

Red Rocks Community College School Age Child Care Policy and Procedure Agreement

Child Care Policies & Procedures

If at any time staff are disrespected, harmed, or verbally/physically assaulted, care will be terminated immediately.

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 a 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 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.
- If applicable, I agree to provide my child's 504 plan, IEP, or other support/safety plans that are documented with the school for RRCC SACC to use as a support tool in the program.
- It is my responsibility to ensure my child's file is accurate and up to date by emailing my updated information (address, telephone numbers, employment, emergency info, etc.) to sacc@rrcc.
- 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 calling or texting the site phone or emailing the site manager. The text, voice or email 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 canceling my contract two weeks 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

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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](#).
- **Policies and fees are subject to change with a 30-day notice.**

Terms and Policies

Payment Policies and General Fees:

- **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 on 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** - The returned check 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** - The late payment fee 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 childcare services.

If your child is suspended or terminated from care for non-payment or behavior issues, NO CREDITS will be given. You will be financially responsible for two weeks of care from the date of suspension or termination.

- **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 childcare services.
- **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 through [RRCC's CASHNet payment system](#). If late pick-up fees are unpaid, care will be suspended until the amount is paid in full. The parent/guardian is responsible for providing the site manager with a confirmation that payment has been made in order to continue care.
Jefferson County Department of Human Services will be called if a child is not picked up within 45 minutes of the 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.
- **Lunch: \$12.00 - Each child is required to bring a nutritious lunch for all Full Days and Early Release Days.** In the event that a child does not have lunch, the parent/guardian will be contacted and given the opportunity to provide lunch within one hour. The parent/guardian may request that RRCC SACC prepare a lunch for the child. A \$12.00 lunch fee per child will be assessed and must be paid the same day that lunch is provided.

Accounts past due for more than 30 days will be referred to an agent of the college for further collection action.



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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.

- **Payment Plan Fee: \$30.00 (3 months maximum)** - In the event that care has been terminated due to nonpayment, 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.

RRCC SACC Staff Professional Development Days:

- **All families will be charged for 2 SACC Staff Professional Development Days as part of this childcare 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.

Contract Change and Cancellation Policies:

- **All Schedule Changes must be submitted through the Online Contract Change Form.**
- The Parent/Guardian must contact the RRCC SACC Office (sacc@rrcc.edu) to request the cancellation of a contract. **Written notice (letter or email) is required to cancel care.**
- Schedule changes and contract cancellations must be submitted at least **two weeks prior to the effective change or cancellation date.** Canceling 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 **between August 1st, 2023, and September 15th, 2023, or after May 10th, 2024.**
- **Changes in address, telephone numbers, employment or emergency information must be submitted to sacc@rrcc.edu and to the Site Manager email as soon as possible for the safety of your child.**

Absence Policies:

- **No absentee credit will be given.** Vacations require a contract change to be submitted to temporarily suspend care (two weeks maximum).
- **If your child will be absent, you must notify your Site Manager by texting the site cell phone or emailing the site manager by 9 AM.** The text or email message must include the date of absence, the child's name, the parent's name, and verification phone number.

Modified Contact Day Policies:

- Your selected rate option **DOES NOT COVER ANY CARE** 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 the program website. Modified Contact Days must be paid for in advance, prior to attendance. A minimum of ten (10) children are required to sign up for a modified contact day in order for care to be offered. Drop-in care may be requested but is not guaranteed.
- Families must sign up at least two weeks prior to a Modified Contact Day to secure their care and receive the regular rate. If a family signs up less than two weeks beforehand, they will be charged the drop-in rate. If a child is allowed to attend any portion of child care on a modified contact day without being signed up, the family will be charged the drop-in rate. **Credits/refunds are not given.**



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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 the RRCC SACC website. Your payment and receipt number is required to complete the drop-in request.

Variable Contract Policies (only for approved families):

RRCC SACC offers a limited number 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 the monthly schedule to sacc@rrcc.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 adjust accounts if a schedule was not submitted. All variable contracts must distinguish AM only, PM only, or AM/PM on the submitted schedule. *If a family fails to submit their variable schedule on time more than once, they will forfeit the variable contract.*

CCAP Policies:

- RRCC SACC must receive proof of CCAP authorization **BEFORE** accepting a CCAP family into the child care program.
- Current and potential CCAP families must contact their CCAP caseworker to provide the license number of the school site and ensure their authorization stays up to date.
- Families must access the CCAP ATS online for payment authorization, **failure to check in or out properly for sessions will result in the parent/guardian being charged for care. Failure to pay may result in suspension from the program.**
- CCAP families **MUST** contact their caseworker to alter their authorization if they need to attend full day or school break care being held at another school. CCAP caseworkers should be provided the license number of the school where the care will be held and the date or dates.
- 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.
- The parent/guardian is responsible for any lapse in CCAP coverage for days that care was provided.

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.

Rate Options

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 to make sure you 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. Families who choose this option can sign up for whatever consistent



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weekly schedule they'd like: as little as one weekly session of care (ex. every Monday PM) or as much as full time care (ex. every Monday-Friday AM/PM). Drop-In Care can be requested if you need care outside of your schedule but is not guaranteed (our drop in care policies are listed below).

THIS OPTION DOES NOT AUTOMATICALLY SIGN YOUR CHILD UP FOR ANY AM, PM, AM/PM, EARLY RELEASE, SCHOOL BREAK/FULL DAY CARE ON MODIFIED CONTACT DAYS. Any families who need care for modified contact days (which includes any kind of care on early release days, full days and all other school breaks) must make payment for the required care and sign up separately through [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@rrcc.edu as there is a limited number of variable accounts available for each school site.

Variable Rate accounts care by submitting dates and sessions in writing to sacc@rrcc.edu by the 15th of each month (e.g. August's calendar is due by July 15th). Variable accounts must select between 3-5 days of care per week but are free to choose exactly which days/sessions when submitting their schedule each month. **Variable families must select a minimum of three days each week.** Please email sacc@rrcc.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. More info on variable accounts can be found in our policies below.

THIS OPTION DOES NOT AUTOMATICALLY SIGN YOUR CHILD UP FOR ANY AM, PM, AM/PM, EARLY RELEASE, SCHOOL BREAK/FULL DAY CARE ON MODIFIED CONTACT DAYS. Any families who need care for modified contact days (which includes any kind of care on early release days, full days, and all other school breaks) must make payment for the required care and sign up separately through <https://www.rrcc.edu/school-age-childcare/registration-forms>

Registration Fee (non-refundable):

\$60.00 for one child / \$95.00 per family

Daily Option Rates:

- **AM Only:** \$10.50 (Adams, Hackberry Hill, Kendrick Lakes, Maple Grove, Semper, Stevens, Kendallvue)
\$18.00 (Mitchell, Bear Creek)
- **PM Only:** \$24.60 (Adams, Hackberry Hill, Kendrick Lakes, Maple Grove, Semper, Stevens, Kendallvue)
\$18.00 (Mitchell, Bear Creek)
- **AM & PM:** \$28.00

Variable Option Rates: \$2.00 additional per session

Modified Contact Day Rates:

- **Full Day:** \$46.00
- **Full Day with Field Trip:** \$53.00

Drop-In Rates: \$5.00 additional per session

Discounts:

- **Family Discount:** 10% off tuition for the oldest child only
- **Red Rocks Community College Employees:** 10% off tuition
- **Active Military, 1st Responder, Educator Discount:** RRCC SACC offers a 10% discount to parents and/or guardians that are active-duty military, active first responders, or Jefferson County School District employees. First responders include paramedics, EMTs, police officers, and firefighters (must provide official proof of active military or current employment status to sacc@rrcc.edu)



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- **Free/Reduced Lunch Discount:** 20% off tuition excluding drop-in care (must provide 23-24 status notification letter from Jeffco to sacc@rrcc.edu)
- We accept families in the **Colorado Child Care Assistance Program (CCAP)** at all schools except Maple Grove and Mitchell.

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.

Additional Fees:

- **Late Payment Fee: \$40.00** (Payment due the 1st of every month. The late fee can be applied any time after the 1st.)
- **Reactivation Fee:** \$40.00 (if care is terminated)
- **SACC Staff Professional Development Fees:** \$33.00 per family charged during the fall and \$33.00 per family charged during the spring.
- **Lunch:** \$12.00 (if forgotten on a full day)
- **Late Pick-Up fee:** \$2.00 per minute after 6:00 PM
- **Records Request:** \$2.00 per page (include duplicate statements, contracts, sign-in/out sheets)

CCAP Families: You MUST have an active authorization received by RRCC SACC to register as a CCAP Family.

Terms Agreement:

- **I agree to the terms of this contract and the parent handbook** (<https://www.rrcc.edu/school-age-childcare/family-handbook>).
- **I understand that care will be terminated immediately for non-payment.**
- **I understand that RRCC SACC will call 911 in an emergency.**
- **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.**

Cashnet Receipt #

Parent/Guardian Signature

Date