



**2009/2010 Sick Child and Emergency/Back-Up Care Program
Frequently Asked Questions (FAQs)**

provided by



The Choice Care Agency, Inc. (CCA) in Tucson serves as the 2009/2010 Sick Child and Emergency/Back-Up Care Program (SCP/EBCP) vendor for UA students and employees.

References to CCA throughout these FAQs and throughout other SCP/EBCP information include CCA and any of its contracted vendor(s). CCA's greater Phoenix area contracted vendor is Homewatch CareGivers. Complete information regarding the Program Guidelines is available at <http://lifework.arizona.edu>.

The FAQs reflect general topics of interest and you are encouraged to contact The Choice Care Agency, Inc. and The University of Arizona as noted below with your specific questions and comments:

Who to Contact	How to Contact	When to Contact
The Choice Care Agency, Inc.	Telephone (520) 322-6966 Fax (520) 320-7711 2504 E. River Rd., Suite 100 Tucson, AZ 85718 www.ChoiceCareAgency.com	For questions regarding sick and emergency/back-up care services, the agency's registration form, how to access agency services, etc.
UA Life & Work Connections' Child Care and Family Resources	Telephone (520) 621-4365 Fax (520) 621-4474 1125 N. Vine, 2 nd Floor, Tucson, AZ, 85721 http://lifework.arizona.edu	For questions regarding the program administration, the University's registration process, etc.

Registration Process

Q: How do I register?

A: Annual registration must occur each July 1-June 30 year (prior year registration forms will not be considered valid). You are fully registered with the SCP/EBCP after completing Steps 1 and 2:

Step 1: UA registrants in the greater Tucson and Phoenix areas can access either the employee or student Sick Child and Emergency/Back-Up Care registration forms available at <http://lifework.arizona.edu>, and may submit completed form(s) by fax to (520) 621-4474, or by mail to 1125 N. Vine, 2nd Floor, Tucson, AZ, 85721.

Step 2: UA registrants in the greater Tucson and Phoenix areas can access the CCA registration form also at <http://lifework.arizona.edu>, and may submit the completed form to CCA by fax to (520) 320-7711, or by U.S. mail to 2504 E. River Rd., Suite 100, Tucson, AZ 85718.

Business Hours and After Hours Procedures

Q: What are CCA's business hours and after-hours procedures?

A: Business hours are Monday-Friday, 8:00 AM-5:00 PM. CCA's answering service will answer all calls made after business hours. A CCA staff member will return calls until 9:00 PM. UA registrants requesting care after 9:00 PM will be contacted as early as 5:30 AM the next day (unless otherwise instructed). UA registrants are asked to identify themselves as a UA Corporate Care Client.

When calling CCA, the ONLY number UA registrants should use is (520) 322-6966, as this is the sole phone line designated for transferring calls to the CCA answering service after business hours. Do not call the agency using other phone numbers that may appear on your caller ID.

Screening Process/Qualifications

Q: Can you describe the screening process/qualifications of the in-home child care providers?

A: Please visit <http://www.ChoiceCareAgency.com> for more information.

Sick Care

Q: When is Sick Care offered?

A: CCA serves children who are sick and unable to attend school or well child care. CCA will not provide care for children with a fever of 103 degrees or higher. If the fever reaches 103 degrees or higher during the day, CCA will request that the UA registrant return home immediately so that medical attention can be considered.

CCA requires that a working oral or ear thermometer be present in the home in order to receive sick child care services; services may be denied if a thermometer is not available.

Emergency/Back-Up Care

Q: When is Emergency/Back-Up Care offered?

A: CCA serves children when there is an unscheduled interruption in regular school and/or child care arrangements. CCA will not provide care due to holidays or other planned school closures (such as, but not limited to, Tucson's "Rodeo Days," spring break, etc.), nor for the period of time between the end of summer programming in the community and the beginning of school.

The University of Arizona Blackout Dates

Q: What dates are considered "blackout dates"?

A: Please review the Program Guidelines at <http://lifework.arizona.edu> to identify The University of Arizona blackout dates* effective each July 1-June 30 year, or call (520) 621-4365 to request a copy.

*For College of Medicine – Phoenix (COM-P) student registrants, the Sick Child and Emergency/Back-Up Care Program will reference the calendar maintained by the Academic Affairs Office of The University of Arizona COM-P. Visit <http://www.medicine.arizona.edu> for related contact and program information. COM-P student registrants, contact UA Life & Work Connections at (520) 621-4365 with your Sick Child and Emergency/Back-Up Care Program administration questions.

The University of Arizona Employee and Student Registrant Co-Pay (Payable at the End of Each Usage)

Q: What is the employee and student registrant co-pay rate?

A: All UA registrants are required to pay the following at the end of each usage (see chart):

	Employee/Student Pays	UA Pays	Full Hourly Rate
First Child	\$2.00 per hour	\$18.00 per hour	\$20.00 per hour
For Each Additional Child	Additional \$1.00 per hour		

Example: \$2.00 per hour for 1 child, \$3.00 per hour for 2 children, \$4.00 per hour for 3 children, etc.

Please refer to the Program Guidelines available at <http://lifework.arizona.edu> for further payment information concerning the greater Tucson and Phoenix areas.

Cancellation Policy

Q: What is the procedure if I need to cancel my service request?

A: UA registrants may cancel their service request for care 24 hours a day via telephone at (520) 322-6966. CCA requests as much notice as possible when canceling a service request. Cancellation must be made at least 1 1/2 hours before the caregiver's scheduled arrival. If the UA student/employee cancels a service request *without* giving this 1 1/2 hours' advance notice, the registrant must pay the full hourly amount (user cost and UA cost) for the requested number of care hours.

For example, if a registrant calls to cancel an eight (8) hour service request for one child just 30 minutes before the scheduled caregiver arrival time, the amount the registrant would have to pay to CCA would be calculated as:

8 hours x \$20.00/hour, for a total of \$160.00.

This applies to non-cancellations as well.

For example, if a registrant fails to provide *any* advance notice of cancellation of a service request (such as having no one at home when the caregiver arrives at the scheduled arrival time, or cancelling the caregiver upon arrival at the home), the registrant must pay the full hourly amount (user cost and UA cost) for the requested number of care hours.

Any outstanding balance due to cancellation must be paid before placing the next service request.

Compensation for Travel

Q: How is compensation for travel addressed?

A: As defined by CCA, there is no compensation to the caregiver for travel within the greater Tucson area. The greater Tucson area includes Oro Valley, Continental Ranch and Rita Ranch.

Travel compensation outside the greater Tucson area is as follows:

1-10 miles traveled outside the greater Tucson area	\$ 5.00 per usage
11-20 miles traveled outside the greater Tucson area	\$10.00 per usage
21-29 miles traveled outside the greater Tucson area	\$15.00 per usage
30 or more miles traveled outside of the greater Tucson area*	

*compensation to be discussed between CCA and UA

Please discuss with CCA any applicable travel compensation fees related to the greater Phoenix area, and what locations comprise this area. Any applicable travel compensation fees are the full responsibility of the UA registrant.

Daily Reporting

Q: How will I be informed of my child's daily activities?

A: Caregivers will arrive prepared and ready to focus on the daily needs of the children. Together, caregivers and UA registrants develop a care plan for the day.

Registrants will be informed of the children's activity verbally and in writing on the day of care, via CCA's "Daily Report" form (or, in Phoenix, Homewatch CareGivers' "Daily Notes"). The form will remain in the home each day for the registrant to read.

Sick Child and Emergency/Back-Up Care Timecard

Q: How does the timecard process work?

A: In the greater Tucson area, caregivers will arrive at the home of the requesting registrant with a CCA company t-shirt and ID badge, and provide a "Timecard" designated for UA registrants. UA registrants may request to see caregiver photo ID. UA registrants are expected to write "the day's instructions" on the back of the timecard before leaving the home. All UA registrants will be expected to sign each timecard at the end of each job. A receipt will be given for co-pay.

In the greater Phoenix area, caregivers will arrive at the home of the requesting registrant with Homewatch CareGiver company identification. UA registrants may request to see caregiver photo ID. Caregivers are authorized to accept UA registrant's co-pay (major debit or credit card). Registrants, please confirm your card's payment acceptance with CCA when scheduling your request. Caregivers will verify their beginning and ending job times with Homewatch CareGivers by phone. The registrant's statement will serve as a receipt for co-pay.

Transportation of Children

Q: Is transportation available when using the SCP/EBCP?

A: Caregivers are responsible for providing their own transportation to/from the registrant's home. Caregivers are **not allowed** to transport children in vehicles; registrants will need to make alternative arrangements with another party(ies) if they are interested in transportation services. Please visit <http://lifework.arizona.edu> for further information.

Location of Sick Child and Emergency/Back-Up Care Services

Q: Where is care provided?

A: Care will be provided in the home of the requesting registrant only.

Using the Services

Q: How many times may I use the services at University-subsidized rates?

A: Registrants are eligible for up to 12 University-subsidized SCP and/or EBCP usages per fiscal year; all 12 days can be used for either type of service or for a combination. After 12 usages, registrants can contact CCA to inquire about non-University subsidized, private residential use services.

Availability

Q: Can you describe the caregiver availability process?

A: Care is provided on an availability basis and is influenced by the volume of requests, the duration of time discussed for each care request, etc. CCA and The University of Arizona make no guarantee that every job can be filled. To increase the likelihood of receiving care, you are strongly encouraged to request services with as much advance notice as possible.