



Offering licensed before and after school childcare services in the Aurora Public Schools, Denver Public Schools, and Adams 27-J districts.

**Please note: All information posted online at [www.rmkkolorado.com](http://www.rmkkolorado.com) supersedes annual information listed in this manual. Information updates, enrollment, and company information can all be found at this website.**

### **Mission**

Rocky Mountain Kids, LLC (RMK) is a Colorado based Before and After school licensed childcare company. Our mission is to bring affordable care to parents and schools while incorporating our four core principles of *Leadership, Safety, Wellness and Community* to those we serve. We believe children deserve great care and with our commitment to quality staff and industry relevant professional development our team is prepared to offer exemplary services at our partner schools.

### **Philosophy**

RMK believes that every child deserves a healthy environment to be active and engaged. We remain committed to providing age specific activities with physical and creative play options.

### **Program Descriptions**

#### *Before and After School Program*

This program provides child care for the student's ages 5 to 15 years from 6:30 a.m. until start of school and from release of school to 6:00 p.m. In addition to these times RMK offers T care for school holidays, non-contact days, and fall, winter, spring and summer breaks dependent upon facility availability. Typical hours for holidays and breaks are 6:30 a.m. to 6:00 p.m.

### **Enrollment**

RMK is required to obtain critical information from families using our care, in accordance with state licensing standards. Information is taken in and stored by RMK in a safe and secure method, protecting information with best in practice privacy standards. Please go to [rmkkolorado.com](http://rmkkolorado.com) to enroll. All enrollment from 06/01/2019 forward will be conducted electronically. You will be taken to a new link where you will select the school your child is attending. In order for enrollment to be considered complete all applicable forms must be completed and approved. Complete enrollment, immunization records and credit card or ACH information is required prior to first use of program. Once a child is registered, forms must be

submitted or updated on a yearly basis along with the yearly enrollment fee.

If your child is currently taking medication or has any allergies that would require the program to administer medication, the proper medication administration forms must be completed in addition to your digital enrollment. The medication forms must be signed by the child's current physician and parent or guardian before any form of medication may be administered or kept on site. Enrollment fees are taken yearly prior to the start of the school year. This fee can be found on our website at [rmkcolorado.com](http://rmkcolorado.com). Enrollment fees are assessed on a per household basis.

### **Withdrawal or Dismissal from Program**

If you wish to withdraw your child from the program, please advise the Program Director of your intentions. If a child is withdrawn from the program, the enrollment procedure must be completed again to return. RMK reserves the right to immediately dismiss any child that poses a danger to the staff, other children or themselves.

### **Payment Policy**

Please go to [rmkcolorado.com](http://rmkcolorado.com) and select the school your child attends for the most current pricing. RMK does not accept cash, money order, cashiers checks or personal checks. RMK is a pre-pay for service company, and the use of our services or any care at any point serves as an agreement to pay for services rendered. RMK reserves the right to assess a \$10 per week late fee for any balance left unpaid or when payment is rejected. Should a families balance owed accrue to \$100 or more and remain left unpaid, RMK reserves the right to refuse care until the balance is paid in full. Payment plan arrangements may be considered in extenuating circumstances, but are not guaranteed.

### **Scheduling care:**

RMK is a pre-pay service. Care should be scheduled at minimum 48 hours prior to the start of the session being requested. If care is not scheduled within this timeframe, drop in care is available, however, increased fees may be assessed. A child's space in the program is not guaranteed if payment is made after the payment deadline, and dependent upon capacity of the site, care may be refused. If any child attends unregistered and the program is unaware of their arrival, a parent or guardian will be contacted to pick up the child. If a parent or guardian cannot be reached, the proper authorities will be notified of potential abandonment.

### **Credits or Refunds**

Parents are advised to only sign up for care for which they know they will use. RMK will only issue credits for cancellations due to weather or emergency school closure only. Credits or refunds will only be available in extreme circumstances.

### **Absences and Vacations**

Please notify the program anytime your child is going to be absent. A staff member will call a parent or guardian to confirm any unknown absence. Frequent unreported absences could result in the dismissal from the program, as the spot being held may be better use to another child. Payments or additional fees for vacations or extended absences are not necessary to continue service upon return to the program. Please notify your director of any extended absence.

### **Discounts**

Discounts may be available to your family for a number of qualifiers. Please visit our website for current discount information. Discounts are awarded, not guaranteed, and RMK reserves the right to cease providing any discount, at any time, for any reason.

### **Drop-in Policy** (AKA Bronze)

RMK understands that unplanned situations will occur and circumstances can change that would require our services on short notice. Our drop-in policy is available to registered children only and is to be used for emergency situations only. An additional fee will be assessed for each drop-in. All drop-ins should be confirmed with the site director prior to attendance to ensure proper staff and space is available, preferably by emailing or calling the site or director directly. If a child arrives without notice and space is unavailable, a parent or guardian will be notified to pick up the child. If a parent or guardian cannot be reached, the proper authorities may be notified. All dues billed from use of drop-in care will be attempted for collection as early as each Friday at 9:00pm MDT. See payment policy for collection policies.

### **Late Arrivals**

All children who arrive late are accepted in the same manner as if they are arriving at their normal time. There is no discount for late arrivals. If a child is going to be late and is scheduled to participate on a field trip, please call the program to make arrangements. If a child arrives late and the program is away from the center, the child may be dropped off with the program at the planned destination. (Do not leave your child at the planned destination without signing them in with a staff member.)

### **Late Pickup**

If a parent or guardian has not arrived to pick up their child within 5 minutes of closing time, a staff member will attempt to contact the parent or guardian. If the staff member cannot successfully contact a parent or guardian, they will call any authorized person on the child's pick up list. If no one from the contact list can be reached the staff will contact the Police Department and the Department of Human Services after 15 minutes have passed. Children will never be left alone or allowed to leave with a staff member. Our procedures ensure that all children are picked up before all staff members leave the building.

### **Late Pickup Fees**

Late fees will be assessed at \$1.00 per minute starting at the program closing time. All late fees will be billed directly to your account and must be paid by the end of the week in which extended services were provided. If a parent is continuously tardy, this could result in a child's dismissal from the program.

### **Program Closures**

RMK does not typically provide child care on the following days:

- New Years Day
- MLK Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day

- Black Friday
- Christmas Eve
- Christmas Day
- Additional closures may be necessary for annual staff training, weather, emergencies, or when directed by each schools administration.

### **Cancelled or Delayed Start**

The programs are automatically closed if the school is closed due to weather or emergency. If the school closes mid-day, the program will also close. All parents will be notified to pick up their children at school. Delayed start may result in a delayed opening for RMK as well, depending upon circumstances. Facebook, website, and email communication may be used for confirmation of these changes when needed.

### **Personal Belongings and Money**

RMK is not responsible for lost or stolen personal items. Please do not allow your child to bring personal items including, but not limited to; video games or other electronic hand-held devices, radios, walkie-talkies, cellular phones, collector cards, or other items of value. It is recommended that children do not bring money to the program. It is permissible to bring money for a scheduled field trip, but the child will be responsible for their own money. RMK will not supervise personal items.

### **Television and Movie Policy**

Occasionally, the program will show movies or cable programs to the children. All movies and television programs will be previewed and completely age-appropriate. Movies and television programs will only be shown to the children that have parent acknowledgement thru enrollment, or if expressed consent is given by the parent/guardian.

### **Children with Special Needs**

RMK program provides care for special needs children as protected by **the Americans with Disabilities Act of 1990** as long as their specific needs can be reasonably accommodated. Before a child attends the program, the director and the parents will discuss what is necessary for the child to be successful in the program. If the child attends and is not having the proper success in the program or the staff is having difficulty meeting the needs of the child, a second meeting may be necessary to adjust the child's accommodations. If alternative methods continue to be unsuccessful, and the problems appear to overwhelm the program, the parents will be asked to make other arrangements.

### **Sign-In/Out Procedure**

RMK will not allow any child to sign themselves in or out of the program. All children must be signed in and out by a parent, guardian or an authorized person, using that adults assigned PIN number from schoolcareworks (assigned upon enrollment). If a parent continuously disregards this procedure, this may result in dismissal from the program. The on-site director may be able to assist parent or guardians in finding your PIN when lost or forgotten. Parents who fail to sign children out appropriately multiple times may be assessed an additional fee of \$5 for improper sign out per occurrence, as this puts RMK at unnecessary risk and in violation of licensing requirements.

### **Unauthorized Pickup**

Children will only be allowed to leave the program with an approved parent, guardian or an authorized person listed on your enrollment. If an unknown party is picking up a child, the person will be asked for their identification and checked against the child's pick up list. If the person is not on the pick up list, a parent or guardian will be contacted for approval, and the parent must provide the telephone passcode listed on the enrollment forms for approval.

### **Emergency Procedures**

In the event of any emergency, the building emergency plan will be followed. Students will always remain with their program until a parent or guardian arrives. In a situation where the building is unsafe, the children will be escorted to a safe area and a parent or guardian will be notified. In the event of a fire, the students will exit through the appropriate fire exits and wait for instructions. In the event of a tornado, the students will be moved to the designated safe areas in the building and wait for the all clear signal. All drills are practiced and recorded regularly.

### **Program Location**

RMK Before and After Program is based in the school cafeteria, but also uses the gym, media center and the outside play areas.

### **Location of Children**

To locate a child in the Before and After Program, please go to the school cafeteria and consult a staff member. Children are supervised in all areas of the program and the staff is continuously apprised of each child's location.

### **Transportation for Field Trips**

Children participating in a field trip may be required to have a signed permission slip from a parent or guardian. Verbal permissions may not be accepted. All permissions must be in writing for each field trip. Parents will be notified of all field trips in advance. Please make sure that your contacts, emergency contact information, and medical information are always up to date in case the Program Director must reach you. Children will also be instructed on safety procedures for walking field trips away from campus. If your child exhibits behavioral issues, RMK reserves the right to deny further care for field trips or future care.

### **Lost Children**

A child is lost when staff members do not know where he or she is and, therefore, can no longer protect his or her safety. If a staff member knows that a child is lost, he or she must inform a supervisor immediately. An immediate search of the surrounding area and building will be done. If, after the initial search, the child is still missing, a staff member will notify the proper authorities as well as a parent or guardian.

### **Volunteers**

It is the policy of RMK to not allow volunteers in the program. Any person in the program area must be a parent or guardian of a child in the program or an approved visitor to the program area. On occasion, a parent or guardian may be invited to participate in program activities or attend field trips with their child(ren). During such time the parent or guardian will not be

counted in the child to staff ratio and can never be left unattended with other children in the program.

### **Visitors**

All visitors to the program area must check in with a program staff member. The visitor will be asked to present identification and purpose of the visit.

### **Illness or Injury**

All staff members are trained to handle minor injuries. Staff members are certified in basic CPR, First Aid & Standard Precautions. If a child sustains a non-emergency injury, a staff member will treat and inform a parent upon arrival. (The program staff is not allowed to apply any topical solutions, lotions or medicines to any injury). In case of an illness or injury beyond the scope of RMK staff, a parent or guardian will be notified to pick-up the child immediately. An isolated area will be provided until the parent or guardian arrives. If a parent or guardian cannot be reached, the designated emergency contact person will be notified. Emergency Services and a parent or guardian will be notified in the event of all serious injuries, such as head trauma or broken bones.

### **Medication**

It is recommended that any medication be given at home. If your child should require any medication during program hours, a trained and delegated Medication Administration staff member will assist your child. If your child requires medication assistance please see the program director for the proper forms and information regarding your child needs. RMK procedure for storing and administering children's medicines and delegation of medication administration is in compliance with Section 12-38-132 C.R.S., of the "Nurses Practice Act." Children must never bring their own medication to the program. Special permission must be obtained in order for a child to carry their own asthma inhalers.

### **Over-the-Counter Medication**

Any administration of over the counter medication must follow the same procedures as prescription medication. If your child requires any over the counter medication, please see the Program Director for the proper forms and information.

### **Snacks and Meals**

The program occasionally provides lunch (pizza parties, ect...) for the children. Parents are encouraged to pack their child a nutritious snack, such as fruit, vegetable sticks or granola bars. On non-school days, the school cafeteria is closed. Please send your child with adequate snacks (2 per day), a lunch, and all utensils and condiments for the day, unless notified that RMK will provide these. If a child arrives at program without lunch or snacks, a parent or guardian will be contacted to provide a meal for the child. If your child has any dietary restrictions on a day that RMK is providing lunch, please send your child with an appropriate lunch for that day. RMK is not a food service company, and does not have the certifications or abilities required to manage the special dietary needs of children attending care.

### **Inclement or Hot Weather**

In the rare circumstance that outdoor whether is not advised, the program will remain indoors. Please ensure your child is sent with the appropriate attire for all weather. Please label all apparel. RMK is not responsible for lost or stolen items.

### **Sunscreen**

Parents are responsible for applying sunscreen to their child before the child arrives at the program. The program staff will monitor and assist the children with additional applications throughout the day. Sunscreen is provided by RMK and will be applied to all children as long as authorization is provided for self application through enrollment.

### **Discipline**

RMK, believes discipline starts with our own team members showing respect for others, trusting each other, and showing maturity when needing to handle tough situations. All children are expected to follow the posted program rules. RMK works with the school and parents when necessary for behavioral plans. The RMK team is trained in various disciplinary techniques and never engages in any physical or unjust punishments. We implement a strategy for reinforcing positive and desired behavior as well as a three step disciplinary plan for recurring behavior problems.

Furthermore, we utilize positive approaches to teach children to behave responsibly. The following are examples: redirection, planning ahead to prevent problems, positive reinforcement and encouragement specific to task, consistent clear rules explained to children, natural consequences, and appropriate behavior modeling. All children are expected to follow the program rules without exception. Occasionally, inappropriate behavior happens that interferes with the rights of others in the program. We have created a Student Code of Conduct (below) so that each child will be aware of what is required. The staff is trained in many disciplinary techniques and will never engage in any physical or humiliating punishment. Please take the time to read and discuss the Student Code of Conduct with your child and your on-site Director if necessary.

## Student Code of Conduct

### LEVEL 1 VIOLATIONS

- Failure to follow program rules
- Dishonesty to staff
- Disruptive behavior in the cafeteria or gym

#### Disciplinary Action (First Violation)

- Minimum: Leader-Student-Conference
- Maximum: Leader-Student-Conference and Parent Notification

#### Disciplinary Action (Repeated Violations)

- Minimum: Leader-Student-Parent Conference
- Maximum: 1-2 day suspension from program

### LEVEL 2 VIOLATIONS

- Willful acts of disobedience
- Bullying behaviors; verbal or physical intimidation

- Destruction or damage to program property
- Inappropriate language; obscene gestures; possession of obscene materials
- Stealing or taking without permission
- Fighting (with or without injuries)

Disciplinary Action (First Violation)

- Minimum: Leader-Student-Conference
- Maximum: Leader-Student-Parent Conference

Disciplinary Action (Repeated Violations)

- Minimum: 1-2 day suspension from program
- Maximum: Expulsion from the program

LEVEL 3 VIOLATIONS

- Leaving the program without permission
- Assault with intent to harm or aggravate
- Sexual or ethnic harassment/slurs or intimidation
- Weapons possession (special circumstances determined by site coordinator)

Disciplinary Action (First Violation)

- Minimum: Leader-Student-Parent Conference
- Maximum: 1-2 day suspension from program

Disciplinary Action (Repeated Violations)

- Minimum: 1-2 day suspension from program
- Maximum: Expulsion from the program

LEVEL 4 VIOLATIONS

- Weapons possession violation
- Use or possession of inappropriate substances (tobacco, drugs, alcohol)

Disciplinary Action (First Violation)

- Minimum: 1-2 day suspension from program
- Maximum: Expulsion from the program

Disciplinary Action (Repeated Violations)

- Minimum: Expulsion from the program
- Maximum: Expulsion from the program

**Complaints:**

**Program complaints may be directed to Rocky Mountain Kids, LLC ownership at:**

**Brennan Fontaine, Executive Director, Business | (720)-275-0654**  
**Russell Cleveland, Executive Director, Finance | (720)-480-4896**

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Dear Parents,

Your child is enrolling in a school age child care program. This program is licensed by the Colorado department of Human Services and fully complies with all of the state mandated requirements. If you believe that this program has deviated from its obligation as a child care provider please contact the Colorado Division of Childcare listed below.

**Colorado Division of Childcare**  
**1575 Sherman St.**  
**Denver Colorado 80203-1714**  
**303-866-5958 OR 1-800-799-5876**

Colorado law requires all childcare providers to report any suspected or known cases of child abuse or neglect. As a parent or guardian of a child enrolled in a child care program it is also your obligation to report any suspected cases of abuse or neglect. Please seek the assistance from your county department of social services.