

2019–2020 School Year Policies and Procedures (General Copy of Registration/Contract)

Rate Options

NOTE: All registration fees are non-refundable.

Split Contracts: All families that require more than one contract for one child will be treated as separate accounts. Discounts will not be split or shared.

Please review both of the below rate options carefully to ensure you choose the best option for your family and understand exactly what care you are agreeing to:

Option A: Daily Rate – *Choosing this option will register your child or children for all selected days/sessions from your listed start date through the entire school year.* For example, if you choose only Monday PM, you are registering for every Monday afternoon and will be charged monthly for all Monday afternoons. The only exception is that we do not automatically charge for modified contact days. Families that require care for modified contact days (which includes any kind of care on early release days, full days and all other school breaks) must sign up and pay separately through <https://www.rccc.edu/school-age-childcare/registration-forms>.

Option B: Variable Rate – This option is only available to private pay families (No CCAP). *Choosing this option requires prior approval from sacc@rccc.edu as there is a limited number of variable accounts available for each school site.* These accounts select care by submitting [RRCC SACC's monthly calculation calendars](#) by the 15th of each month (e.g. August's calendar is due by July 15th). Variable accounts must select 3-5 days of care per week but are free to choose exactly which days/sessions when submitting their calendar each month. **Families must select a minimum of three days each week.** Please email sacc@rccc.edu to request a variable account and, if approved, you will be provided a confirmation code which you can use to register for this option. We do not automatically charge variable accounts for modified contact days. Families that require care for modified contact days (which includes any kind of care on early release days, full days and all other school breaks) must sign up and pay separately through <https://www.rccc.edu/school-age-childcare/registration-forms>. More info on variable accounts can be found in our policies below.

Terms and Policies

Payment Policies:

- There is a non-refundable registration fee for each school year of \$60.00 for one child or \$95.00 per family.
- All childcare tuition is charged monthly and must be paid in advance on or before the 1st of every month.
- To calculate your monthly tuition bill: daily rate (x) # of days attending in that calendar month = amount due.

- Please remember your statement is not a bill, additional account activity may show up on the next statement.

Methods of payment:

Please pay online at www.rccc.edu/school-age-childcare through RRCC's CASHNet payment system.

No cash payments. Check & Money Order payments (payable to RRCC SACC) are accepted through the RRCC Cashier's Office, 13300 W 6th Ave. Box 2, Lakewood, CO 80228.

Returned Check Fee: \$40.00 processing fee will be assessed for each returned check.

After two returned checks, tuition must be paid by money order or by using our online payment service.

Late Payment Fee: \$40.00 will be assessed if monthly payment is not received in full on or before the 1st. Past due accounts risk suspension and possible termination of child care services.

- Any family terminated due to non-payment is responsible to pay for two weeks of care from the date of termination. Any family terminated for reasons other than non-payment is responsible to pay for one week of care from the date of termination.

Accounts past due for more than 30 days will be referred to an agent of the college for further collection action. Collection action will result in responsibility of additional costs up to 40%. **Since this is a debt to the state, your Colorado State tax return may be used to pay all or a portion of this bill.** Your delinquency may be reported to national credit bureaus. The signer is responsible for the cost of all collection fees, court fees, and attorney fees.

Contract Change and Cancellation Policies:

- The Signer is responsible for informing the RRCC SACC Office (sacc@rrcc.edu) and Site Manager of any contract changes or to request cancellation of a contract. **All Contract Changes must be submitted through the [Online Contract Change Form](#) here. Written notice (letter or email) is required if families wish to cancel care completely.**
- Schedule changes and contract cancellations must be submitted at least **two weeks prior to the effective change or cancellation date**. Cancelling families will be charged for two weeks of care from the date that a written cancellation request is submitted.
- **There is no charge for the first contract change during a school year.** A \$15.00 processing fee per child will be assessed for each additional contract change.
- No Contract Changes will be honored **before September 17th, 2019 or after May 6th, 2020.**

Absence Policies:

- **No absentee credit will be given.** Vacations require a contract change be submitted to temporarily suspend care (two weeks maximum).
- **If your child will be absent, please notify your site manager via text message, email or voicemail message on the site cell phone by 9 AM.** (Site contact info can be found at <http://www.rccc.edu/school-age-childcare/site-locations>)
- If your child is suspended from care due to behavior issues, **NO CREDITS** will be given. You will be responsible for two weeks of care from the date of suspension.

Modified Contact Day Policies:

- This contract **DOES NOT COVER ANY CARE AT ALL** on days when your child's school has a Modified Contact Day. Modified Contact Days include all Early Release Days (including morning only care), Full Days, Fall Break, Winter Break and Spring Break.
- To enroll your child for care on Modified Contact Days (including morning only care on Early Release Days), you will need to complete a separate registration form and make payment through <https://www.rccc.edu/school-age-childcare/registration-forms>. Modified Contact Days must be paid for in advance prior to attending. A minimum of ten (10) families are required to sign up for a modified contact day in order for care to be offered.
- **Attendance of any portion of before or after school care on a designated Early Release Day will result in being charged the Early Release Day rate.** If a parent/guardian fails to sign up two weeks prior to a modified contact day and the child or children still attends any portion of child care that day, the family will be charged the drop-in rate. **Credits/refunds are not given.**

Drop In Care Policies:

- All currently registered families are eligible to request drop in care as needed. **Drop In Care is contingent upon available space and cannot be guaranteed.** Drop-in care should be paid for and requested at least one business day (but no earlier than two weeks) in advance via <https://www.rccc.edu/school-age-childcare/registration-forms>. Your payment receipt number is required to complete the drop-in request.

Variable Contract Policies (only for approved families):

- RRCC SACC offers a limited amount of variable contracts to families on a first-come-first-served basis. Variable families must sign up for **at least 3 days per week**. It is the responsibility of the parent to submit completed [RRCC SACC's monthly calculation calendars](#) to sacc@rccc.edu by the 15th of each month to select care for the upcoming month. **Failure to submit a calendar by the due date will result in your account being charged:** AM/PM for Tuesday, Wednesday, and Thursday each week for the month (NO credits will be given). Any other days used will be charged the drop-in rate in addition to the charges for Tuesday, Wednesday, and Thursday. The Accounting Department will not make adjustments to accounts if a calendar was not submitted. All variable contracts must distinguish AM only, PM only or AM/PM on the submitted calendars. ***If a family fails to submit their variable calendar on time more than once, they will forfeit the variable contract.***

CCAP Policies:

- Current and potential CCAP families should start by contacting their CCAP caseworker to provide the license number of the school site and the date range care will be needed.
- RRCC SACC must have proof of CCAP authorization in hand in order to accept a CCAP family into the program.
- Families must access the CCAP ATS online for payment authorization, **failure to check in or out properly for sessions will result in the client being charged for care. Failure to pay may result in suspension from the program.**
- Late Pick Up Fees and Late Payment Fees are not covered by CCAP; these fees do apply to CCAP families and must be paid if incurred.
- Parents are responsible for any lapse in CCAP coverage for days that care was provided.

RRCC SACC Staff Professional Development Days:

- **All families will be charged for 2 Staff Professional Development Days as part of this child care contract (one during Fall (\$33.00) and one during Spring (\$33.00) for a total of \$66.00 charged per school year).** RRCC SACC does everything possible to schedule these staff training days so that they do not interfere with planned care.

Holiday and Snow Day Policies:

- RRCC SACC observes the following holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Labor Day, Thanksgiving Day and Christmas Day. **No care will be provided on these days and RRCC does not charge for these holidays.**
- The Jefferson County School District determines snow days and RRCC SACC does not provide care if schools are closed due to snow. However, child care charges still apply on snow days and no credits or refunds will be issued.

2019-2020 School Year Additional Rates and Fees:

Discounts:

- **If multiple children are registered,** RRCC SACC offers a 10% tuition discount on the oldest child.
- **Red Rocks Community College Employees** are eligible for a 10% tuition discount.
- **Active Duty Military** are eligible for a 20% tuition discount on the oldest child **EXCLUDING DROP IN CARE** - (copy of valid military ID or other proof of active military service must be provided to main SACC office to qualify)
- **Recipients of Free and Reduced Lunch (with Status Notification Letter)** are eligible for a 20% tuition discount on the oldest child **EXCLUDING DROP IN CARE** - (copy of valid active letter must be provided to main SACC office to qualify)

Only one discount will be provided per active account. Multiple discounts cannot be combined on one account. Discounts are provided at the discretion of RRCC SACC. Accounts that receive a late payment fee will no longer be eligible for discounts and any active discounts will be removed.

Variable Rates: \$1.50 more than regular rate per day/session

Reactivation Fee \$40.00 In the event that care is terminated due to non-payment, a \$40.00 reactivation fee must be paid in addition to the past due balance to restore child care services.

Payment Plan Fee: \$30.00 (3 months maximum) In the event that care has been terminated due to non-payment, the family may request a payment plan in writing. This plan is a one-time opportunity to pay off a past due balance and may not exceed a period of three months. As long as payments are made on time, the payment plan will halt the collections process. To request a payment plan, email sacc@rrcc.edu.

Lunch: \$10.00: For all Full Days and Early Release Days that dismiss at 11:30 AM, a child is required to bring a nutritious lunch. In the event the parent/guardian forgets lunch, they will be contacted and given the opportunity to provide lunch within one hour. Alternatively, they may request that RRCC SACC prepare a lunch for the child and the parent will be assessed a \$10.00 lunch fee per child to be paid the same day that lunch is provided.

Late Pickup Fee: \$2.00 (per child each minute after 6:00 PM) If your child is not picked up by 6:00 pm, a late fee of \$2.00 per minute per child is immediately assessed to the parent/guardian. This fee is to be paid within 48 hours online at www.rrcc.edu/school-age-childcare through RRCC's CASHNet payment system. If late pick up fees are unpaid, care will be suspended until the amount is paid in full. Parent/guardian is responsible for providing the Site Manager with a confirmation that payment has been made in order to be readmitted to the program. **Jefferson County Department of Human Services will be called if a child is not picked up within 45 minutes** of program closing (303-271-4614).

Official Records Request: \$2.00 (per page) Upon receiving a written request, an invoice will be sent. Once the invoice is paid, the request will be processed and records will be mailed or emailed.

Child Care Policies & Procedures

I hereby give my permission to RRCC SACC to:

- Call a doctor, dentist, or 911 should an emergency arise. I grant permission for emergency, medical, or hospital personnel to perform necessary care in the event of an emergency. I understand that conscientious efforts will be made to locate a parent or guardian before any action will be taken. I, as parent or guardian, agree to accept all expenses incurred.
- Discuss issues concerning my child's welfare and development with necessary school personnel.
- Transport my child for the purposes of scheduled activities or in the event of an emergency. I understand the mode of transportation will be Jefferson County Public School Buses, charter buses, RTD or walking. In the event of an emergency, I understand transportation may be by ambulance.
- Help my child apply sunscreen when necessary. RRCC SACC will provide waterproof, PABA free sunscreen with an SPF of at least 30. I understand that if my child requires a special sunscreen, I must provide it for RRCC SACC.

I understand:

- ***My child must be signed in and out by an authorized adult.*** Anyone who is authorized to pick up my child ***must be able to provide a valid United States state or federal photo ID.*** RRCC SACC will only release my child to individuals specified on the registration form. Individuals not on the list of authorized individuals must have parents' written or verbal authorization. This authorization includes: full name, phone number, and address. If authorization is verbal the RRCC SACC staff will call the parent/guardian back to verify authorization.
- If there are any restrictions on parental rights for this child, I must provide the RRCC SACC Office ***legal documentation*** of custody specifications, restraining orders or other legal information concerning the child on file.
- It is my responsibility to inform the RRCC SACC Office and the Site Manager in writing of any necessary changes to my information (address, telephone numbers, employment, emergency info, etc.) as soon as possible in order to keep my child's file accurate and up to date.
- I am required to submit any necessary contract change paperwork regarding changes in my child's normal schedule (e.g., joining a club, event, vacation or special circumstance) at least two weeks' prior to the effective date when reducing care to ensure the change is reflected in my billing.

- I am required to notify RRCC SACC when my child will not be attending a regularly scheduled session by texting, email or leaving a message on the site cell phone. The message must include the date of absence, child's name, parent's name, and verification phone number.
- I am required to submit a written email or letter to the RRCC SACC Office when cancelling my contract two week prior to my effective cancellation date.
- RRCC SACC believes that professional, respectful communication between parents and staff is crucial. Therefore, I understand that the appropriate way to handle a concern with the program or my child's progress is to approach the Site Manager and request a meeting. If at any time RRCC SACC staff are disrespected, harassed, harmed or verbally assaulted, care will be terminated immediately. If an issue is not handled to your satisfaction by the site manager, please request a meeting with office management by emailing sacc@rrcc.edu or calling 303-914-6203.
- RRCC SACC offers a well-rounded program for children to participate in daily. I understand that I have the right to exclude my child from any particular program or activity by providing written notice. RRCC SACC believes that choices create an atmosphere of decreased disciplinary concerns. If concerns arise, the staff will communicate those concerns with the parent/guardian and create an action plan that may assist the child to participate in a more positive way. However, a child who exhibits potentially dangerous or violent behavior to other children, staff or self will not be allowed to remain in the program. Any child who continually disrupts, disrespects or destroys the goals created for the group will be asked to leave the program immediately. Any child who compromises ratio or leaves the program without adult permission/supervision will not be allowed to remain in the program.
- Photos or videos may be taken of my child for training purposes, advertising and/or marketing. If I do not wish for my child to be photographed or recorded, I must submit a separate signed and dated letter stating so at the time of registration. This submission is valid for one calendar year.
- I have read and understood the policies and terms of agreement as listed in the [Family Handbook Link](#).

Policies and fees are subject to change with a 30 day notice.

Terms Agreement*

I agree to the terms of this contract and the parent handbook (link above). I understand that care will be terminated immediately for non-payment.

Sunscreen Policy & Permission*

I have read the RRCC SACC Policy and understand it is my responsibility to provide sunscreen for my child if I DO NOT want to use the provided RRCC SACC sunscreen.

(PARENT SIGNATURE #1)

(PARENT SIGNATURE #2)