Welcome & Philosophy

The primary goal of Red Rocks Community College School-Age Child Care (RRCC SACC) is to provide a safe, happy, caring and structured environment where children ages 5 – 12 have an opportunity to learn lifelong skills. Children choose activities based on their interest and skill level. Each program offers a variety of age appropriate activities including art, craft, drama, science, indoor/outdoor games, homework opportunities and quiet time. These activities occur individually, or in small/large group settings. Families are always welcome to come and observe or participate in the programs.

The Benefits of RRCC SACC

Attending the RRCC SACC program allows children to participate in various activities that may be offered at their school. This setting also ensures day-to-day contact between our staff and your child is unique. RRCC SACC prides itself in creating strong relationships with school personnel so that your child has an additional advocate for their learning and growth.

From year to year we can follow each child’s progress, form relationships with school staff and families that develop memories that last a lifetime. Children can grow in this warm and caring environment and families can be assured their child is receiving quality care.

RRCC SACC will be closed to observe the following days:

January
New Years Day
Martin Luther King Jr. Day

February
President’s Day

May
Memorial Day
2 Employee Training Days
* Afternoon of last day of School

July
Independence Day

August
2 Employee Training Days

September
Labor Day

November
Thanksgiving Day
Day after Thanksgiving

December
Christmas Eve - New Years Eve

- Jefferson County snow days and any other severe weather days. District wide mandated closure days may occur.
- We do not give credits or refunds for snow days.
State Licensing

The Colorado Department of Human Services licenses RRCC SACC programs. We are bound by its rules and regulations. For complaints or allegations regarding neglect or abuse you may contact the Colorado Department of Human Services, (CDHS) the Division of Early Care and Learning. For further information regarding policies, you can check the CDHS Manual located at the family center.

CDHS Division of Early Care and learning Contact info:
David Collins, Director
Division of Early Care and Learning
1575 Sherman Street, 1st Floor
Denver, CO 80203
Phone - 303-866-5958
Fax - 303-866-4453

CDHS requires that all licensed child care facilities post the number for any customer that would like to report any incidents, concerns, or receive a report of inspection on their Child Care provider.

State licensing mandates a 15:1 child: adult ratio. RRCC SACC strives to maintain a 12:1 ratio. The CDHS Division of Early Care and Learning, The Colorado Department of Public Health and Environment, and the local Metro Fire Department inspect our programs.

All RRCC SACC staff are required to be cleared by the Colorado Central Registry before they can begin working with children. This registry has information concerning anyone who has been convicted of child abuse. Each staff is also fingerprinted and cleared through the CBI/FBI for felony charges.

All policies & procedures are designed for your child’s safety. For a quick guide regarding RRCC SACC policies in conjunction with CDHS policies refer to our quick guide at the end of the handbook.

Enrollment

For each child enrolled RRCC SACC requires a current registration form, registration fee, immunization card, activity release form, sunscreen permission, and financial agreement form. All forms must be completed prior to attending. You may register online at: www.rrcc.edu\sacc

A qualified staff member must review these forms with the parent/guardian to orient them with the program. Families receive a copy of all policies and procedures and are held responsible for them. Failure to comply with documentation requests will result in suspension. RRCC SACC reserves the right to refuse care to a family for non-compliance, behavioral issues, or past due accounts.

Privacy policy: Families information are kept secured in a monitored and locked office. Onsite information is kept in a locked

Financial Matters

Child care is paid for in advance due the 1st of the month. Late fees are accessed on the 4th. Please visit our website at: www.rrcc.edu\sacc for more detailed financial information. Families are encouraged to use the simple formula to calculate the amount due the (daily rate x # of day in month). Please remember credits or refunds are not given

Late Pick Up: If your child is not picked up by 6:00p.m. a late penalty is immediately assessed to the parent/guardian of $2.00 per minute. This fee is to be paid in cash that night to the staff. If late fees are unpaid care will be suspended until amount owed is paid full.

Any child not picked up after 30 minutes will have emergency contacts notified. If emergency contacts cannot be reached or cannot pick up the child one hour after closing RRCC SACC staff will notify Colorado Dept. of Early Care and Learning along with the local police.
Canceling Care

Terminating the financial agreement:
When terminating your business relationship with RRCC SACC requires two weeks notice in writing to the accounting office whether you are changing your contract or terminating care. “Note: notifying the Site Manager does not take place of notifying the accounting office in writing. Failure to submit the request in writing to the accounting office will result in your continued financial obligation.

Guiding Philosophy

RRCC SACC programs strive to create a strong personal foundation that will encourage each child to develop into a healthy, happy, responsible adult who will be an asset to our future society.

To foster this goal, RRCC SACC offers an environment that promotes high self-esteem through the learning of self-discipline, decision-making, communication, personal care skills and positive conflict management.

Regardless of physical setting or personnel there remains a consistency in behavioral expectations, which allows for an emotionally and physically safe experience. Our developmentally appropriate activities include opportunities to learn positive social skills, build friendships and express feelings.

Our balanced curriculum of intentional learning, teaches each child to be curious enough to make choices, mistakes, and grow to his/her maximum potential. This program is designed to promote a fun, carefree, meaningful childhood experience through the mastery of skills and personal success.

Suspension & Termination Due to Unpaid Accounts:

RRCC SACC takes it seriously to suspend or terminate care for a family. Although RRCC SACC will make attempts to work with families, as a business we cannot allow families to acquire a past due balance. All families will be contacted about non-payment and then suspended for non-payment. Families may not return until past due is paid.

Children's Money

On special events or field trips children have the freedom to having spending money. Souvenirs or treats are based on the discretion of the parent. Parents are responsible for providing additional funding. RRCC SACC asks that money be kept in a safe and private place. RRCC SACC staff also asks that the amount sent with the child is reasonable and not excessive. RRCC SACC staff will not make change for families.

All money that is lost or stolen from a child is the responsibility of the family. RRCC SACC will not be held liable for loss, theft or misuse.

Mission Statement

To support working families, by providing a quality program for the whole child during out of school time.
The RRCC SACC program is open to all without regard to race, color, creed, gender, nationality or disability. RRCC SACC complies with all conditions under the Civil Rights Act of 1964 and with the Americans Disabilities act of 1992.

Children with disabilities are welcome in our programs under the condition that the 12:1 ratio can be maintained. *If a child requires additional assistance parents will be asked to provide the child’s Individual Education Plan (IEP), meet with RRCC SACC personnel and determine if the child can best be served in our program under the guidelines set by the ADA. If it is determined that the child can benefit from being in our program and requires a one on one caregiver, the parent will be asked to supplement the cost of an additional caregiver. It is ultimately the responsibility of the parent to find the caregiver. RRCC SACC will make attempts to assist the family in finding an adequate caregiver, but is not responsible to provide one on one care.

RRCC SACC accepts children if they can benefit from our program and the services provided follow our guiding philosophy. For more information on special circumstances or needs refer to the Program Manager or the Program Administrator of RRCC SACC at: www.rrcc.edu\sacc

Program registration fees are $45.00 for one child or $70.00 per family. These fees are renewed at the time of registration for each new school year. Summer registration fees are $60.00 per child. Child care assistance may be available for qualified persons.

Payment Policies & Procedures:
Payment is due on or before the first of the month. $30.00 late fee will be assessed on the 4th of the month. Checks must be mailed to the accounting office. 13300 W. 6th Ave Box. 22-A Lakewood CO. 80228.

- Checks are to be made payable to: RRCC SACC
- Include child’s first and last name in memo.
- Add your child’s school & parent number if possible

Online payments are an option secured through Cashnet. Visa or Mastercard only!

Statement & Accounts
The RRCC SACC accounting department prints each family a monthly statement. The statement is given to the Site Manager, and is placed in the families on site mailbox. It is the responsibility of the parent/guardian to check the mailbox. If you have not received a statement by the 20th of the month please notify your Site Manager.

If your account is delinquent your child care will be suspended/terminated. Although statements are a courtesy to families your statement is not a bill. You can pay from your financial agreement. (#of days x daily rate).

COMPLAINTS
If a parent or guardian has a complaint with RRCC SACC staff or administrative services it is expected that all parties conduct themselves in a professional and respectful manner. RRCC SACC will not tolerate any physical or verbal abuse directed at their employees. Individuals behaving in this manner will be asked to find other care immediately.
Policies & Procedures

Sign In/Out Procedure:
The Colorado Department of Human Services requires each site maintain accurate records of each child’s attendance. RRCC SACC complies by keeping a sign in/out sheet. Always accompany your child into the morning session and sign him/her in with the accurate time and signature.

Parent/guardian must sign child out in the evening session with accurate time and signature. RRCC SACC does not allow children under the age of 10 to sign themselves out.

If a ten-year-old child is permitted to sign him/herself out a written letter with the parent/guardian signature and the last four digits of a valid driver’s license are required.

Additional Individuals Picking Up Children:
If someone other than an individual authorized on the registration form is to pick up your child, the parent/guardian must leave written authorization in the communication log, or leave a message on the site cell phone voice message. The individual picking up the child will need a valid Photo ID and sign the child out with appropriate time and signatures.

Parent/Guardian please leave the following information:
♦ Name of child, full name of person picking child up.
♦ Address of the individual picking up child.
♦ Phone number of individual picking up child.
♦ Phone number of where you can be reached.
♦ If you would like to add this person as a regular emergency pick up contact.

Music & Personal Belongings

The RRCC SACC program encourages children to enjoy music. Children may bring their own CD’s, MP3 players, Ipods, and other media devices, however; media devices containing derogatory comments, foul language, violence or any other inappropriate content will not be allowed. Listening devices are acceptable and can be used while a child is doing homework or relaxing.

Although these are personal listening devices, staff will monitor children’s music levels. In the event that a child is speaking loudly or disregarding staff while listening to music or playing a video game, the child will be asked to put the devise away.

CD’s and gaming devices are fragile and easily scratched, that is why it is not recommended for children to allow friends to use equipment. RRCC SACC is not liable for any personal property that is damaged or lost.

Children are equipped with a personal cubby or basket for their belongings. These are provided to protect personal belongings. RRCC SACC cannot ensure that property will not be lost or stolen.

If the school restricts children from bringing personal belongings to school RRCC SACC is responsible to uphold all school policies.
Field Trips

Each program provides various extra curricular activities for children to participate. The activities are planned and presented to parents. Parents are required to give written permission for their child to attend.

If you do not wish for your child to partake in the activities please note so on the permission slip, and make other arrangements for care, either at another RRCC SACC program or by parent arrangement.

Parents needing to pick their child up early from a field trip or drop off a child at a field trip are responsible for making traveling arrangements, and are to notify staff in advance.

Late arrivals while off site
All families that are scheduled to attend on the day of a field trip will be called 30 min. before departure. In the event that a child arrives to the program after the program has left for the destination, it is important that families are informed where childcare is located and it is the responsibility of the parent to...

Family Opportunities

RRCC SACC encourages families to come and observe, volunteer or participate in our programs. Families are always welcomed in the program during program hours. In order to understand the quality of care provided for your child, please feel free to discuss monthly newsletters or calendars with your RRCC SACC staff. Below are ways to communicate with us.

- Monthly Calendars
- Monthly Newsletters
- Semester Family Surveys
- Updated website
- Email or Cell Phone

Emergencies During A Field Trip

If an emergency occurs while off site, RRCC SACC employees are to walkie-talkie or call other staff on the field trip and meet at the predetermined location. Staff take roll and move children into a safe location, notify main office and the office will notify families. Alert bus driver to return to the location or evacuate children depending on the situation.

Lost child while off site

If a child is lost during a field trip, staff are to notify other RRCC SACC employees on the field trip immediately and provide a description of the child to the establishment employees, and RRCC SACC staff. If the child is not located within 20 min. Staff must notify immediate supervisor, local police, the child’s family and file a lost child report with CDHS.
RRCC SACC allows children to enjoy a movie or television program once a month, unless it is complimenting an educational lesson. The television program and movie must have either a general rating or a family viewing rating of G or PG. Before children will be allowed to watch the program written permission must be given.

Video games are welcomed on special days. RRCC SACC believes that video games, while entertaining and popular are to be mostly enjoyed at home so limited time is provided onsite.

On special days that games are allowed the games may not depict violence or the use of weapons in any manner. If it is noticed that the video game has a rating higher than E or A the child will be asked to put the game away immediately.

If your child does not wish to partake in an activity, the child or parent has the right to notify staff and the child may partake in other activities. If you have any further questions regarding policies, please talk to your Site Manager or call the main RRCC SACC office for clarification (303-914-6203).

*Parents please note that your activity exclusion form is where you should note your preference for your child viewing videos’ or playing video games provided by the program on special game days. Please explain the viewing policy to your child as well.

Snacks: Snacks consists of two of the food groups and 100% juice, milk or water. Snack is provided daily and is available for 45 minutes. Children are required to wash their hands before they are permitted to eat. Snacks are to be eaten at the designated snack area. If a child brings a snack from home, the snack must be healthy and the child is still required to wash their hands. Snack menus are posted at each site, and available for parent/guardian to review. If your child has allergies please review your calendar and remind the staff by noting it on your registration form.

Lunches: Days that children are attending a minimal day, full day or seasonal break you will need to provide a non-perishable lunch for your child. The Department of Human Services requires that all lunches be checked for nutritional value and prevention of spoilage. Each lunch must contain 1/3 the daily nutritional requirement.

If a child forgets to bring a lunch the parent will be called and given the opportunity to bring a lunch for the child. If the parent cannot be reached or is unable to bring a lunch, we will provide a healthy lunch for the child at the cost of $8.00 to the parent. It is against CDHS and RRCC SACC practices for a child not to have a lunch available. RRCC SACC believes in encouraging a child to eat but never will we force a child to eat his/her lunch or snack; nor will lunch or snack be withheld from a child as a form of discipline.

Candy & Treats: On special occasions staff may give children sweet treats, however RRCC SACC does not allow children to eat candy or sugar treats otherwise.

All movie days must provide the parent with the title of the film and the rating of the film. 24hrs. notice prior to viewing is required. Children not in attendance 24hrs. prior must be notified by phone or upon arrival.
Transportation

Safety is especially important when transporting our children. The RRCC SACC program transports children using Jefferson County School Buses and the public transportation system (RTD). All staff are trained in vehicle safety and pedestrian safety.

RRCC SACC staff will only transport your children in personal vehicles under emergency situations with parent/guardian approval. Your child will not be transported in any mode of transportation that is not deemed safe and acceptable by the Department of Human Services and approved by families.

Policy when traveling

Before the children go on any field trip, bus expectations and safety rules discussed with children. The following guidelines are for all children and staff while on the bus:

- Children’s backs and bottoms stay in the seats
- Children are to face forward at all times
- All body parts & belongings remain inside of the bus.
- Inside voices or whispers are to be used while on the bus.
- Children are seated 2-3 to a seat.
- Staff members are placed at the back, middle and front of the bus.
- One staff remains on the bus while children unload to check for children & personal belongings.
- Attendance is taken while children load/unload the bus.

DISCIPLINE POLICY

RRCC SACC program offers a well-rounded program with a variety of activities for children to be involved in on a daily basis. RRCC SACC employees strive to model, teach, and encourage good communication skills, problem solving skills and positive interactions. No harsh discipline methods may ever be used such as hitting, belittling, or any other punitive discipline.

Since RRCC SACC strives to create a harmonious environment it is expected that parents support RRCC SACC staff and work as partners to keep consistency in behavioral expectations. Staff will discuss a child’s severe behavioral issues with parents/guardians, in hopes of eliminating future behavioral concerns.

If a child has repeated offenses RRCC SACC staff will move to the second stage of our discipline policy. Stage two consists of developing an action plan to assist the in child’s behavior modification. The action plan will briefly outline the behavior that needs to end. In stage two it is required for the guardian to meet with RRCC SACC staff. Failure to do so will result in ending the business relationship.

Never will a child who is potentially dangerous to self, others, or who continually disrupt the goals created for the group as a whole be allowed to remain in the program. Severe incidents will result in immediate suspension until further notice or termination. No credits will be given for suspensions or terminations.

Note: RRCC SACC believes in documenting incidents of a severe nature. If you request to read any of our documentation or need documentation for legal purposes it must be submitted in writing to our administrative offices and all fees must be paid in advance.

PARENTS OR GUARDIANS who are disrespectful to RRCC SACC staff or administration will not be permitted in our program/services will be denied. We require that you speak to staff with courtesy and professionalism.
Absence / Tracking

If your child is absent please notify the Site Manager. Failure to notify the Site Manager will result in RRCC SACC employees notifying the police that your child is missing. Multiple offenses of not notifying the Site Manager that your child is absent will result in terminating the business relationship.

The tracking system is a five-step process, and is used daily to ensure your child’s safety and whereabouts. Never will a child be left alone.

♦  Children are signed in/out by parent or staff.
♦  Children move their magnets on the tracking board according to the area they will occupy.
♦  Staff has a name stick for each child who is in their care.
♦  Children are counted every 3-5 minutes.
♦  Sticks and magnets are compared to children in room and the sign in and out sheet.
♦  Children notify staff when they require the bathroom facilities.

Abuse & Neglect

RRCC SACC is required by law to report any signs of neglect or abuse of children in our care and will do so promptly. As child care professionals we are responsible and can be fined for failing to report signs of possible abuse or neglect. RRCC SACC staff will not discuss any suspicions of abuse or neglect with family members, nor will we inform families if a call has been made. *If you suspect a childcare provider in being negligent or abusing a child please notify the Department of Human Services. You are not responsible to notify staff or the direct supervisor.

Jefferson County Abuse Hotline 303-271-HELP (4351)

Medical Information

RRCC SACC will dispense over the counter or prescribed medication only with written doctor’s orders, completed medication forms and medication must be in its original container.

Prescribed medication must have: current date, child’s name, medication name and correct dosage on the bottle. The prescription’s label may serve as doctor’s orders.

If pills need to be split/scored it is the responsibility of the family to do so. Medication is stored and locked in a secure bag/box.

Medication is not to be kept by children or kept with children’s personal belongings unless mandated by the physician. Once the period of giving medication has lapsed parent/guardian will need to either retrieve the container or present a new physician’s note to continue dispensing medication.

Dispensing Medication: In order for RRCC SACC staff to dispense medication they must be trained in medication administration. Our nurse consultant form Childrens Hospital delegates approval for staff to dispense medication. Staff are not permitted to give medication without doctor’s orders or medication administrative training. Children are not permitted to self-medicate. If staff have not been delegated to administer medication for your child, the family will be required to do so until training and delegation is completed.
If your child shows signs of illness or injury, staff will make a conscientious effort to locate parent/guardian or emergency contacts to alert them to the injury or symptoms of illness.

If symptoms are deemed serious it is expected that you will arrange for your child to be picked up within one hour of the original phone call.

Staff will make every effort to comfort your child by providing a mat, sheet, pillow, and blanket in a secluded area away from other children. In case of an emergency 911 will be called. If transportation or medical costs incur the parent/guardian will be held responsible for all financial fees.

**Children who arrive at the program ill/sick**

A child with symptoms of illness will not be admitted to the program, that child will not be permitted to return to the program without proper physician’s authorization. It is our goal to create and maintain a healthy environment. So we ask that children be kept home when ill.

**Lice & Other Communicable Diseases**

Children will not be admitted to the program without physician approval. *If a child is found with lice they will not be admitted until nits are all gone. Children with pink eye are required to be on medication for 24 hrs. and wear an eye covering before they will be admitted. Severe coughs, fevers, visible conjunctis, open wounds, chicken pox, etc. are not admitted.*

In the event of inclement weather children will be kept inside. If weather conditions are safe children will be allowed outside with the appropriate apparel.

**Excessively Cold Weather**
- Waterproof shoes
- Gloves
- Coat
- Extra Socks
- Head protection

**Excessively Hot Weather**
- Lightweight Shirt
- Lightweight Pants or shorts
- Appropriate shoes or sandals
- Sunscreen

Families are welcomed to allow children to bring a change of clothes and store in child’s backpack. If there are certain days that you do not wish your child to go outside please notify the Site Manager and document it in the family communication log.
RRCC SACC believes communication is important. We believe open communication is key to building strong relationships between its families and staff; however there are times when immediate communication may not be appropriate. In order to preserve the quality of our programs we insist any important communication be placed in writing either in the family communication log, located at the family center, or that you email the administrative team. www.rrcc.edu/sacc

Long discussions or sensitive issues need not be discussed in front of other children or compromise our ratio. RRCC SACC understand issues may arise that require immediate attention, if you have an issue that needs immediate attention please ask the Site Manager to call you, or you are welcome to call the site cell phone and leave a voice message.

Unresolved Issues
If you have not received satisfactory service from your Site Manager, please call the main office and ask to speak with a program manager. A program manager will do his/her best to resolve your issue in a timely manner. However some issues require additional attention, and we may require 42 hrs. to respond.

In the event that the situation needs further assistance you may speak with our Administrator. The Program Manager will assist you in speaking with the Administrator.

Phone Numbers
Office 303-914-9203
Accounts 303-914-6505 or 6516
Program Managers
303-914-6452
303-914-6252

Quick Guide Rules & Regulations for RRCC School Age Child Care Programs

1. Center’s purpose & philosophy: The primary purpose of RRCC SACC is to provide safe, caring and structured environments where children ages 5-13 have an opportunity to learn lifelong skills in recreation, education and social behavior.

Children choose activities based on their interest and skill level. Each program offers a variety of age appropriate activities in: science, technology, engineering, math, (STEM) art, craft, drama, indoor/outdoor games, homework opportunities, team building and literacy labs. These activities occur in small groups, large groups, or individually. Families are always welcome to come and observe or participate in the program.

The mission of RRCC SACC is to support working families by providing a quality program for the whole child during out of school time.

The RRCC SACC guiding philosophy is to create programs that strive to create a strong personal foundation that will encourage each child to develop into a healthy, happy, responsible individual, who will be an asset to our future society.

To foster this goal, RRCC SACC offers an environment that promotes high self-esteem through learning of self-discipline, decision-making, communication, personal care skills, and positive conflict management.

Regardless of physical setting or personnel, there remains a consistency in behavioral expectations, which will allow for an emotionally and physically safe experience.

Our developmentally appropriate activities include opportunities to learn positive social skills, build friendships, and express feelings.

This balanced curriculum teaches each child to be curious enough to make choices, mistakes, and grow to his/her maximum potential. This program is designed to promote a fun, carefree, meaningful childhood experience through the mastery of skills and personal success.
2. Ages of children accepted: RRCC SACC accepts ages 5-13. Children ages 5 must be entering kindergarten. If a child is younger than 5 they must be registered for full day kindergarten. If a child turns 13 during the year they will be able to remain during the school year, however summer care will not be available to the child. *K- 8 school 5 -14yrs.

3. Center’s services offered for special needs children in compliance with ADA. RRCC SACC is open to all, however it is important to make sure each child can thrive in the RRCC SACC program. The Americans Disability Act (ADA) mandates that equal access be given to all children with disabilities in child care programs and that children with disabilities be fully integrated into the regular activities, appropriate to their individual needs. The law not only covers the facility where the child care is offered but also features which are needed to access the facility such as sidewalks, doors and bathrooms.

Child care programs are required to make “reasonable accommodations” for all children with disabilities. Reasonable accommodations modify policies, practices and procedures to allow children with disabilities to participate fully in the services, programs and activities provided by the center. Programs are not required to make changes that would create an undue burden, which is most simply defined as creating a significant difficulty or expense. Child care programs may not charge additional fees for providing extra accommodations required by the ADA. Child Care programs are required to make an individualized assessment about whether it can meet the particular needs of the child without fundamentally changing its programs.

If the child has an individualized family services plan (IFSP) or individualized education plan (IEP) to meet his or her educational needs, as required by the individuals with Disabilities Education Act, the provider can also use that as a guide or resource for determining reasonable accommodations. Generally, the ADA does not require

3. Special Needs Cont. with ADA. centers to hire additional staff or provide constant one-to-one supervision of a particular child with a disability.”

RRCC SACC interviews all families who wish to engage in the program. Prior to enrolling in the program families with children who have special needs children must: interview with the Site Manager to understand program structure and assess the child’s needs and spend one afternoon in the program prior to admittance. It is also recommended that the parent/guardian:

- Review the child’s IEP and conference with cooperating school faculty and family members to use as a guide to make informed decisions about care.
- Determine whether or not the child will be successful in the RRCC SACC program with or without one-on-one care.
- Determine how the program’s structure can be adapted so that the child can participate fully with or without one-on-one care.
- Offer referral services to help the family find other care if it is decided that RRCC SACC cannot provide care for the child without sacrificing the integrity of the Red Rocks staff to child ratio (1:15).
- RRCC SACC informs families that our facility cannot accommodate one-on-one services.
- RRCC SACC also reserves the right to limit the number of special circumstance clients in order to maintain a fiscally responsible ratio.
- Parents are welcome to try the RRCC SACC program for a week without paying the registration fee to see if the program is a good fit for the child. In the event that the child does attend beyond the trial week the registration and full tuition will be required.
4. Hours and dates when the center is in operation, specific hours during which special activities are offered, holidays when the center is closed.

January…New Years Day
Martin Luther King Jr. Day
February…President’s Day
May…Memorial Day
    2 Employee Training Days
    Afternoon of the last day of school
July… Independence Day
August… 2 Employee Training Days
September… Labor Day
November…Thanksgiving Day
    Friday after Thanksgiving
December…Christmas Eve – New Years Eve

* Jeffco-snow days & mandated furlough days.

5. Severe & Inclement Weather Policy Cont.

If school is canceled, RRCC SACC does not have access to the schools and therefore we cannot provide care. If school is delayed, the RRCC SACC will make every attempt to arrive on site by 7:30 a.m. Please understand that traveling on these mornings may take longer than expected. Please call the site phone prior to arriving at the program.

If school is delayed and then cancelled, the RRCC SACC will also close the child care program. Parents will be notified and informed that children are to be picked up ASAP. Children will be sent home with an adult authorized for pickup. Please have alternative arrangements for your child if you work out of the area so that we can contact someone locally to take over care of your child. Please notify the site if someone other than previously authorized individuals will pick your child up.

Non-School Child care: in the event that it snows during a Non-School Day when RRCC SACC is scheduled to offer full day care, call the site providing care for your child and check our voice mail message. Any decision will be based upon weather conditions and road conditions reported by the Colorado Department of Transportation.

In the event of inclement weather, children will be kept inside. Safe or agreeable temperatures children will be allowed outside with the appropriate apparel.

**Excessively Cold Weather:**
- Waterproof shoes
- Gloves
- Coat
- Extra Socks
- Hat/ear muffs

**Excessively Hot Weather:**
- Lightweight Shirt
- Lightweight Pants or shorts
- Light shoes or sandals
- Sunscreen
- Visor/Waterbottle

- If temperatures reach 20°F or 95°F children are kept inside.
- Temperature/wind chills of 30°F or higher: Regular outdoor play times are followed
- Temperature/wind chills between 15-30°F: 15 - 20 minutes maximum outdoor play time.

RRCC SACC Hours of operation:

Sites: 6:45am – 9:00am
    2:00pm – 6:00pm

Office Hours: 8:00am – 4:30pm

5. Severe & Inclement Weather Policy

Emergency Closure Policy is for snow, severe weather, power outages, disaster, or any unforeseen reason that the RRCC SACC child care programs may need close without prior notice. All child care participants are encouraged to have a backup plan for emergencies. RRCC SACC will update the voice mail message on the site phones by approximately 5:30 a.m. and continually to inform families of closures or delays..
6. Admission and Registration of children.

**Registration & Enrollment**
For each child enrolled, RRCC SACC requires a current registration form, registration fee, photo of child, immunization card, activity release form, sunscreen permission, and financial agreement form. Financial agreement and registration forms must be completed and returned to your Site Manager prior to your child's first day of attendance. A qualified staff member must review and initial these forms with the parent/guardian in order for a family to be registered in the program.

Additional forms are required within the first week of attending the program. Failure to comply with documentation requests will result in suspension until forms are submitted. RRCC SACC reserves the right to refuse care to a family based on failure to comply with policies and procedures.

Program registration fees are $55.00 for one child or $85.00 per family. These fees are renewed at the time of registration for each new school year. Summer registration fees are $55.00 per child.

**Disclosure Policy**
All child and family information is kept confidential by RRCC SACC staff. Information is immediately available to: administrators, RRCC SACC staff, regulatory officials, the authorities, and individuals who have consent from a parent or legal guardian for access to records.

**Changes in Enrollment** All changes must be submitted in writing. The RRCC SACC accounting dept. does not consider verbal conversations formal or acceptable. Families may submit a letter of cancelation of services by email or mail to the accounting department. To reduce days or add days to services, families are required to complete a contract change by completing a new financial agreement. All changes to reduce care require two weeks notice, families will be charged for existing contract until the two-week period ends.

7. Itemized fee schedule
RRCC SACC provides quality care for families and offers competitive rates for services based on the various needs of a family. An additional 10% discount is available for RRCC SACC employees or State employees. Verification of employment must be provided prior to discount being applied to the clients account. RRCC SACC accepts child care assistance programs from Jefferson county, Adams county and Denver county.

Registration Fees: $55.00/$85.00 per family
Multiple Child Rates: (10% off each additional child)

Daily Rates:
AM Only: $11.25 /12.75
PM Only: $16.75
AM & PM: $19.25

Additional Tuition Rates:
Full Day: $30.25
Early Release: $24.25

Tuition Drop-In Rates:
AM Only: $15.50
PM Only: $20.00
AM & PM: $35.50
Full Day: $38.50
Early Release: $31.00

Colorado Child Care Assistance Rates are a parent fee regulated by the CCAP Department.

Additional Fees: located on rate sheet or website
8. Procedure for tracking children & absences
If your child is absent please notify the Site Manager. Failure to notify the Site Manager will result in RRCC SACC employees notifying the police that your child is missing.

The tracking system is a five-step process, and is used daily to ensure your child’s safety and whereabouts. Never will a child be left alone.

- Children are signed in/out by parent or staff.
- Children move their magnets on the tracking board according to the area they will occupy.
- Staff has a name stick for each child who is in their care.
- Children are counted every 3-5 minutes, matching face to name recognition.
- Sticks and magnets are compared to children in room and the sign in and out sheet.
- Children notify staff when they require the bathroom facilities.

9. Policy on Behavior Management:

RRCC SACC program offers a well-rounded program with a variety of activities for children to be involved in on a daily basis. RRCC SACC employees strive to model, teach, and encourage good communication skills, problem solving skills and positive interactions. No harsh discipline methods may ever be used such as hitting, belittling, or any other punitive discipline. Since we strive to create a harmonious environment, it is expected that parents support RRCC SACC staff and work as partners to keep consistency in behavioral expectations.

Staff will discuss children’s severe behavioral issues with parents. If a child has repeated offenses, RRCC SACC staff will move to the second stage of our discipline policy. Stage two consists of developing an action plan to assist in the child’s behavior modification. The action plan will briefly outline the behavior that needs to cease. If the action plan is violated, care will be terminated. Never will a child who is potentially dangerous to self, others, or who continually disrupts the goal created for the group as a whole be allowed to remain in the program. Severe incidents will result in immediate suspension until further notice or termination. No credits or refunds will be given for suspensions.

**Note:** RRCC SACC believes in documenting incidents of a severe nature. If you request to read any of our documentation or need documentation for legal purposes it must be submitted in writing to our administrative offices with a subpoena. Appropriate fees will be charged to the client requesting information.

RRCC SACC prefers to label policies and procedures concerning the behavior of children as behavior management rather than discipline. We recognize that behavior management implies positive, constructive and cooperative efforts by teachers, families and their children. Thus, behavior management refers to teaching through experiences and modeling of appropriate behavior, rather than punishment.

We know that children can, on their developmental levels, learn to manage their own behavior. By encouraging positive behavior, setting examples and helping children express and understand their feelings; RRCC SACC can guide them to develop appropriate social behavior.

RRCC SACC staff members set clear boundaries and explain the classroom expectations. Once these guidelines have been established, they remain consistent. When children need behavioral guidance, staff members help the children describe the situation, their feelings and assist in providing possible alternative solutions to the problem. They follow up by helping the children plan how they will cope with future situations and remind them when and if the need arises.

The aim is, within limits, to give children the power to solve their problems and nurture the skills they will need to do so. On rare occasions, we must rely on the following guidelines to ensure the safety and well-being of the children in our care and the effective functioning of our programs. Suspension of enrollment will be decided based on the following factors:

- The child engages in physical aggression and/or violence
- The child engages in verbal harassment of peers or staff
- The child brings an object or substance to the program which is harmful or dangerous
- The child leaves the grounds of the program without authorization
- The family account is in arrears more than one month.

The continuation of enrollment will be contingent upon an action plan developed by RRCC SACC and agreed to by the parent or guardian. Termination of enrollment is the final option only after all possible alternatives have been explored. RRCC SACC reserves the right to terminate enrollment at the discretion of the Program Manager, and/or the Executive Director based on the following factors:

- We are unable to meet your expectations due to a mismatch in established philosophy or practice
- The child engages in physical aggression and/or violence
- The child engages in verbal harassment of peers or staff
- The child brings an object or substance to the program which is harmful or dangerous
- The child leaves the grounds of the program without authorization
- The parent or guardian engages in verbal harassment of children, staff or others in the program
- The parent or guardian is late in picking up the child more than three times in a 30 day period
- The parent or guardian brings an ill child to the center more than two times in any 30 day period
- The parent or guardian fails to promptly pick up an ill child from the center more than two times in any 30 day period
- The family account is in arrears more than two months
- The parent or guardian fails to abide by the terms of the Enrollment Agreement, supporting documents or subsequently issued written policies.


RRCC SACC strives to keep each child safe, however accidents do happen and we believe parents/guardians need to be informed. In the event of an accident the parent will be notified with an “Injury/incident” report. In the case of more serious injuries not needing medical attention a phone call will be made to the parent/guardian, then an incident report may be filled with CDHS if necessary. All incidents are documented by the end of business day.

If your child shows signs of illness or injury, staff will make a conscientious effort to locate parent/guardian or emergency contacts to alert them to the injury or symptoms of illness. If symptoms are deemed serious it is expected that you will arrange for your child to be picked up within one hour of the original phone call. Staff will make every effort to comfort your child by providing a mat, sheet, pillow, and blanket in a secluded area away from other children. In case of an emergency 911 will be called. If transportation or medical costs incur, the parent/guardian will be held responsible for all financial fees.

Children who arrive at the program with symptoms of illness will not be admitted to the program without proper physician’s authorization. It is our goal to create and maintain a healthy environment, so we ask that children be kept home when ill.

Health Guidelines
The following guidelines have been developed with our consulting physician and comply with Colorado licensing requirements. It is our goal to curtail illness and promote healthy environments in our programs. All children are required to wash their hands upon entering the each day.

The following require a child to leave the program:

- A fever of 100.4°F or more
- Persistent crying or complaints of pain
- Breathing difficulty
- Diarrhea more than twice
- Mucus or pus draining from eyes
- Vomiting
- Persistent wheezing or coughing
- Lethargy that interferes with program activities

Children who become ill while at the center will be removed from activities to rest until a parent or designee arrives. When notified, parents/guardians are expected to come promptly to pick up the child. If the parents/guardians cannot be reached, we will contact the emergency contacts listed on the emergency card.

- Children must remain at home for 24 hours after a fever has broken.
- Children must remain at home for 24 hours after vomiting has ended, unless clearance has been given by a health care provider.

These communicable illnesses require a child to leave the program and stay at home until the illness is no longer contagious and have been cleared by a physician:

- Strep throat
- Chicken pox
- Viral diseases (including colds)
- Flu
- Conjunctivitis (pink eye)
- Pinworms
- Head lice

Written clearance from a health care provider indicating that the child is no longer contagious is required prior to the child’s return to the program. All absences should be communicated by 8:00 am. Please notify us if the illness is contagious, so we can alert families to be vigilant for signs of illness. We welcome children back to the center when they are ready to join us in all our activities, including outdoor play. If children are too ill to participate in outdoor play, they should remain at home.

Emergencies
In the event of an extreme medical emergency, requiring immediate treatment, the following procedures will be followed:

- Families will be notified and, concurrently, the staff will contact emergency personnel.
- The responding emergency team will determine whether hospitalization is necessary.
- If a hospital visit is required, the child will be transported to the closest hospital by ambulance and will be accompanied by a staff member.
- If injury occurs while participating in an off campus field trip, the injured child will be transported to the closest hospital with a staff member.
- In the event the injury does not require an ambulance, but does require a hospital visit, you will be contacted and may elect to have the Program Manager or other staff member transport your child to the hospital where you can join them.
- In the event the parents are not available, RRCC SACC will notify the emergency contacts listed on the registration form.
11. Procedure for handling lost children (Off Site & On Site)

If a child is lost during a field trip:
1. Staff is to notify other RRCC SACC employees & establishment employees on the field trip and provide a description of the child.
2. If the child is not located within 15 minutes, staff must notify supervisors, police, and child’s family.
3. Staff must complete and submit a lost child report with the Colorado Department of Human Services.

If a child does not show up to program or if a child leaves the program unsupervised:
1. RRCC SACC staff will check with the main office and the child’s teacher to see if the child left early or with an adult.
2. RRCC SACC staff will do an “All Call” throughout the school putting the building on alert to provide any information school faculty, staff, and children have regarding the missing child’s whereabouts.
3. After the “All Call” the RRCC SACC staff will call the guardians on the Emergency Form and continue to call all adults listed on the Emergency Form.
4. If an authorized adult is unable to be located, the RRCC SACC staff will call the local police department. RRCC SACC will work with the police department until the child is located.

12&14. Transportation

Safety is especially important when transporting our children. The RRCC SACC program transports children using Jefferson County School Buses and the public transportation system (RTD). All staff are trained in vehicle safety and pedestrian safety.

RRCC SACC staff will only transport your children in personal vehicles under emergency situations with parent/guardian approval. Your child will not be transported in any mode of transportation that is not deemed safe and acceptable by the Department of Human Services and approved by families.

Policy when traveling:
Before the children go on any field trip, bus expectations and safety rules are discussed with children. The following guidelines are for all children and staff while on the bus:
• Children’s backs and bottoms stay in the seats.
• Children are to face forward at all times.
• All body parts & belongings remain inside of the bus.
• Inside voices or whispers are to be used while on the bus.
• Children are seated 2-3 to a seat.
• Staff members are placed at the back, middle and front of the bus.
• One staff remains on the bus while children unload to check for children & personal belongings.
• Attendance is taken while children load/unload the bus.

Field Trips

Each program provides various extra curricular activities for children to participate. The activities are planned and presented to parents. Parents are required to give written permission for their child to attend.

If you do not wish for your child to partake in the activities please note so on the permission slip, and make other arrangements for care, either at another RRCC SACC program or by parent arrangement.

Parents needing to pick their child up early from a field trip or drop off a child at a field trip are responsible for making traveling arrangements, and are to notify staff in advance.

RRCC SACC enforces a 1:12 or 1:10 ratio on field trips. RRCC SACC employees supervise children in groups, according to ratio. Tracking procedures requires all staff carry group lists, emergency contact information and count children in group every 3-5 minutes. Field trips requiring a lower ratio require volunteers. All volunteers are trained in program safety and are never left alone with children.

In the event of an accident or transportation emergency: Jefferson County School District transportation services in the event of a bus break down will dispatch a new bus from the closest terminal and children will be asked to walk to a safe place to wait while the bus comes. In the event of an accident Jefferson County School District will contact emergency services and the RRCC SACC staff will contact the main office to update them regarding the situation. In the event that a trauma takes place during the accident the RRCC SACC office will contact the parent(s) or guardian of children involved.

13. Television, video games, movies and special activities

RRCC SACC allows children to enjoy a movie or television program once a month, unless it is complimenting an educational lesson. Television programs and movies must have either a general rating or a family viewing rating of G or PG. Before children will be allowed to watch the program written permission must be given on a permission slip or note prior to viewing.

Video games in our programs and are offered as a choice for children. Children are welcome to bring their own video devices on special days. RRCC SACC believes that video games, while entertaining and popular, must be monitored and limited. On special days that games are allowed, the games may not depict violence or the use of weapons in any manner. If it is noticed that the video game has a rating higher than E or A the child will be asked to put the game away immediately. Staff monitor movies, videos, television, and video games regularly to determine appropriateness and length of time children are engaged in the aforementioned activities.

Special activities outlined as field trips or a guest speaker requires parents given prior notification and that children have been given written approval by a parent or guardian.
15. Releasing Children from program

RRCC SACC requires that all families submit on the registration form a list of individuals authorized to pick up the child at any time. The name, address and phone number of the individual required for security reasons. RRCC SACC personnel will identify individuals with a valid driver’s license and require that the individuals sign children in and out of the program.

Sign In/Out Procedure: Department of Human Services requires each site to maintain accurate records of each child’s attendance. RRCC SACC complies by keeping a sign in/out sheet. Always accompany your child into the morning session and sign him/her in with the accurate time. Parent/guardian must sign child out in the evening session with accurate time. RRCC SACC does not allow children under the age of 10 to sign themselves out. If a child (10 yrs.+) is going to sign out of the program, written parent or guardian permission is required.

Additional Individuals Picking Up Children: If someone other than an individual authorized on the registration form is to pick up your child, leave authorization in the communication log, or leave a message on the site cell phone voice message. This person will need a valid Photo ID and sign the child out with appropriate time and signatures. Parent/Guardian must leave the following information:
- Name of child, full name of person picking child up.
- Address of the individual picking up child.
- Phone number of individual picking up child.
- Phone number of where you can be reached.

16. Late pick-up/failure to pick-up

RRCC SACC staff regularly review the sign in and out sheet to locate children and ensure all children are home by closing. If your child is not picked up by 6:00 p.m., a late penalty is immediately assessed to the parent/guardian of $2.00 per minute per child. This fee is to be paid in cash that night to the staff that stayed with your child. If late fees are unpaid within 5 days of the occurrence, care will be suspended until amount owed to staff is paid in full.

Any child not picked up after by 6:20 p.m., will have emergency contacts notified. If emergency contacts cannot be reached or cannot pick up the child up one hour after closing, RRCC SACC staff will notify child protective services and local police.

In the event that a parent or guardian consistently picks up a child later than 6:15pm (4 or more times within 5 months) RRCC SACC staff have the right to terminate care.

17. Late Arrivals While Off-Site

All families that are scheduled to attend on the day of a field trip will be called 1 hour before departure. In the event that a child arrives to the program after the program has left for the destination, it is important that families are informed where childcare is located and it is the responsibility of the parent to drop the child off at the field trip or drive the child to another RRCC SACC program. *Families are not refunded or given credit for missing field trips.*
18. Medications

Medication (including over the counter drugs) will not be administered without a completed and signed RRCC SACC Medication(s) Form. If a form is not available, the health care provider may use stationery or a prescription pad to make the request, which must include the following:

1) Name and dosage of the medication,
2) Duration and specific instructions or administration,
3) Possible side effects and
4) Physician’s printed name & signature.
5) Date, and time of administering medication

Medication must be provided to a Site Manager in the original container in which the medicine was dispensed, including pharmacy label. Never place medicine in a lunch box or back pack. Over the counter drugs ordered by the health care provider must be marked with the child’s name.

Dispensing Medication: In order for RRCC SACC staff to dispense medication they must be trained in medication administration. Our nurse consultant from Children’s Hospital delegates approval for staff to dispense medication. Staff are not permitted to give medication without doctor’s orders or medication administrative training. Children are not permitted to self-medicate unless mandated by a licensed and practicing physician.

19. Children’s personal belongings & money

On special events or field trips, children often want the freedom of having spending money. Souvenirs or treats are based on the discretion of the parent. Parents are responsible for providing additional funding. RRCC SACC asks that money be kept in a safe and private place. RRCC SACC staff also asks that the amount sent with the child is reasonable and not excessive. RRCC SACC staff will not make change for families.

On rare occasions RRCC SACC staff may ask parents to contribute to the cost of a site field trip or activity; in those cases please give money directly to the Site Manager. If you provide money for souvenirs please give it to the child.

All money that is lost or stolen from a child is the responsibility of the parent. RRCC SACC will not be held liable for such incidents.

The RRCC SACC program encourages children to enjoy music. Children may bring their own CD’s, MP3 players, and other media devices. If the CD is to be shared with the group, lyrics must accompany the music. Media devices containing derogatory comments, foul language, violence or any other inappropriate content will not be allowed. Listening devices are acceptable and can be used while a child is doing homework or relaxing. Although these are personal listening devices, staff will monitor children’s music levels. CD’s and gaming devices are fragile and easily scratched, that is why it is not recommended for children to allow friends to use equipment. RRCC SACC is not liable for any personal property that is damaged or lost.

Children are equipped with a personal cubby or basket for their belongings. These are provided to protect personal belongings. RRCC SACC cannot ensure that property will not be lost or stolen. Items left on site, will be placed in a safe area and parents notified. If items are left more than two days, items will be placed in the school’s lost and found.

If the school restricts children from bringing personal belongings to school, RRCC SACC is responsible to uphold all school policies.
20. The policy concerning meals and snacks.

Snacks: Snacks consists of two of the food groups and 2% milk, 100% juice, and water. Snack is provided daily and is available for one hour. Children are required to wash their hands before they are permitted to eat. Snacks are to be eaten at the designated snack area. If a child brings a snack from home, the snack must be healthy and the child is still required to wash their hands. Snack menus are posted at each site, and available for parent/guardian to review. If your child has allergies please review your calendar and remind staff members.

Lunches: Days that children are attending a minimal day, full day or seasonal break you will need to provide a non-perishable lunch for your child. The Department of Human Services requires that all lunches be checked for nutritional value and prevention of spoilage. Each lunch must contain 1/3 the daily nutritional requirement. If a child forgets to bring a lunch the parent will be called and given the opportunity to bring a lunch for the child. If the parent cannot be reached or is unable to bring a lunch, we will provide a healthy lunch for the child at the cost of $8.00 to the parent. It is against the Department of Human Services and RRCC SACC practices for a child not to have a lunch available. RRCC SACC believes in encouraging a child to eat but never will we force a child to eat his/her lunch or snack; nor will lunch or snack be withheld from a child as discipline.

Candy & Treats: On special occasions children may enjoy sweet treats from family o, however RRCC SACC does not allow children to eat candy or sugar treats otherwise.

21. The policy regarding visitors

Anyone who comes into our programs out of the ordinary is considered a visitor. All visitors are required to sign-in and out of the visitor log, state why they are visiting the program, the time of arrival and departure, and must provide a legal form of identification. Once the visitor is cleared by the Site Manager, they must wear proper identification.

23. Filing a complaint about child care

RRCC SACC believes communication is important. We believe open communication is key to building strong relationships between its families and staff; however there are times when immediate communication may not be appropriate. In order to preserve the quality of our programs we insist any important communication be placed in writing either in the family communication log, located at the family center, or that you hand the Site Manager a note. Long discussions or sensitive issues need not be discussed in front of other children or compromise our ratio. RRCC SACC understand issues may arise that require immediate attention, if you have an issue that needs immediate attention please ask the Site Manager to call you, or you are welcome to call the site cell phone and leave a voice message.

If you have not received satisfactory service from your Site Manager, please call the main office and ask to speak with a Program Manager. Office Number: 303-914-6203.

In the event that further action is needed please contact the Division of Early Learning. The Division of Early Learning requires that all licensed child care facilities post the number for any customer that would like to report any incidents, concerns, or receive a report of inspection on their Child Care provider.

1575 Sherman Street. 1st Floor
Denver CO. 80203-171
Phone: 303-866-5958
www.cdhs.state.co.us/childwelfare
23. Reporting Abuse & Neglect

Under the “Child Protection Act of 1987” (C.R.S.19-3-301) in the Colorado Children’s Code, child care program workers are required to report suspected child abuse or neglect. The law at 19030394 states that if a child has been subjected to abuse or neglect or who has observed the child being subjected to circumstances or conditions which would reasonably result in abuse or neglect shall immediately report or cause a report to be made of such fact to the county department or local law enforcement.

“Abuse” or “child abuse or neglect” means an act or omission in one of the following categories which threatens the health or welfare of a child: skin bruising, bleeding, tissue swelling or death; any case in which a child is in need of service because the child’s parent, legal guardian or custodial fails to take some action to provide adequate food, clothing, shelter, medical care, or supervision that a prudent parent would take.

If at any time a staff member reasonably suspects child abuse, it is the responsibility of that staff member to report or to cause a report to be made of this suspicion to the local county department of Social or Human services. The local Police department may be contacted as well. It is not the employee’s role to investigate suspected abuse, only to report it. Persons who make a good faith report are immune from civil and criminal liability. Additionally, the law provides protection of the identity of the reporting party. Staff are not permitted to interview parents or children regarding suspected abuse or neglect. Staff are to notify direct supervisor of any suspected abuse or neglect of children.

All cases of Child Abuse or neglect must be immediately reported. In doubtful cause a mandated reporter may confer with a director or supervisor to determine reasonable cause to suspect that abuse or neglect has occurred. Ultimately, the mandated reporter has personal responsibility for making the report and the mandated reporter cannot avoid that responsibility by asking a supervisor or employee to determine whether the report should be made. The law provides that, if a person does not make a required report the person may be prosecuted for a class 3 misdemeanor and may be liable for any damages proximately caused by failure to report. (A) 19-3-304 and (B) 75-083 C.R.S. 2005.

24. Responsibility to notify families when program no longer offered

In the event that RRCC SACC cancels services at a program for a day or long term each family will be given 60 days notice. The families will be notified by email and confirmed by the Site Manager by a face to face meeting or Family Night.

25. Canceling care, terminating care & suspension of services

RRCC SACC ventures to keep all families happy with the services rendered for their children. In the event that a family wishes to terminate or suspend care, it is the responsibility of the family to notify both the Accounting Department and the Site Manager in writing regarding the last date the child will be attending. In the event that the family stops attending care and does not notify the Site Manager or Accounting Dept. in writing the family will be charged for two weeks of care from the last date the child attended.

Suspension or termination due to non-payment.

In the event that a family fails to pay tuition for child care the Accounting Dept. will suspend child care services until the balance is paid in full. The suspension process involves a statement being sent to the families, then the Site Manager contacts the family and notifies them that the child may not return to care until the balance is paid. In the event that the family does not make the payment the Accounting Dept. will send a 1st demand for payment, followed by a final demand for payment. Failure to respond with payment to the final demand for payment letter will result in the account being turned over to the Colorado State Collection Agency.