the event the parents or the teachers have a concern regarding any one child's development, the parents and the teachers will meet and discuss all available options that will provide the child with necessary help and interventions. This is a collaborative venture; participation and cooperation of all involved parties is required.

If it is determined that the child is not progressing as expected and that the child needs more comprehensive services than HEA Preschool is able to provide, the family will need to find an alternative educational placement within 30 days of the decision.

Early Intervention and Special Needs COS 2.15/2.16

HEA Preschool is committed to identifying developmental issues that may affect a child's success in school and later in their adult life. Early intervention is the key to mediating any issues that may arise for a child. Families with children with special needs are welcome to apply for enrollment. HEA Preschool is an environment that strives to accommodate the needs of all children. In some cases, the administrative staff, consulting with Nurse consultant, and/or our Special Education consultant will determine if we are able to meet the child's needs and if the child will benefit from our program.

If a teacher notices behavioral or other concerns with a child during class time, the teacher will contact the director for support. The director will make a classroom observation to decide the next steps. Recommendations might include classroom adjustments, a meeting with parents, asking parents to contact their pediatrician and/or ChildFind, having an outside observation, etc.

Child Find

Child Find is part of Colorado's system for identifying children suspected of having a delay in development. If a young child is not meeting typical developmental milestones, or someone is concerned about the child's growth or learning, child find teams will evaluate how the child plays, learns, speaks, behaves, and moves. The purpose of the evaluation is to determine if there is a significant delay or if there is a need for early intervention or special education services. Evaluations conducted by Child Find teams are at no cost to parents.

<https://www.cde.state.co.us/early/childfind>

In the Denver Metro area ChildFind is associated with your local school district and/or county. Denver County contact 720-423-1410. Additional resources are available upon request. **COS 2.15/2.16**

Each child who has identified special needs and an Individualized Education Plan (IEP) or Individual Family Service Plan (IFSP) must provide a copy of the plan to HEA Preschool prior to enrollment. This form must be filled out by Part B or Part C agency staff or physician and clearly state a child's diagnosis, special instructions for care, and necessary medication. The parent is responsible for providing this form to the Director prior to enrollment.

Any special needs and/or problems should be reported to the teachers before the child enters the school. If problems arise during the year, parents should feel free to call the teacher to discuss the matter and/or to arrange a conference.

HEA Preschool will collaborate and partner with outside agencies providing additional support when necessary. This may include children enrolled to dual programs or receiving additional services within or outside of school. A release of information agreement will be given to all parties involved. **COS 2.15/2.16**

It is well documented that the beginning years of all children's lives are critical for building the early foundations of learning and wellness needed for success in school and later in life. During these years, children's brains develop rapidly, influenced by the experiences they share with their families, teachers, peers, and in their communities. Like all children, children with disabilities must be exposed to a variety of rich experiences where they can learn in the context of play and everyday interactions and engage with their peers with and without disabilities. In partnership with families, high-quality early childhood programs can facilitate the inclusion of children with identified special needs and provide experiences that foster learning for all children and support the learning and development goals of each child, including those with special needs.

The HEA Preschool is committed to providing high-quality inclusive support and care for families and children with special needs. To that end, we are committed to partnering with families and children with special needs to support their inclusion

within the classroom and program, as well as meet their learning and development goals. Some examples of how we can support the child's inclusion into the program include specialized seating, providing individualized schedules, and, among many other supports, materials specially selected for their unique physical and/or social-emotional needs. Parents and guardians have a special understanding of their children's unique qualities and characteristics, such as temperament, strengths, and interests. Those insights are valuable and add important information that will help us as teachers and professionals better meet the needs of your child and family. We will also be sharing information we learn about your child during informal check-ins at pick-up and drop-off, during scheduled meetings, or as needed. The goal is to work collaboratively to help your child to be successful. **COS 2.15**

Transitions **COS 2.9a**

To support families and children through common early childhood transitions we offer the following guidance. If at any time your family experiences other transitional events, a move, a new baby, loss of a loved one/pet, change in family structure, parental employment, etc please share with your teacher/administrative team so we can best respond to your child's emotional needs.

If you are needing additional support, the HEA Rabbi and CEO are available. You may reach out to them by phone or by email and schedule an appointment.

During the school year, feel free to notify us of any special events in your child's life to which we may help him/her adjust by means of stories, discussions, etc. For example: the birth of a new baby, a special vacation, a move, a hospital stay, etc.

In their time in preschool children experience three to four school related transitions.

1. Attending school for the first time

- **School Visits.** Prior to enrollment, families are invited to visit the school and classroom by appointment. Upon enrollment parents are sent an email to complete the necessary onboarding documents including child information, parent contacts, medical information, releases and reviewing and acknowledging receipt of the school handbook.
- An open house is offered at the beginning of each school year for children to visit their classroom for a short period of time. Visiting is a way for your child to get acquainted with the Center so that they are comfortable on their first full day of school. This time provides the parents with a preview of some of the activities their child will be involved in daily, as well as gives an opportunity for open communication between the parent and teacher regarding the care of the child.
- Open House and or/Back to School Night is held at the beginning of each school year. This evening event gives families the opportunity to speak with the Director, classroom teachers and connect with other school families.
- On your first day, you may drop off your child at school at their scheduled start time. We have found that it helps if you establish a routine for school days. Children thrive on consistency and preparation. Saying goodbye can be hard for both parent and child. When your child is greeted by their teacher a quick and sweet goodbye is perfect. If your child cannot be comforted by their caregivers, we will contact you and develop a plan for successful separation.

2. Transitioning to a new classroom

- **Classroom Change:** We understand the importance of continuity and stability in the classroom. The children are scheduled to spend a year or more in one class depending on the age the child was enrolled in. This ensures that each child will have the stability of the same teaching staff and classmates. Most classroom changes are planned for August or other school breaks. If a mid-year change is necessary, we will meet with the family and staff involved to create the best transition plan for the child.
- When a child is ready to transition to the next age group, age and developmental readiness is taken into consideration. Parents will be notified, and a conference may need to take place with the new teacher and parents. This is so that the teacher knows how to best support the continued development of the child, and it is an exciting time for parents to learn about the new teachers and any schedule changes and lesson plans that will take place in the new room. The physical move from one class to the next usually takes 3 days. The first day the child will spend a short time in the new class and return to his/her original classroom. Each day the child will spend a progressively longer time in the new classroom.

3. Transitioning Kindergarten

- **PreK to Kindergarten:** To assist parents, Pre-K teachers will encourage parents to arrange visits to the elementary school their child will be attending in August. Due to the number of different elementary schools HEA children attend, we are unable to arrange Kindergarten school visits. However, teachers will urge parents to act as advocates for their children. The Spring parent conference provides assessment information which can be shared with the kindergarten teacher. Parents whose child has an Individual Education Plan (IEP) will be persuaded to schedule an Admission, Review, and Dismissal (ARD) transfer meeting in April or May with the receiving elementary school. Teachers will give advice on how parents can help their children and themselves cope with anxieties related to the preschool to kindergarten transition.
- Many of our students continue to Denver Jewish Day School. DJDS invites all families to visit and attend family events and programming.
- We can also connect families with alumni families attending another local public and private schools
- Our Pre-K teachers plan several activities for the children to help prepare them. Such activities include reading books about kindergarten, dramatic play designed to address the changes and emotions of beginning a new school, building skills around independent work, stamina for a full day of learning, navigating a larger building, and celebrating the time spent at HEA.

4. Transitioning to another program

- Children also transition out of a school for multiple reasons, such as the family moving to a new area or because a child will be going to kindergarten. This type of transition can also be stressful for a child and for families.
- To support the child's transition to a new program, we offer exit conferences between families and program teachers upon request, share data so families can make it available to the child's new teacher, and communication between programs if authorized. We also have informational documents that we can provide you with to help your child with the transition.

COMMUNICATION

Effective communication between teachers and family units is essential to your child's education. We offer a variety of ways to communicate about you and your family's needs.

Please remember that transition time (drop off and pick up) is NOT the time to discuss essential information with your child's teacher. Please make the time to set up a meeting (via email, phone call, or in person) so that it will be uninterrupted. When our teachers take time to have a meeting during class, they are taking time away from your child/ren's learning time.

Here are ways that we communicate with families at HEA:

- Monthly School Newsletters- Here we will provide important Preschool information as well as HEA family events. It is important to "opt -in" for these weekly updates.
- **Brightwheel**- Parent/Family app with individual child feed (photos, daily notes, documentation for napping/diapering and classroom page, also used for attendance and required forms by licensing) **COS2.2,COS2.3**
- For those children receiving outside therapies, a folder/spiral notebook may be used to communicate between the families and therapist.
- Website- Here you can find our registration forms, calendars, and our staff list. <http://www.headenver.org/preschool>
- Biannual Parent Teacher Conferences We offer conferences both in the Fall and in the Spring. Parents are invited to sign up for a 20-30 minute conference with their teachers. This is a personal one-on-one meeting with your family and child's teacher to discuss their preschool journey that includes growth and development, formal and informal assessment results, and any upcoming transitions. At the end of the conference, Parents will provide a signature on their conference form with the information that was discussed at the time. A copy will be made to be sent home and one for their child's file. If the need arises for additional meeting, a teacher or parent can request, and we will arrange a time and space to meet. **COS 2.7**
- Administrators/Directors may schedule in person/or zoom call conferences with families to discuss school and or child concerns.
- Phone calls/Emails/Text/Messaging on Brightwheel- When we need to contact a family immediately, we use these methods (ex: your child is sick, confirming a pickup time etc....). Please be sure we have current contacts for you and your emergency contacts.

ENROLLMENT, TUITION, FINANCIAL AID, SCHOLARSHIPS, WITHDRAWAL AND VACATION/HOLIDAYS

ENROLLMENT

Enrollment for the August to May school year opens in the late winter prior. HEA Preschool is open to all regardless of race, sex, national origin, or religion. All enrollments, including re-enrollment, are based on availability, and not guaranteed. Applications for admission will be sent out to all interested parties.

Please note: *Members of the HEA are given priority status when registration begins in January. Next registration opens for currently enrolled, non-HEA member families. We will then open registration to the public after these two enrollment periods.*

HEA Preschool is open to children with special needs. Admission will be at the discretion of the Preschool Director after meeting with the parents and child to ascertain that the program can meet the needs of the child. Parents must make a full disclosure of the nature and degree of the child's special needs. It is understood our staff has no specialized training. Parents are asked to continue outside therapeutic support.

To enroll your child in the HEA Preschool program, please complete the online registration process through ShulCloud. You will need to create an account. Your registration is not complete until the registration fee and monthly tuition payment has been received. These fees are non-refundable and non-transferable. Enrollments are accepted in the order in which they are received. When your application has been reviewed and your child has enrolled, you will be sent an electronic invitation to complete the required documentation and some hard copy information. The required documents include Health forms, Release forms, and a developmental questionnaire. Every section must be completed on each form and returned prior to your child's attendance at our school.

- **Immunization Policy**

Colorado law requires all students attending Colorado schools and licensed child cares to be vaccinated against certain diseases unless they have a medical or non-medical* exemption on file ([Colorado Board of Health rule 6 CCR 1009-2](#)).

***Effective starting in 2019 HEA Preschool no longer accepts personal and religious exemptions*. Medical exemptions will still be accepted. If your child is on a delayed schedule, you will need a note from your physician stating the medical necessity for the delay.**

- **Children's Files uploaded via Brightwheel**

Each child's file, both electronic and paper, must contain:

1. A current year enrollment application

2. Signed Family Handbook
3. A Developmental form
4. A current medical form signed by your doctor.
5. An Immunization form signed by your doctor.
6. Allergy and Asthma Action plan if it applies, signed by the doctor.
7. A signed current release form if there are therapist that visit the school(OT, PT)

We are required to have these forms on file by the first day of school by the State of Colorado Department of Human Services. If your child's file is incomplete, your child will not be allowed to attend class until we have received all the required forms.

TUITION AND FEES

An annual registration fee plus one month's tuition is due with the application. These deposits are not refundable or transferable. Tuition rates vary by schedule and are available on our website.

HEA Member rates for the school year will be given to all HEA members in good standing who are considered "full" members of the Hebrew Educational Alliance Synagogue.

Tuition Due Dates: Tuition is payable in advance and due on the 1st of each month. Tuition is considered late on the 10th of the month and will be assessed a \$25.00 late fee. An additional \$25.00 will be charged each month until your balance is up to date. A \$30.00 processing fee will be assessed on any returned checks.

- It is important that your tuition account be kept current as delinquent or past due accounts may be cause for disenrollment of your child. The HEA Preschool will notify you 5 business days prior by email, phone, or mail if this action is taken, to allow you to bring your account current. Reasonable collection costs, research fees and legal fees shall be added to your account balance if legal action is required.
- ***Enrichment Programming Fees:*** If your child attends our afternoon enrichment programs, those charges will be included in your monthly billing. You may enroll in our enrichment programming for one to five days per week. *Afternoon programming is not available on a drop-in basis unless pre-approved by the Preschool Directors (main office).* Additional fees may be assessed if a crib sheet is not provided for your child's enrichment programs weekly. If you do not provide a crib sheet, we will assess you a fee of \$5.00 per week starting the first day you are missing the sheet through Friday of the same calendar week.

FINANCIAL AID AND SCHOLARSHIPS

All Scholarship or Financial Aid requests should be made through the Preschool office. All applicants will be required to apply online through <https://online.factsmgt.com/aid>. FACTS is a company that is solely dedicated to working with schools to help recognize the financial assistance needed by families applying for scholarships. Applicants must submit all requested information by the deadline established. If you do not complete it in full by the deadline, you cannot be awarded funds from JEWISHcolorado. Due to limited funds available, an application does not guarantee that you will be awarded a scholarship. Scholarships are awarded based on financial need. Please contact the Preschool Director if you have any questions.

Various funders contribute to our scholarship funds. HEA, HEA Sisterhood and the Rabbi Dollin Education Fund contribute significantly to Preschool scholarships. Additional funding comes from a generous grant from Rose Community Foundation and continues today thanks to the generosity of donors to Jewish Colorado's Annual Campaign. Tuition assistance from this fund may be available to those who qualify.

WITHDRAWALS AND SCHEDULE CHANGES

In the event it becomes necessary to withdraw or change your child's schedule, notice must be given to the Preschool Director one month in advance. Tuition will be charged for one month after the date of notification of withdrawal or change. The rate charged for this month will be the higher rate if decreasing the child's enrollment. No withdrawal credits are given for the month of May or August. Initial enrollment is for the entire school year. Monies may not be transferred to other departments in the synagogue. If for any reason we can no longer provide the services we have promised, we will give two weeks notice to allow families to make other arrangements.

Occasionally, schedule changes may need to be made by families. One schedule change per school year may be made with no fee assessed. Additional changes will incur a processing/bookkeeping fee of \$15.00. There is no processing fee charged for drop off scheduling. All schedule change requests must be received in writing/email.

If you have any questions regarding fees, schedule changes and/or withdrawals from the school please contact the Director immediately.

***HEA Preschool reserves the right to ask that a student not return to our school. This will only happen after extensive observation of the child and consultations with parents have occurred. ***

VACATION AND HOLIDAYS

Some months of school are shorter than others due to the Jewish or secular holidays and scheduled school closings. Tuition is based on a full school year including all scheduled closings and five additional non- scheduled closings (for emergency use only) and is then divided into ten equal monthly payments, August through May. No tuition credit is given for personal absences or vacations. Classes continue to meet during these times and the HEA Preschool is not responsible for these absences. We do not offer flex schedules at this time and students will not be allowed to drop in or make up personal absences.

WHAT YOUR CHILD SHOULD BRING AND WEAR TO SCHOOL

- We are a play-based preschool. Children should be comfortable, able to move freely and easily able to dress or undress for toileting. We want and expect your child to get dirty or wet while they are exploring different art mediums. While we use all non-toxic art materials and use smocks, we have noticed that some of the darker color paint can leave some faint stains. On special days like parties and picture days we will not be using messy art materials until they have changed their clothes.
- Complete seasonal change of **LABELED** clothes. As the weather changes please be sure to change out/add to your child's box. If your child is in the process of potty-training plan on 2-4 changes of clothes daily. Please communicate with your child's teacher when your child is showing interest.
- Backpack/Bag of some sort to carry your child's belongings (lunch, artwork, special clothing like boots, coats, and gloves).
- Crib sheet and blanket for those who are attending the afternoon program. Each child is **REQUIRED** by the state of Colorado to have these items. They will be sent home EACH FRIDAY to be washed and returned. If a child comes unprepared, we reserve the right to charge a \$5 fee per day to accommodate the needs. Rest/quiet time will last anywhere from 30 min-2 hours or more, depending on if your child sleeps.
 - If your child is entering the infant room, a mini crib sheet is required to fit a mattress size 24x38x3
 - Nap sacks are allowed for rest time, not blankets
 - Pacifiers are allowed, however, they must not have an attachment (lovie or a strap)
 - All bottles, including the caps must be labeled.
- Diapers/wipes for those in the younger programs. Teachers will communicate with the parents when supply is low.
- Water bottle/sippy cup - Help us eliminate the amount of trash! We are moving towards water bottles and sippy cups **INSTEAD** of disposable dixie cups. These will be sent home daily for cleaning.
- Shoes-we kindly ask that you send your child in **CLOSED-TOE** shoes. Flip Flops and sandals are not recommended. Nothing is more upsetting than wasting outside time because they are constantly dumping out sand, rocks, and tire bits from their shoes.

- Appropriate and **LABELED** outdoor clothing. Children need and crave outdoor play. We go outside EVERYDAY unless it is below 20 degrees or above 90 degrees. The children may not spend their entire scheduled classroom time outside, but we do our best to give them some time outdoors.

SIGN IN AND OUT REQUIREMENTS

IT IS REQUIRED BY OUR EARLY CHILDHOOD LICENSE THAT ALL children must be signed in and out of the classroom daily by an authorized adult. Attendance is now taken through the Brightwheel application. Please be sure to add all authorized pickups and provide them with the necessary information for drop off and pick up. This allows us to confirm attendance, identify the number of children in the classroom in case of emergency, and inform us when and by whom your child will be picked up at dismissal time.

Children will only be released to parents or to persons that parents/guardians have listed on the Release Authorization form in the child's folder. We must have written authorization for any changes. If there is any change in the person or time listed on the sign in sheet, a parent must call the Director to authorize the change. We will also ask for identification of the person picking up a child for whom we do not recognize.

All visitors to the school will be required to check in at the Preschool office before entering the preschool classroom areas.

**The HEA Preschool is licensed and inspected by the State of Colorado.*

ARRIVALS AND DEPARTURES

ARRIVAL

Preschool classes start at 9:00 a.m. Once you arrive, YOU MUST SIGN IN via Brightwheel QR code. It can be difficult for an individual child to join a group when other children are already involved in play, please arrive in a timely manner. (For an additional fee, Early Bird care begins at 7:30am)

DEPARTURE

Pick up times are 12:30pm, 3:30pm and 4:30pm, depending on your enrollment. YOU MUST SIGN IN and OUT! It is important that you pick up no later than these scheduled times. Our staff has additional responsibilities that they must attend to such as cleaning up the classroom, transitioning to enrichment, breaks, late care, and planning time. You may pick your child up earlier if needed. We will offer a one-time grace period of 5 minutes with a warning. After that, **there is a \$2.00 fee for each minute you are late.** If you know you are running late, please call the office so we can accommodate accordingly. Because we understand that there may be unavoidable

delays that parents cannot control, we will record and waive the fee the first time a parent is late. While calling the office is greatly appreciated, it **does not excuse the fee assessed**. You will be given a written warning; then we will automatically assess any late pick-up fees and add them to your monthly billing.

**As per Colorado State Human Service Regulations:*

If a child is not picked up from the Preschool after closing at 4:30pm, and reasonable attempts have been made to reach all contacts listed by the parents/guardians on the Information sheet provided to the Preschool, our staff will contact the Colorado Department of Human Services, as required, for further instructions as to the wellbeing and safety of the child.

FIELD TRIPS

Notification of an excursion off (only walking around surrounding grounds at HEA) the HEA property will be posted on the daily sign in sheet by the teachers prior to the excursion. Parental authorization forms will be verified prior to any excursion by the teachers. The HEA Preschool does not offer field trips or events that require school vehicular transportation arrangements.

FOOD POLICIES

HEA requests families send 2-4 health snacks, water bottle and a dairy lunch daily. There is morning and afternoon snack time and lunch around noon.

The food provided to children must meet the nutritional guidelines set by the USDA for 2/3 of daily nutritional needs. If children do not have adequate lunch and snacks, supplementation will be offered.

- **SNACKS**

Snacks should include two of the 5 categories: fluid milk, meat alternative, vegetable, fruit, or grain.

Please send your child a nutritious morning and afternoon snack daily.

- **LUNCH**

Lunch should include a serving from all the 5 categories: fluid milk, meat alternative, vegetable, fruit, or grain.

Please provide your child with a healthy **dairy** lunch. **NO MEAT PRODUCTS** are allowed in the classrooms. We do not require that individual lunches be Kosher. Speak with your child's teacher and/or the Director if you need food suggestions.

If you forget to send your child with lunch and are unable to have one to school before lunch, please let the Director know. HEA will provide a healthy lunch for \$5.

While your child is at HEA Preschool, their health and wellbeing are of utmost importance and food accounts for over 50% of choking episodes. Choking can be prevented.

As our partner you can help by following these Family Handbook 33 simple guidelines from healthychildren.org It is well documented that the beginning years of all children's lives are critical for building the early foundations of learning and wellness needed for success in school and later in life. During these years, children's brains develop rapidly, influenced by the experiences they share with their families, teachers, peers, and in their communities. Like all children, children with disabilities must be exposed to a variety of rich experiences where they can learn in the context of play and everyday interactions and engage with their peers with and without disabilities. In partnership with families, high-quality early childhood programs can facilitate the inclusion of children with identified special needs and provide experiences that foster learning for all children and support the learning and development goals of each child, including those with special needs.

The Hebrew Educational Alliance Preschool is committed to providing high-quality inclusive support and care for families and children with special needs. To that end, we are committed to partnering with families and children with special needs to support their inclusion within the classroom and program, as well as meet their learning and development goals. Some examples of how we can support the child's inclusion into the program include specialized seating, providing individualized schedules, and, among many other supports, materials specially selected for their unique physical and/or social-emotional needs. Parents and guardians have a special understanding of their children's unique qualities and characteristics, such as temperament, strengths, and interests. Those insights are valuable and add important information that will help us as teachers and professionals better meet the needs of your child and family. We will also be sharing information we learn about your child during informal check-ins at pick-up and drop-off, during scheduled meetings, or as needed. The goal is to work collaboratively to help your child to be successful.

when packing your child's snack and lunch.

Keep the following foods away from children younger than 4 years:

- Hot dogs
- Nuts and seeds
- Chunks cheese
- Whole grapes
- Hard or sticky candy
- Popcorn
- Chunks of peanut butter
- Chunks of raw vegetables
- Chewing gum

Due to different personal levels of Kashrut and food allergies, children are not permitted to share food brought for lunch times.

BIRTHDAYS

Celebrating birthdays can be a joyous occasion for children. We encourage families to speak with your classroom teachers to decide how to celebrate at school best.

Non-food ways to recognize your child's special day might include donating a new book to your classroom library, donating a new science, art, or music activity. With the guidance of your classroom teacher, food may be brought in. Your teacher will communicate any allergies or dietary restrictions and the number of children in class. The treat must be in the original sealed packaging with an approved hechsher on the package.

Please see the office for a list of approved hechshers (kosher symbols). **We do not accept K or triangle K.** If you are unsure or have questions, please speak with the Director.

Home-baked products MAY NOT be brought into the classroom. Please coordinate with your classroom teacher to schedule a time and approve for allergies and kashrut.

Please also be aware of food allergies when purchasing special treats that other children may have in your child's class. A quick consultation with the teachers or preschool office can help you when making your choices and can offer kid friendly suggestions.

You are welcome to coordinate a time with his/her teacher to visit your child during their birthday celebration time. Grandparents are also welcome!

In addition to a birthday snack your child will be recognized that week at our weekly Friday Shabbat Sing. We'd love you to join.

Please keep in mind when planning your child's birthday party outside of school, many of our families observe Shabbat from Friday to Saturday evening.

We request that all invitations to parties are sent by email or mail. Please do not distribute them in your child's classroom. Please stop by the office for an updated classroom list.

HEALTH AND ILLNESS

Children are the happiest and most successful at school when they feel well, have full bellies, and a good night's sleep.

There are three main reasons to keep children at home:

1. Your child does not feel well enough to take part in normal activities. For example, your child is overly tired, fussy or will not stop crying.
2. Your child needs more care than teachers and staff can give while still caring for the other children.
3. The illness is on the "How sick is too sick" list* and staying home is recommended. * A complete list is found on our website.

The best way to stop the spread of infection is through good hand washing and isolation when sick.

If your child has a fever, diarrhea, flu-like symptoms, severe cough, a rash with fever, vomiting, strep throat, or a vaccine preventable disease you should seek medical care and keep them home.

This is not a complete list, please see our website for the complete and updated [HOW SICK IS TOO SICK](#) provided by Children's Hospital.

Please contact us if your child is missing school due to illness. If warranted, the school will post a notice informing parents that their child may have been exposed to a particular illness. State law also requires HEA Preschool to report any cases of chicken pox, measles, or pertussis to the county health department.

This information is intended for educational purposes only. It does not take the place of your doctor's care and advice and is not intended to diagnose, treat, cure, or prevent any disease. The information should not be used in place of a visit, call or consultation or advice of your doctor or other health care provider.

We reserve the right to request a doctor's note to return to school depending on the severity and length of your child's illness.

If your child is unable to participate in all daily activities, including outdoor play, they should remain at home, as we do not have the facilities or staffing to keep them separated from their classes for extended periods of time. If your child has received any medication prior to attending school, please notify the Preschool office staff or your teacher.

HEALTH AND ILLNESS continued

To attend the HEA Preschool Program, you must authorize “Emergency Medical Treatment” with a current digital signature in the Brightwheel enrollment application.

- ALLERGIES - If your child has any known allergies, please notify the preschool immediately. We also ask that you provide an Allergy Action Plan for your child and any prescribed medication. It is also important to add any allergies to your child’s Brightwheel dashboard. Every classroom has an allergy list to ensure that no matter who is in the classroom (teachers, floaters, subs, volunteers and directors/admin) is safe. Due to allergies, we cannot permit pets in our Preschool.
- INJURY - Accident and Injury Procedures: If a child has a minor scrape or bump, the staff will wash the injury, apply ice if necessary, and give TLC. An injury report will be made, where it will explain the details of the injury. It will then be signed off by the Director. A picture will be taken of the document and then uploaded directly to Brightwheel so that parents can view it immediately. The hard copy will be placed in the child’s file, located in the office. Parents will be notified immediately if there is a more serious injury as will emergency personnel if needed.
- SUNSCREEN - According to the State of Colorado regulations we must have written permission and instructions for applying sunscreen prior to outside play. Children should arrive with the first layer of sunscreen applied. If you would like us to re-apply sunscreen, please complete the section of the release form provided to you. You will need to supply your child with sunscreen because of possible allergies. LABEL the bottle with your child’s first and last name.
- MEDICATIONS - In accordance with state regulations, all prescription, and non-prescription medications to be administered to children in the Preschool will be administered by trained staff only. Parents or guardians must provide the school with a written order from the prescribing doctor that meets all state requirements and written parental/guardian consent. If your child needs to be given intermediate, on-going, or single dose medicine, please notify the school Director or the Assistant Director so that we may provide you with all the needed requirements. For the safety of all children: **under no circumstances should a child have accessible medication in the building**, this includes lunch boxes, backpacks, and personal drink or food items. The medication we administer must come to us in the original sealed packaging, including the box. Failure to provide necessary medication may result in a 911 call and the cost associated with emergency medical treatment.

SCHOOL SAFETY PROTOCOLS

Safety is important not only in the school classrooms and playground but also extends outside to our parking lot. Please spend a few minutes acquainting yourself with these important safety guidelines.

Parking Lot and Outside the Building

- Please DO NOT leave your child or infant unattended in the parking lot. It is against the law to leave a child in a car unattended. If you have a sleeping or sick child, ask another parent or friend to watch your child while you are dropping off or have them bring your child into the school and sign them in.
- Please drive to the right and drive out to the left.
- Please be sure to park only in designated parking spaces. Do not park in handicapped or reserved spots.
- Please drive very slowly through the lot (5 MPH). Children can easily run between cars.
- Please hold your child's hand when walking through the parking lot.
- Please talk to your child about parking lot safety.
- Please supervise your children when they are playing on "the hill". Teachers and staff are not responsible once you have signed your child out.
- The garden areas in the front of the building should not be considered a play area for young children as the bricks, rose bushes; stones can all pose as hazards to a child. Please DO NOT ALLOW your children to play in this area.
- Make sure your child is always visible and quickly accessible when you are inside and outside of our building, as it only takes a moment for them to get hurt and we want them to be safe.
- Please accompany your child if they need to return to the building. Children will not be allowed unsupervised in the building.

Inside the Building

- We have a secure building. Please do not let someone you do not recognize enter the building with you. **Effective October 2023, The Preschool has an onsite security guard during the hours of operation, 7:30am-4:30pm**
- Please do not drop your child off at the front door. They must be dropped off at the classroom and signed in by a designated adult guardian; older siblings that are under the age of 18 may not pick up or drop off children.
- It can be very busy during drop off and pick up times. Children should at no time be without an adult. Please remember that your child should always remain with you to prevent getting lost or hurt.

WEATHER CLOSURES

The HEA Preschool closes for inclement weather when we feel that our staff and families are unable to safely arrive at school. We use Cherry Creek and Denver Public Schools as a guideline but reserve the right to remain open or closed based on the needs of our school population. We will inform families by e-mail, Brightwheel. On days when Cherry Creek or Denver have delayed openings, we will open at 9am to ensure our staff can arrive safely.

Please take safety into consideration when coming to Preschool. Just because we are open does not mean you should take unnecessary risks if your neighborhood has been particularly hard hit by the weather.

If we have a non-weather-related closing, we will contact the local media or your home by phone or email to notify you of the closing and circumstances.

In a situation that requires an early release or closure of the HEA Preschool, you will be contacted by the Preschool. Children will be supervised by Preschool staff until released to designated authorized people.

Though rarely utilized, we have included five days into our regularly scheduled school year for these circumstances and only days that extend past these five will be made up at the end of the school year.

EMERGENCY RESPONSE

The HEA Preschool regularly performs fire/tornado/situational drills and training with staff and the children. During these drills children are always supervised. Preschool staff members receive regular training in CPR, First Aid, Universal Precautions, and Emergency Response.

The supervision and safety of your children always is very important to us. Staff members regularly verify that all children are present throughout the day, especially during transition times (moving from classroom to classroom, bathroom, and outdoors). If for some reason a child becomes separated from their group, the staff members will quickly re-verify, advise the Director and the Assistant Director who will assist in verification, and will then contact the parents and necessary authorities.

If an emergency were to occur within our school regarding the safety of your child, you will be contacted by the Preschool office staff via a text message alert from your Brightwheel app.

Policies and procedures for different events are found in our Emergency Response Handbook. In the event of an emergency that requires evacuation, parents will be called by HEA Preschool staff and reunited with their parents at Thomas Jefferson High School: 3950 S. Holly Street Denver, CO 80237.

CHILD ABUSE AND NEGLECT

As care givers for your children, we are legally responsible to report all suspected child abuse or neglect. According to the State of Colorado and Denver County Regulations we will report any suspicion of child abuse. We will report to the Colorado Division of Child Care, Human Services. As part of our registration package, you will receive some “reporting abuse or neglect” and/or “making a complaint” documentation. The following numbers may be used for reporting.

Child Abuse Hotline: 720-944-3000

Colorado Division of Child Care: 303-866-5958

○ TO FILE A COMPLAINT ABOUT THIS FACILITY

Colorado Department of Human Services
Division of Childcare
1575 Sherman St. Denver, CO 80203
Or Call: 303-866-5958 or 800-799-5876

Connecting Families to Resources and Services - COS 2.14/5.1 and 5.2

Hebrew Education Alliance's vision is to "Inspire Lives of Meaning," and we strive to maintain camaraderie amongst our congregants who are vibrant, committed, and curious.

There are times that all of us find ourselves in times of need spiritually, physically, and functionally. In cases where we identify or are unable to meet a families' need, we are happy to refer to you the following resources that may address your family's needs. If we can be of help in locating a resource that is not listed, contact the Director for assistance. The Denver Early Childhood Council has compiled an updated Denver Area Resource guide. You may find the link [here](#) or on our website. All conversations are confidential.

Families experience well-being when all family members are healthy, safe, and financially secure. When families face challenges in one or more of these areas, their ability to support children's outcomes and school readiness can be affected. Our program is committed to helping families connect with community-based services, training, and information resources that can increase their overall wellbeing. Community-based services include a variety of supports and services for children and families. Services may focus on children's developmental needs including, for example, early intervention services like screening children for speech, language, or physical delays

For families with other specific needs, our program can link families to community support, training, and information resources that can increase overall well-being. For example, if your family is experiencing trauma, such as homelessness, and needs the support of a community-based resource or service, we can help identify a service and connect you with that service. Other available services that focus on family needs include, for example, health care, housing, job, and food assistance. We can also provide you with information on a variety of topics, including child development, nutrition, parenting and, among other topics, discipline. We are here to support your family and your attending child/children as you need. (COS 2.14/5.5a)

As part of the required on-boarding process, all staff must complete courses in PDIS that involve trauma prior to the start of employment such as Preventing Shaken Baby syndrome and Abusive head trauma. Training like this and other PDIS training is useful to help prepare to support families who may be experiencing trauma.

This and additional resources are also posted on our preschool page.

Click on topic to go to options online or scroll down and find specific resources links under the topic heading.

General
Bed Bugs
Blood/Plasma Donation
Child Welfare
Domestic Violence
Education
Email
Employment/Unemployment
Ex-Offender Resources
Food/Nutrition
Health
Health Insurance
Housing/Shelter
Identification
Immigrants and Refugees

[Law/Legal](#)
[LGBT](#)
[Pregnancy/Birth Control](#)
[Senior Resources](#)
[Services to Immigrants and Refugees](#)
[Sexual Assault/Abuse](#)
[Shelters](#)
[Sign Language/Hearing Impaired](#)
[Substance Abuse/Treatment](#)
[Teens](#)
[Transportation](#)
[Veterans](#)

- **General Crisis** If you do not know where to begin getting mental health, substance use or emotional help for yourself or someone you know—start here. We provide confidential and immediate support, 24/7/365. If you are in crisis or need help dealing with one, call this toll-free number **1-844-493-TALK (8255)** or text TALK to 38255 to speak to a trained professional.
- **311 Denver** Non-emergency help is a phone call away.
- **Mile High United Way's 2-1-1** Mile High United Way concentrates on helping people of all ages and in all stages of their lives. Search for particular resources in your area by zip code or dial 2-1-1, a multilingual service available 24 hours a day.
- **Colorado PEAK** PEAK is an online service for Coloradans to screen and apply for medical, food, cash, and child care assistance programs.
- **State of Colorado** Official Colorado State government website.
- **City of Denver** Denver city government official web site.
- **Denver Human Services** Denver Human Services provides both assistance services and protection and prevention services to Denver's most vulnerable residents. Assistance programs are provided to eligible Denver residents in financial need and include federal food, cash and medical benefits, as well as childcare, child support, energy, rental and burial assistance, all designed to help families and individuals toward financial self-sufficiency.
- **Denver Residents Resources** A-Z list of all City and County of Denver departments and the services they offer.
- **Benefits.gov** Designed to help citizens find out what government benefits they may be eligible to receive. Links to benefit programs for all types of people: elderly, veterans, low-income citizens, students, farmers, parents, disaster victims and many more.

- **Urban Peak** Assisting young people to overcome poverty and homelessness by offering services and support to become self-reliant adults.

Bed Bugs

- **Bed Bug Fact Sheets** Fact sheets for consumers and business managers and owners, available as pdfs for easy printing. In English and Spanish.
- **Bed Bug Information From the Environmental Protection Agency** Comprehensive information for consumers covering inspection, treatment, facts, myths and how to get quality help.
- **Bed bug information from Medline Plus** Bed bug information in English and Spanish.

Blood/Plasma Donation

- **CLS Plasma** Find the CSL Plasma Center closest to you.
- **GRIFOLS Plasma** Locate a center near you.

Child Welfare

- **Report Child Abuse** Information and telephone number.

Domestic Violence

- **Colorado Coalition Against Domestic Violence** There are crisis lines throughout Colorado or call the National Domestic Violence Hotline at 1-800-799-SAFE (1-800-799-7233) or 1-800-787-3224 (TTY).
- **Mile High United Way's 2-1-1**

Education

- **Colorado Department of Education**
- **Focus Points Family Resource Center**

Email

- **Create a Google Email account**

Employment/Unemployment

- **Colorado Unemployment Insurance** Provides temporary and partial wage replacement to workers who have become unemployed through no fault of their own.
- **Denver's Office of Economic Development** Assists workers with resume preparation, training, and more. Youth opportunities, too.
- **Denver Public Library's Job Help Resources**

Ex-Offender Resources

- **Free to Learn** Denver Public Library resources for people who have spent time in prison or jail.
- **Reintegration and Employment Services for Former Offenders** St. Francis Center Employment Services provides employment, career and education services.

Food/Nutrition

- **Food Bank of the Rockies**
- **Denver Food Pantries**
- **Hunger Free Colorado**
- **Metro Caring** *Offering free food delivery for high-risk individuals during the COVID pandemic.
- **Denver Human Service's SNAP Into Health**

- Volunteers of America Meals on Wheels and more.
- TEFAP: The Emergency Food Assistance Program For public or private nonprofit organizations as well as individuals.

See also:

- National School Lunch Program
- Supplemental Nutrition Assistance Program (SNAP) (formerly the Food Stamp Program)
- WIC (Women, Infants, and Children)

Health **COS 5.1b, 5.2b**

- Getting Help & Insurance Referral services, low-cost clinics, government programs and more.
- Colorado Coalition for the Homeless Healthcare
- Inner City Healthcare
- Denver Health
- Colorado Division of Aging and Adult Services Information and referral, financial and medical support, affordable housing, employment, nutrition, advocacy, legal, transportation and more.
- Denver Public Library Health Resources Health resources on a variety of topics for all age groups.

Health Insurance **COS 5.2b**

- Colorado's Child Health Plan Plus A low-cost health insurance program for uninsured Colorado children ages 18 and under whose families earn or own too much to qualify for Medicaid but cannot afford private insurance.
- Getting Help & Insurance Referral services, low cost clinics, government programs and more.
- Medicare and Medigap Insurance What it is and how to buy it.
- Workers Compensation Information Center Online publications and guides, attorney list, medical topics, frequently asked questions and more.
- State of Colorado Division of Insurance Consumer information and support on all kinds of insurance, including Medicare, Long Term Care, HMO's, prescription drug benefits and more. See also Senior Healthcare / Medicare.

Housing/Shelter

- Colorado 211 Search for particular resources in your area by zip code..
- Denver Housing Authority, Section 8 The Section 8 Housing Choice Voucher ("HCV") Program is a federal program that provides rental assistance to very low-income families (i.e. families with incomes below 50 percent of area median income).
- Energy Outreach Colorado Provides home energy assistance to low-income Coloradans
- LEAP Short-term, temporary financial assistance to help low-income Colorado residents pay winter home heating costs.
- List of Shelters in Denver and Aurora
- Urban Peak If you are a youth ages 15 up to age 20 in need of immediate overnight shelter services, please contact 303-974-2908.

Identification

- Division of Motor Vehicles Driver's License and ID Card Center: Apply, Reinstate, Renew or Update. Online Services
- Colorado Legal Services ID Project Applicants may apply by phone at 303-837-1313 or online at applyonlinecls.org.
- St. Francis Center

Immigrants and Refugees

List of reliable resources for immigrants, refugees, and asylees in the Denver area:

- Immigrant Resource Guide (English)
Guía de Recursos en Denver para Nuevos Americanos (Spanish)
የ Denver የሚገኙ ጽሁፍ (Guide) ለአዳዲስ አሜሪካውያን (Amharic)
دليل موارد دنفر الخاص بالأميركيين الجدد (Arabic)
HƯỚNG DẪN VỀ NGUỒN LỰC TẠI DENVER CHO NGƯỜI MỚI ĐẾN HOA KỲ SINH SỐNG (Vietnamese)
Hagaha Khayraadka Denver ee Ameerikaanka Cusub (Somali)
- More Services to Immigrants and Refugees resources.

Law/Legal

- Denver Police Department
- Colorado Courts The website of the Colorado Judicial Branch.
- Colorado Consumer Protection
- Colorado Legal Services Coloradans can find self-help legal information, free or low cost legal service providers, court information and other resources.
- Colorado Public Defender Provides criminal defense representation for indigent Colorado residents accused of a crime.
- Landlord/Tenant Disputes HUD: Colorado Tenant Rights, Laws, and Protections

LGBT

- LGBT Colorado - The Center

Pregnancy/Birth Control

- Planned Parenthood of the Rocky Mountains
- Denver Health
- Inner City Health Center Provides clinical health services for the uninsured and under served. If you need health care, including medical, dental, or behavioral health services, we encourage you to just come.
- Colorado Coalition for the Homeless Healthcare
- Gabriel House Project The Gabriel House Project is an outreach ministry of Catholic Charities of the Archdiocese of Denver committed to helping pregnant women and families with young children in need.

Senior Resources

- Back To Work 50+ Connecting struggling Americans 50+ with information, support, training, and employer access.
- Network of Care Find local services from the Denver Regional Council of Governments.
- Innovage The largest provider of PACE, Program of All-Inclusive Care for the Elderly. Their mission is to help seniors age in their own home with dignity through a variety of services and in-home care.

- **Senior Support Services** Denver's only day center catering to the needs of the hungry and homeless seniors in the Denver area. Clients get meals, emergency food and clothing, individualized case management, medical care, housing, government benefits, socialization, and activities.
- **Senior Answers and Services** Assistance regarding housing, nursing home placement, health insurance, food supplies, and location of geriatric physicians.
- **Seniors Resource Guide** Online directories of senior resources.
- **Seniors BlueBook** Provides seniors, caregivers and senior professionals a comprehensive source of services, senior housing options, resources and information.
- **Denver Commission on Aging: Older Adult Resource Directory** Phone numbers for adult day care, clothing suppliers, consumer fraud, dental programs, and more.
- **DPL Health Guide for Seniors** Information on health, Medicare, Social Security and more.

Sexual Assault/Abuse

- **Moving to End Sexual Assault (MESA)** Get Help - 303-443-7300 Sexual Assault Hotline
- **Colorado Coalition Against Sexual Assault**

Shelters

Women

- **The Delores Project**
- **St. Francis Center**
- **The Samaritan House**
- **The Gathering Place**

Men

- **Denver Rescue Mission**
- **St. Francis Center Denver**
- **Denver Rescue Mission Lawrence Street Community Center**

Sign Language/Hearing Impaired

Denver Office of Sign Language Services

Denver 911 for hearing impaired 303-513-6909 (text)

Substance Abuse/Treatment

- **Metro Crisis Services** 24/7 and free resource for any mental health and substance abuse issue. CCC at 1-844-493-8255 (TALK)
- **University of Colorado Anschutz Medical Campus Addiction Treatment Services**
- **Center for Recovery**
- **Denver Harbor Light Center**
- **Harm Reduction Action Center**
- **Sobriety House**

Teens

- **Colorado Crisis Services**
If you don't know where to begin getting help with a mental health, substance

use or emotional concern for yourself or someone you know—start here. Confidential and immediate support, 24/7/365.

- **Safe2Tell Colorado**
Anonymously report anything that concerns or threatens you, your friends, your family or your community.
- **Urban Peak**
Services for youth ages 15 through 24 experiencing homelessness or at imminent risk of becoming homeless. Urban Peak helps youth overcome real life challenges and become self-sufficient adults.
- **Emerson Street**
A supportive community for teens and young adults, ages 15 - 26, seeking connection and belonging. This inclusive, welcoming place offers a variety of activities and services that support young people in enhancing their mental health and overall well-being.
- **Teens Health from Nemours**
Doctor-reviewed advice on hundreds of physical, emotional, and behavioral topics. Easy-to-follow articles, slideshows, videos, and health tools to help you learn, grow, and be your best.
- **Planned Parenthood of the Rocky Mountains**
Affordable, confidential reproductive health care for all. Pregnancy prevention, prenatal care, STD testing and treatment, and more.
- **Rainbow Alley: The Center**
A safe and brave space supporting LGBTQ youth and their allies ages 11 to 21. A drop-in space, youth-led events and activities, counseling and support groups, health services and life skills—all in a warm, welcoming, and supportive environment.
- **Transgender Center of the Rockies**
Serving the transgender and gender-expansive community with resources including support groups.
- **Girls Incorporated of Metro Denver**
A national nonprofit youth organization dedicated to inspiring all girls to be strong, smart and bold.
- **Boys and Girls Club of Metro Denver**
Dedicated to helping kids from tough neighborhoods in the Denver area stay out of trouble, stay in school, and succeed in life.
- **Mile High Youth Corps**
Offers a variety of year-round and summer employment opportunities for youth.
- **Denver Office of Economic Development for Youth**
Explore your interests, talents and strengths. Find a job.
- **Transportation**
- **Denver Regional Mobility & Access Council (DRMAC)** Guide for transportation services in Denver for those with mobility challenges.
- **RTD Access-a-Ride** Transportation for those who are not able to use RTD's regular buses and who qualify under the Americans with Disabilities Act (ADA).

Veterans

- VA Rocky Mountain Network
- Volunteers of America - Veterans

Additional Community Resources

Child Find **COS 5.1b**

Denver Public Schools Child Find Services offered through Child Find: (at no cost to the family)

- Developmental Screenings
- Hearing/Vision Screenings
- Multi-disciplinary Evaluation These services address concerns in the areas of, but not limited to: • Speech/Language/Communication
- Education
- Motor (Gross/Fine)
- Social/Emotional development
- Vision
- Hearing

For other questions or concerns related to Child Find please contact: Child Find Coordinator 720-423-1461 More information on the Colorado Child Find program.

Clothing Assistance

Call for details on essential clothing items for the family. Referral required.

- Clothes To Kids of Denver, Inc. 2890 S Colorado Blvd., Unit 15-P Denver, 80222 720.379.4630 | <http://www.clothestokidsdenver.org>, Call for an appointment. Provides 1-week of clothing 2 times per year. Must live in Denver and be a DPS student. Referral required
- Clothing Closet Servicios de la Raza, Inc 4055 Tejon St., Denver 80211 303.458.5851, Must complete application;
Clothing available for newborns to children up to age 8
- Dress for Success Denver 303.832.1889. For female parents/guardians looking for employment. Referral required
- A Precious Child 557 Burbank St., Unit E Broomfield 80020 303.466.4272 | <https://apreciouschild.org>
- Clothing Closet Volunteers of America 2877.295.2165 03.297.0408 2877 Lawrence St., Denver, 80205 Clothing, shoes, household items and personal hygiene products are provided once a week.
- Denver Rescue Mission (Ministry Outreach Center) 303.297.1815 Monday-Friday; 8:30 to 11:30 a.m. Referral required; Appointments made according to item availability; Clothing for men, women and children; Bring identification
Affordable gently-used clothing and household Items

Eviction and Rental Assistance

- United Way 2-1-1 (you can call to be connected to a Resource Navigator) or for online searches: <https://211colorado.communityos.org/cms/node/142>
- TRUA (Temporary Rental and Utility Assistance Program) City and County of Denver Call 3-1-1 and press 6 to be connected with an operator

- Catholic Charities St. Veronica Outreach Ministry 4045 Pecos St., Denver 80211 720.377.1313 Monday-Friday; 8 to 8:45 a.m. Appointments are limited and based on funding and availability.
- Jewish Family Service, Safety Net Program 3201 South Tamarac Dr., Denver, 80231 Monday-Thursday 8:15 a.m. to 4:45 p.m., Friday 8:15 a.m. to 4:30 p.m. Call 720.248.4716 for information on Emergency Assistance grant program
- The Mile High Rental Assistance Hotline English: 303.5612130 | Spanish: 303.561.2133 | TTY/TDD: 303.433.8900 Access to referrals and information on rental assistance programs by zip
- Mennonite Urban Ministry 430 W. 9th Ave., Denver 80204 303.892.1039 • Salvation Army 2201 Stout St., Denver 80205 303.295.3366
- Saint Anthony of Padua - Saint Vincent de Paul Society 3801 W. Ohio Ave., Denver 80219 303.935.2431
 - Saint Mary Magdalene - Saint Vincent de Paul Society 2771 Zenobia St., Denver 80212 303.477.4533
 - Volunteers of America 2660 Larimer St., Denver 80205 303.297.0408

First Month's Rent and Deposit Assistance

- United Way 2-1-1 (you can call) or for online searches: <https://211colorado.communityos.org/cms/node/142>
- Denver Human Services- <https://www.denvergov.org/> 1200 Federal Blvd. Denver, CO 80204 (720) 944-4DHS (4347) (Customer Service)
- Denver Rescue Mission: Family Rescue Ministry 6090 Smith Road Denver, CO 80216 Mainline: 303.313.2440 • OneHome Denver Coordinated Entry Assessment 1-844-HOME-106 Email: 211ma@onehomeco.org Schedule appointments online: www.onehomeco.org/211ma
- The Action Center 8755 W 14th Ave, Lakewood, CO 80215 303 237-7704
- Salvation Army Housing Now 303 295-3366

Legal Resources

- Colorado Legal Services: <https://www.coloradolegalservices.org/>
- Denver (Adams, Arapahoe, Broomfield, Denver, Douglas, Elbert, Jefferson all ages; for Clear Creek & Gilpin seniors 60+ only) 1905 Sherman Street, Suite 400, Denver 80203 303-837-1313 Walk-In Hours: Daily Monday-Friday 8:30-11 a.m. and 1-2 p.m.; ID Wednesdays 8:30-11 a.m.
- Bankruptcy Clinic U.S. Bankruptcy Court 721 19th St., Denver 80202 2nd Tuesday of each month; 1:30 to 3 p.m.
- Child Support Enforcement Services 1437 Bannock St., Room 368, Denver 80202 3rd Thursday of every other month; noon to 1 p.m. Colorado Poverty Law Project Legal Clinic 3rd Wednesday of each month; 4 to 6 p.m.
- Family Law Legal Clinic Office of Economic Development 1200 Federal Blvd., Room 1018, Denver 80204 3rd Tuesday of each month; 5:30 to 7 p.m. www.courts.state.co.us

- Legal Night at Mi Casa 360 Acoma, Denver 80204 303.573.1302 3rd Tuesday of each month; 5:30 to 7 p.m.
- Legal Night at El Centro de San Juan Diego 2830 Lawrence St., Denver 80205 303.295.9470 1st Wednesday of each month; 5:30 to 7 p.m. Small Claims Clinic City and County Building 1437 Bannock St., Room 117, Denver 80202 3rd Tuesday of each month; 11 a.m. to 1 p.m.

Medical Resources DPS Medicaid and School Based Clinics COS 5.1b, 5.2b 720.423.3661
<https://tinyurl.com/yc2zw2w5> | 720.423.2660

- Meet one-on-one to enroll children into CHP+ or Medicaid
- Map of schools served: <http://goo.gl/maps/HxU12>
 Denver School-Based Health Centers located at the following DPS campuses:
 - Bruce Randolph
 - Evie Dennis Campus
 - John F. Kennedy
 - Kepner
 - Kunsmiller Creative Arts Academy
 - Lake International School
- Denver Health Medical Campus 777 Bannock St., Denver 80204 303.436.6065 | 303.293.2220 | Medical Records: 303.296.8826 Fax: 303.293.3977 | Psych Fax: 303.293.6511 Monday-Friday; 8:30 a.m. to 10 p.m., Saturday and Sunday; 10 a.m. to 9 p.m. Clinic: Mon., Tues., Thurs. & Fri. - 7 a.m. to 4 p.m.; Wed. - Noon-6 p.m.

MENTAL HEALTH SERVICES

- Denver Children's Advocacy Center 2149 Federal Blvd., Denver 80211 303.825.3850 Mental health counseling for children who have been abused/traumatized
- Denver Health 303.602.HELP (4357)
- Mental Health Center of Denver, Access Center 4455 E. 12th St., Denver 80220 303.504.6500 | 303.504.7900 Monday-Friday; 8 a.m. to 5 p.m. Email: AccessCenter@mhcd.org
- Servicios de la Raza, Denver 4055 Tejon St., Denver 80211 303.458.5851 | Fax: 303-455-1332
- Synergy Outpatient, Denver 1212 S. Broadway St., Suite 200, Denver 80210 303.934.1008 | Fax: 303.934.1262
- Professional Psychology Center (P.P.C.), Denver 2460 S. Vine St., Denver 80210 303.871.3626 | Fax: 303.871.3625
- The Empowerment Program, Inc, Denver 1600 York St., Denver 80206 303.320.1989 | Fax: 303.320.3987
- Developmental Disability Consultants, P.C., Denver 1211 S. Parker Road, Suite 200, Denver 80231 303.337.2210 | Fax: 303- 337-4147
- Colorado Coalition for the Homeless Mental Health Care 2130 Stout St. Clinic, 2nd Floor Denver 80205 Triage Line: 303.293.6512 <http://coloradocoalition.org/health-services>

- Colorado Coalition for the Homeless West End Health Center 5050 W. Colfax Ave., Denver, 80204 303.312.9750

DENTAL SERVICES DENVER HEALTH COS 5.1b

- Webb Center for Primary Care 301 W. 6th Ave., Denver 80204 303.602.8200 8 a.m. to 5 p.m. Appointment check-in via phone: 9 a.m. to 4 p.m.
- Eastside Family Community Center 501 28th St., Denver 80205 303.436.4600 Monday-Friday; 8 a.m. to 5 p.m., Emergency Walk-in Monday-Friday; 8 to 9:15a.m.
- Montbello Family Community Center 12600 E. Albrook Dr., Denver 80239 303.602.4000 Monday-Friday; 8 a.m. to 4:30 p.m., Emergency Walk-in Monday Friday; 8 to 9 a.m.
- Westside Family Community Center 1100 Federal Blvd., Denver 80204 303.436.4345 8 a.m. to 5 p.m., Monday-Friday Emergency Walk-in: 8 to 9 a.m., Monday-Friday

OTHER DENTAL RESOURCES:

- New Hope Dental Services 4200 W. Conejos Place, Denver 80204 720.956.0311 Monday-Thursday; 7:45 a.m. to 4 p.m.; Friday 7:45 a.m. to 3 p.m.
- Patient lottery on the first Monday of every month. Children up to the age of 18 years old do not have to enter the lottery.
- Colorado Coalition for the Homeless 2130 Stout St., Denver 80205 303.293.2220 Pediatric dental clinic: 1st Wednesday of month at 5:30p.m.

HEARING, SPEECH, & LANGUAGE SCREENINGS COS 5.1b

- Marion Downs Center, 4280 Hale Parkway, Denver 80220, 303-322-1871, M-F 8:30-5:00, <https://mariondowns.org/about-us/#>

VISION SCREENING COS 5.1b

- Children's Hospital Colorado Department of Pediatric Ophthalmology <https://www.childrenscolorado.org/doctors-and-departments/departments/eye/>