



RECREATION
CITY OF ASPEN

Aspen City Camp Parent/Guardian Handbook 2025



Aspen Recreation Department
110 E. Hallam St. Suite 135
Aspen, CO 81611

(970) 920-5140

www.aspenrecreation.com

Mission Statement

The City of Aspen Day Camp is committed to providing a safe, nurturing, and fun filled camp and afterschool program opportunities for children that are affordable and include a variety of activities within our community and beyond.

General Day Camp Information

Day Camp Ages

Children ages 5 through 10 years

Day Camp Dates

January 1, 2025 thru December 31, 2025

After School Club Hours

Normal Hours

3:15—5:30pm Monday—Friday

*Early Release days dependent upon Aspen School District (ASD) calendar

Early Release Hours

1:45—5:30pm Wednesday only

Full Day Fun Camp & Summer Camp Hours

Monday—Friday *Full Day dates dependent upon ASD calendar

Drop Off: 8:00am - 9:00am

Pick Up: 4:00pm – 5:00pm

Holiday Closures

Memorial Day

4th of July

Labor Day

Thanksgiving Day & Black Friday

Christmas Day

New Year's Day

Day Camp Fee Schedule

Afterschool Club \$15

Afterschool Early Release Wednesday \$20

Full Day Camp \$51

Other fees for special activities and field trips*

*as scheduled, notified in advance

See next page "Other Tuition Expenses"

Higher Needs Campers

In accordance with state licensing and the American Disabilities Act, we offer services to children with special needs. We work in partnership with local non-profits in order to offer excellent care to children who have special needs. A meeting with parents is required prior to enrollment to determine special accommodations needed.

If a child registers for camp requiring special assistance, we will handle the situation on a case-by-case basis. We will hire additional staff to accommodate those children needing assistance above our expertise, as needed.

Camp Descriptions

After School Club is an extended day to school to provide care to children until their parents can pick them up after work. Consists of arts & crafts, games, mindfulness activities, outside/gym time, reading, and short field trips. **Children will stay together as one large group

Full Day Camp is a day camp held during the school year on most days school is not in session to provide care to children the whole day. Consists of arts & crafts, games, outside/gym time, reading, and short field trips. **Children will stay together as one large group

Summer Camp is a day camp held during the summer break when school is not in session to provide care to children for the whole day. Consists of arts & crafts, games, outside/gym time, reading, and short or full-day long field trips. **Children will be split into age-appropriate groups based on what grade they will be entering the following school year.



Camp Registration Requirements

Parents must pre-register their children prior to their first day of camp. Health forms, waivers, and immunizations records must be completed and submitted in full **annually** to www.epactnetwork.com for all children before they can attend camp. Please email the Camp Supervisor for an email invite to ePACT. **Please Note: Incomplete forms may delay children's start date.**

Once health forms are uploaded to ePACT, daily registration and payment can be done online at www.aspenrecreation.com **Registration must be completed online 48hrs before attending.**

Proof of Residency Requirements

Aspen City Day Camp is **only accepting local residents** of the Roaring Fork Valley to our programs at this time. All campers must provide proof of RFV residency prior to attending and must be attending a RFV school district.

Proof of Residency can be confirmed with the following document types:

- | | |
|--|--|
| 1. Tax Assessment | Zip Codes: Pitkin, Garfield, & Eagle Counties |
| 2. Driver's License from Pitkin, Garfield, or Eagle County | 81611 81612 81650 81652 81649 81620
81615 81621 81601 81647 81655 81637 |
| 3. Vehicle registration from Pitkin, Garfield, or Eagle County | 81623 81642 81623 81602 81632 80423
81654 81656 81636 81635 81621 81645 |
| 4. Paystub from business operation in Pitkin County | 81631 80463
80463 80426
81658 81657 |

Other Tuition Expenses

The tuition fee covers most expenses for activities, trips, tours, and special events. However, certain field trips and activities may require an additional fee. If so, we will provide parents with adequate notice on the schedule and may collect cash at Check In or Check Out prior to the date of the activity. Children will not be permitted to attend the activity without payment.

Financial assistance is available for families who qualify.

Please contact the Camp Supervisor for more information and applications.

Children will not be permitted to purchase anything while out on special activities or field trips. Children should come prepared with their own packed lunch and snacks each day.

Cancellations & Credits

Cancellations can be done online **more than 48 hours in advance** through your AspenRecreation.com account. When logged into your account, please click on My Account > History & Balances > Cancel a Sign Up. On the next page, you will see all of your purchased programming, however you will only be able to cancel Aspen City Camp programming. All other programming is unable to be cancelled online.

Our online system calculates 48 hours from the beginning of the day (12am midnight), not the beginning of programming; therefore, please make sure you cancel online well in advance of the 48 hour cutoff.

Cancellations made online outside of 48 hours in advance of the scheduled camp date will receive credit for the day back to their account for use towards future camp dates. **If you do not get an emailed receipt, you have not finalized the transaction and the day has not been cancelled.**

Cancellation requests inside the 48 hour cutoff should be e-mailed to citycampdirector@aspen.gov and will not receive credit back. All credit and cancellation questions, issues, and requests should be directed to the Camp Supervisor.

Scholarship Families, Please Note:

Failure to notify the Camp Supervisor of children’s absence (no call/ no show) from scheduled programming will result in the applicable day’s registration fee being assessed to your account for you to pay in penalty.

Repeated unnotified absences may result in the termination of scholarships and financial aid.

Children’s Independence

All children who attend Aspen City Camp must be able to care for their own belongings and their own person. Children will be responsible for carrying their own backpacks and other belongings during the day. Aspen City Camp staff will not be able to help children change their clothing (i.e. for swimming), carry children around, or use toilet facilities.

Withdrawal of Registration

Should parents wish to withdraw their child from all Aspen City Camp programming, notification to the Camp Supervisor must be made via email to citycampdirector@aspen.gov at least 48 hours in advance. Cancellation of days can be made online prior to 48 hours in advance or emailed directly to the Camp Supervisor with notification of withdrawal.

Daily Procedures & Supplies

Camp Schedules

Camp schedules for daily activities will be made available to campers at least two weeks in advance. The schedule is subject to change depending upon the weather conditions and/or situations beyond our control. Schedules can be found online at www.aspenrecreation.com under the applicable header (After School, Summer Camp, or Full Day Camp). Schedules will also be posted on site of camp at least 2 weeks in advance.

Camper Daily Supplies

Parents/Guardians are required to provide their children with the following listed supplies for camp *every day*:

- Lunch, packed
- 2 Snacks, minimum
- Backpack
- Filled Water Bottle with closable cap
- Close toed shoes
- Proper Clothing (hat, jacket, raincoat, snow boots and/or snow pants, as the season requires)
- Sunscreen
- Swimsuit/Towel—if noted on schedule

Children will not be permitted to purchase anything while at Camp. Children should come prepared with their own packed lunch and snacks each day.

Children will be responsible for their own belongings. Items that are easily lost or of significant sentimental or monetary value should not be brought to camp. Aspen City Day Camp and the



counselors are in no way responsible for lost, misplaced, or stolen items. **Toys, money, cell phones, or anything of value should not be brought to camp.**

Please check the schedule daily for additional items campers might need each day.

Check In and Check Out Procedures:

Every morning and afternoon, the parent or guardian of the child will sign them in and out via an ePACT QR Code. The QR code can be found once they sign into their ePACT account. Children will not be allowed to leave with another individual unless the individual is authorized and listed on the "Sign In/Out" waiver on ePACT.

Children aged 8 and older may sign themselves out to go to another extracurricular activity with written permission from the parent or guardian. Please contact the Camp Supervisor to arrange such allowances. Camp Supervisor must have written permission from parent/guardian prior to allowing child Self Sign Out Privileges.

* These rules are in accordance with State Regulations.

Drop Off: Full Day & Summer Camp

Children can be dropped off anytime between 8:00am and 9:00am at the designated meeting place and must be checked in via ePACT every day.

Drop Off: After School Club

Children will walk themselves down to the Aspen Elementary School Cafeteria between 3:00 and 3:15 pm to meet counselors and must be checked in via ePACT every day.

- Campers may NOT be dropped off before 8:00am for Full Day/Summer Camp or 3:00pm for Afterschool (1:15pm for Early Release) as there will **not** be a supervisor available.
- Children MUST be dropped off on time for Full Day/Summer Camp (no later than 9:00am) as, often, the group will have a scheduled activity at another location.
- *Children who arrive after 9:00am for Full Day/Summer Camp will not be accepted.*

Pick Up: Full Day & Summer Camp

Children can be picked up anytime between 4:00pm and 5:00pm for Full Day/Summer Camp at the designated meeting place, unless it is indicated to parents that we will be arriving late from an activity. The Camp Supervisor will make all contact with parents if this is the case.

Pick Up: After School Club

Children can be picked up anytime between 3:00 and 5:30 pm at the designated meeting location (1:15 and 5:30 pm for Early Release).

***For Early Release days, it is likely we will be on a short field trip. Please contact the Camp Supervisor to arrange pick up prior to 3:30pm.**

- Children MUST be picked up no later than 5:00pm for Full Day/Summer Camp and 5:30pm for Afterschool and Early Release.

If a child is not picked up by 5:30pm at After School or 5:00 pm for Summer/Full Day Camp, parents/guardians will be called as soon as camp ends to determine an estimated time of arrival.

By 6:00pm for Afterschool or 5:30pm for Summer/Full Day Camp, if parents/guardians/emergency contacts have not been reached, the lead counselor on duty will call the Aspen Police and the Camp

Supervisor. It is a state requirement that we report to local Social Services if parents/guardians do not come for the child.

Please Note: There is a \$10 cash fee for every 5 minutes parents/guardians are late to pick up, owed to the counselors on duty.

General Camp Policies & Procedures

Please check the schedule and have the camper(s) wear appropriate clothing for the planned activities daily. The City of Aspen Day Camp is not responsible for any items, money, or personal items kept at camp.

Communication & Telephones

We are a screen-free camp, therefore, we request that all children leave their telephones, smart watches, iPads, and other electronic devices at home each day. If a child brings an electronic device to camp it should remain stored in their backpack for the duration of the day.

Any devices not stored away will be taken by staff and handed to parent/guardians at pick up.

All communication from Camp to Parent/Guardians during the day will be made by Staff via email, ePACT, calling, or by text message.

Should you need to contact Camp during the day, please text or call the Camp Phone 970-319-4242 to reach the Camp Supervisor or the Lead Counselor for the day.

Photos & Videos of Children

The City of Aspen Day Camp strictly prohibits staff from taking any photos or videos of the children within our programs unless it has been approved by Camp Supervisor for promotional purposes and has parents' approval in writing. Photo & video consents for this year can be found on ePACT.

You are more than welcome to opt-out of promotional photos & videos on ePACT and also by emailing the Camp Supervisor.

Movies/Video/TV Viewing

It is the practice of the City of Aspen Day Camp to follow the guidelines as set forth by the Motion Picture Association. We will watch G and PG rated movies and programs only. TV will not be watched at camp. Any movies which are of a different rating will require a signed permission slip from parents/guardians.

Pet Policy

The City of Aspen Day Camp has a no pets policy. No pets are permitted at any camp function at any time. This is for the safety of our campers and staff.

Under the ADA, service animals are working animals, not pets. The work or task a service animal has been trained to provide must be directly related to the person's disability. Dogs or other animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. Service animals are, of course, always welcome at Aspen City Day Camp.

Please contact the Camp Supervisor to arrange any accommodations needed for service animals.

Food Policy

There will be no preparation or distribution of food by the City of Aspen Day Camp. Campers are responsible for bringing a snack, lunch, and a full water bottle every day. If campers forget lunch, Staff will try to phone the parent/guardian to see if they can bring the forgotten lunch. If Camp has to provide lunch for the camper, the parent/guardian will be charged \$20.00 cash.

For safety reasons, children will not be permitted to share food with anyone other than their sibling.

Licensing Requirements

Child/Staff Ratio

In accordance with the Colorado State Dept. of Health & Human Services regulations, our camp can accommodate 110 children daily. A ratio of 1:9 (one staff member to nine children) will be kept when only one counselor is on staff. Once the 10th child shows up, a second counselor must be on duty. Once 2 counselors are on site a 1:15 ratio is required. During activities that happen in and around water, a 1:10 ratio will be kept, in accordance with state regulations. Many times, our day camp has a 1:10 ratio. The Camp Supervisor is responsible for planning staff ratios. All staff members counted in the ratio hold a current First Aid/CPR Certification.

Hygiene

Campers and staff are required by state law to wash their hands with soap and water before and after all meals, snacks, and after using toilet facilities. Campers will use a disposable towel or blow dry their hands. Purell and other sanitizers will only be used when hand washing stations are not available.

Injuries & Illnesses

All camp staff are trained in First Aid and CPR. If your child becomes ill or injured during camp hours, you will be contacted and asked to come pick them up. Injury reports will be reported immediately.

All children who have fever, antibiotics, diarrhea, or vomiting must not attend camp for 24 hours after their symptoms cease, without the use of medication. Children who come to camp sick will be sent home. Credits will not be given if a child is sent home early due to sickness.

If at any time throughout the year your child develops a medical condition, please notify us so that we can be aware of the situation. You may be required to fill our additional paperwork at this time.

Parents/guardians will be contacted immediately in any event of illness or injury.

General Exclusion Requirements

Children and staff must be excluded from programming when they have certain symptoms of illness, including if campers are unable to participate or staff members are unable to perform the functions required for their position.

- A “child” means any child enrolled in the camp program.
- A “staff member or staff” means any person working or volunteering to perform duties in the camp.

Excluding Children

Staff are responsible for observing children at drop off and throughout the day for signs of illness. If a child arrives at the facility or school with signs of illness that require exclusion, they may not be accepted to camp that day.

If a child develops symptoms of illness that require exclusion during the time of care, the parent/guardian will be contacted to pick up the child at the earliest possible opportunity. The child will be provided with a place to rest which is separate from the other children until the parent/guardian arrives. The child may return to camp based on the requirements in How Sick is Too Sick, the Infectious Disease Guide, or as directed by their health care provider or public health professional.

Excluding Staff

The Camp Supervisor is responsible for observing the staff for signs of illness throughout the day. If a staff member is not well enough to work, they will be asked to go home and may return based on the requirements in How Sick is Too Sick, the Infectious Disease Guide, or as directed by their health care provider or public health professional.

Medications

Some of our staff has been certified in Medication Administration. Medication cannot be administered without parental permission and doctor's orders for each medication prescribed.

Permissions must be renewed annually.

Any child who requires medication that may need to be administered or carried while at camp must have documentation on file and must speak with the Camp Supervisor before the medication will be allowed at camp. This includes ALL over the counter medications.

- **All medications must be kept in their original container, with the child's name, birth date, the medication name, dosage amount, time to be given, route to be given, and expiration date clearly legible.**
- **A Permission for Medication form must also be filled out and on file with the child's other medical forms.**

If an emergency epi pen or inhaler is needed, we ask that parents/guardians provide one for us to keep and treat as we do with all other medication.

The emergency medication will be taken with us for all field trips.

Campers who wish to carry their medication by themselves must have a complete Self Carry form on file prior to the medication being allowed at camp and being self-carried with Doctor's instructions in a secure location in their backpack. We may ask for your child to demonstrate competency in self-administering their medication before they will be allowed to self-carry.

Sunscreen & Bug Spray—are considered medication by the state; please mark "yes" on the ePACT Camper Health Registration Form if you would like counselors to apply your children's sunscreen.

Campers who bring their own sunscreen and/or bug spray must have the bottle labeled clearly with their first and last name.

Personal sunscreen and bug spray will not be shared between campers or staff.

Please contact the Camp Supervisor if your child requires medication at camp.

Visitors at Camp

Visitors must check in with camp staff upon arrival. Visitors must sign in on camp register and present one form of identification. Visitors may not check out any children unless the individual is authorized and listed on the child's "Sign In/Out" waiver on ePACT and staff has been informed by parent/guardian before the visitor's arrival.

Procedure to Ensure Location of Children at All Times

Aspen City Day Camp keeps count of children as they check in each day. This will allow staff to identify the exact number of children at any given time throughout the day. Formal attendance will be taken twice daily, and children will be counted every half hour by staff and when transitioning to another area. During field trips, attendance will be taken before leaving the school, upon entering and exiting the bus or van, and when children arrive back at the school. While at field trip site, children will be counted every half hour by staff.

Late Return of Campers

In case of an unscheduled delay causing campers to return to camp after 4:00pm, the Camp Supervisor will post a sign at the camp headquarters and/or send out a message through ePACT and/or text message/email stating the delay and the estimated time of arrival.

Field Trips

Aspen City Day Camp will be taking field trips throughout the year. All field trips will be listed on the camp schedule at least 2 weeks in advance. If parent/guardians do not agree with or have a concern with the field trip, please contact the Camp Supervisor citycampdirector@aspen.gov or 970-319-4242. Parent/guardians will be notified of any changes to the field trips as soon as possible by the Camp Supervisor.

Transportation

Aspen City Day Camp will be transporting children in and around Aspen and down valley for some field trips. We will be utilizing RFTA (the public bus system) as well as City of Aspen vans with drivers who have completed a training course provided by the city. Please be sure to sign the transportation permission slip waiver on ePACT.

While traveling in City of Aspen vans, all children will wear seat belts and remain seated at all times. In the event of a roadside emergency, children will be transported back to camp locations by another City vehicle.

Swimming

Due to the nature of camp, all children who swim outside of the zero-depth section of the ARC pool are expected to meet certain skill competency levels to maintain safety standards at all times. Children should be able to move about in their designated zone of the pool independently and understand basic water safety.

We recommend all children regularly attend swimming lessons that meet American Red Cross standards if they are unable to complete the required skills for their desired swimming zone. We now perform swimming skill tests in accordance with American Red Cross swimming safety guidelines, as outlined below.

Please go to our website for more information on what swimming lessons are currently available at the ARC. www.aspenrecreation.com/activities/swimming/youth

- Lifeguards will be on duty at all times when we swim at the Aspen Recreation Center (ARC) or another pool.
- All children will be required to re-take the swimming test to get their designated bracelet at the beginning of each season.
 - Children are permitted to decline to take the test, in which case they will receive a Red bracelet and only allowed to swim in the Red section of the pool.
- Children may ask to take the test again at any time, however, the Camp Supervisor and/or Lifeguards may decline to perform the test due to staffing, business levels, and/or safety concerns.
- **All changes to bracelet colors will be at the discretion of the Camp Supervisor.** If a Lifeguard or Camp Supervisor are not present to perform swimming tests, then no children will be permitted to take the swimming test.

Skill/Bracelet Zones and Definitions

- Children must wear their designated colored bracelet at all times
- Children will remain in their defined zones at all times, unless under the direct supervision of and within arm's reach of a counselor at all times.
- Children ages 6 and older are permitted to go in the hot tub
- No children will be permitted in the steam room or sauna at any time
- **Red Bracelets:**
 - Children who do not meet Yellow bracelet requirements, children who decline to attempt the swimming tests
 - Will remain in the zero-depth section of the family pool (where the mushroom, geysers, and cove are), separated from the rest of the family pool by the buoy rope.
 - Only allowed in the lazy river under direct supervision of and within arm's reach of a counselor at all times.
 - Are not allowed in lap pool at any time, unless doing a swim test with Camp Supervisor/Lifeguard.
- **Yellow Bracelets:**
 - Children who do not meet Green bracelet requirements and/or decline to perform the Green bracelet swimming test
 - Children who can perform half of the American Red Cross Water Competency Sequence:
 - Assessments will be performed independently and with no breaks between skills.
 - Half American Red Cross Water Competency Sequence Skills:
 - Children will step, slide, or jump into the water at the halfway mark of the lap pool
 - They will then tread water or float for 30 seconds

- They will then rotate 180 degrees in the water and orient/find the nearest exit to them
- Next, they will level off and swim, using combined arm and leg actions, 12.5 yards to the shallow end of the pool
- Children will then exit the pool using the ladder, stairs, or pool edge
- Children cannot touch the wall, floor, or lap lane lines of the pool during the test
- *This test is similar to the American Red Cross Learn to Swim Level 2 Exit Skills Assessment*
- Will remain in the zero-depth section of the family pool, along with the section of the family pool between the buoy rope and lazy river wall, not to enter the slide landing zone area.
- Only allowed in the lazy river under direct supervision of and within arm's reach of a counselor at all times.
- Are not allowed in the lap pool at any time, unless performing a swim test with Camp Supervisor/Lifeguard.
- **Green Bracelets:**
 - Children who can perform the American Red Cross Water Competency Sequence in its entirety:
 - Assessments will be performed independently and with no breaks between skills.
 - American Red Cross Water Competency Sequence Skills:
 - Children will step or jump into the deep end of the lap pool and completely submerge beneath the surface
 - They will then recover to the surface and tread water or float for 1 minute
 - They will then rotate 360 degrees in the water and orient to the nearest exit to them
 - Next, they will level off and swim front crawl and/or elementary backstroke 25 yards to the shallow end
 - Children will then exit the pool using the pool edge, not a ladder or stairs
 - Children cannot touch the wall, floor, or lap lane lines during the test
 - *This test is similar to the American Red Cross Learn to Swim Level 3 Exit Skills Assessment*
 - *Please Note: Puppy dog paddling is not acceptable to receive a Green bracelet. Children MUST be able to perform a front crawl and/or elementary backstroke.*
 - As long as these children meet the slide height requirements, they are allowed on the slide
 - They can swim in any section of the family pool, lap pool, or hot tub, and on the diving board

Emergency Procedures

Natural Disaster & Emergency Plan

If an incident occurs within the camp facility which requires evacuation, the children will be moved a safe distance away from the emergency. If an immediate evacuation from the camp facility is necessary, the children will be moved to the Red Brick Recreation Center. Parents will be notified by staff and asked to show ID at pick up. Random practice drills will take place, so children and staff know what to do in case of an emergency. In the event of a natural disaster, the children will be cared for until the parents are able to pick them up.

All children and staff will participate in training drills. Emergency plans for children with disabilities & access/functional needs will be assessed and created on a case-by-case basis.

Inclement Weather

In the case of inclement or excessively hot weather, children and staff will seek shelter inside their camp facility and will participate in gross motor activities. If on a field trip, the staff and campers will seek refuge in a safe environment suited for supervision of the campers until campers can safely return to the camp facility.

Separated Child Procedure

Aspen City Day Camp staff always ensures the safety of your child. Each day and for each activity counselors will take attendance. In the event a child becomes separated from camp, counselors will stay at the site until the child is found.

Parents and police will be notified if the child is separated for more than 15 minutes, 10 minutes if we are around water.

Reporting Child Abuse

As required by the Colorado State Department of Social Services, staff are required to read and sign a statement defining child abuse and neglect pursuant to state law and outlining the staff member's personal responsibility to report all incidents of child abuse or neglect according to state law. If abuse or neglect is suspected, it must immediately be reported to Pitkin County Adult & Family Services, 0405 Castle Creek Rd, Aspen, CO 1-844 264-5437 or local law enforcement.

Discipline Policies & Procedures

Discipline is the guidance, encouragement, and support that we use to influence children as they learn and grow. Our staff are trained to identify the social, emotional, and developmental needs of each child and work hard to do so. In order to provide our campers with a safe, supervised environment, we must adhere to certain guidelines and expectations for appropriate behavior. The framework for these guidelines will foster responsibility, self-discipline, growth, and judgement within our campers.

If we feel that your child's behavior endangers the safety of the other children or staff, parents/guardians will be notified. We work closely with the Aspen Elementary School counselors and can refer children to them, another mental health consultant, or other specialist with parent permission.

Should a child engage in any of the following behaviors during Camp, parents/guardians will be contacted immediately to come pick up their child:

1. Fighting/ hurting others
2. Spitting on others
3. Swearing/ talking back/ verbally abusing others
4. Destroying or defacing property
5. Disregarding Camp rules/ disrespect for authority of Camp staff

Any child who engages in the above behaviors will be required to fill out a *Better Behavior Plan* with the Camp Supervisor, which will then be reviewed and signed with their parents before they will be allowed to return to camp.

If behavior persists after a *Better Behavior Plan* has been created and we determine that the child is a danger to themselves or other children, parents/guardians and the Camp Supervisor will meet to determine other possible routes for the child to succeed. This may entail us choosing to suspend your child for an agreed upon predetermined amount of time, referral to a mental health consultant or other specialist, and discussing whether we are the best program to be caring for your child. A removal of your child from our program would be our very last resort.

We encourage parents/guardians to communicate with the Camp Supervisor and staff as often as possible regarding concerns, to ask questions, or simply to inquire about their child's day.

Comments, Concerns or Complaints:

Aspen City Camp is enrolled in a childcare program that is licensed by the Colorado Department of Human Services. The license indicates that the program has met the required standards of the operation of a childcare facility.

We want to hear from you if you have questions or concerns about your child's care. We will make every effort to resolve any issues or concerns you have about the program, but if the problem cannot be resolved comfortably with the Camp Supervisor or Recreation Manager, you may want to file a complaint with the Colorado Department of Human Services.

Complaints regarding suspected licensing violations must be reported to:

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

Complaints regarding the actual program should be reported to the Camp Supervisor or the Recreation Manager:

Camp Supervisor:
Lyndsey Jackson
970-319-4242
lyndsey.jackson@aspen.gov

Operations Manager:
Jay Slater
970-404-9997
jay.slater@aspen.gov