Introduction
The Sick Child and Emergency/Back-Up Care Program (SCP/EBCP) is an important work/life service for the University of Arizona, its current employees eligible for full benefits ("employees") and currently enrolled students ("students"). The SCP/EBCP serves as a viable alternative for temporary sick child and emergency child care services in the home of the eligible employee or student SCP/EBCP registrant with whom the dependent child resides, when options (such as family members or friends) are unavailable.

Eligible employees and students interested in using the SCP/EBCP may be asked to provide additional information when the child(ren)'s other parent is also an UA employee or UA student.

For eligible employees, the day(s) of the SCP/EBCP care request(s) must occur on the same day(s) as the employees' work-related commitments. Similarly, for eligible students, the day(s) of the SCP/EBCP care request(s) must occur on the same day(s) as the students' classroom commitments.

CHOICE OPTIONS, INC. (CO) serves as the University of Arizona's Sick Child and Emergency/Back-Up Care Program contracted vendor. References to CO throughout these Guidelines and throughout other SCP/EBCP information include CO and any of its contracted vendor(s). All SCP/EBCP materials are based upon the contractual agreement between the University of Arizona and the contracted vendor(s). In the event of any discrepancy or conflict, the contract shall take precedence.

Description of Programs
UA registration in the SCP/EBCP (together with vendor registration) provides temporary caregiver services for children (birth through 12 years) of employees and students in the greater Tucson and Phoenix areas so that employees may fulfill their work-related commitments and students may fulfill their classroom commitments, with the comfort and knowledge that their children's needs are being attended to. Please refer to the following descriptions to determine which program best meets your needs:

- **The Sick Child Program (SCP)** serves children who are sick and unable to attend school or well child care. For the SCP, CO will only provide ill child care. CO 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, CO will request the UA registrant return home immediately so that medical attention can be considered.

- **The Emergency/Back-Up Care Program (EBCP)** serves children when there is an unscheduled interruption in regular school and/or child care arrangements. The EBCP cannot be used due to holidays and other planned school closures (such as Tucson's “Rodeo Days,” spring break, etc.) nor for the time period between the end of summer programming in the community and the beginning of school.

In addition, employees and students are asked to become familiar with the listing of non-servable days, and as applicable, student instructions for the University of Arizona College of Medicine - Phoenix (COM-P), as described under the Guidelines section titled “University of Arizona Blackout Dates” beginning on page 4.

Employee and Student Eligibility
Current employees eligible for full benefits and currently enrolled undergraduate and graduate/professional students using their UA Net ID and password, are eligible for services as described in these Program Guidelines. In the case of two eligible UA registrants, or co-registrants - a pair of employees, a pair of students, a student/employee pair or an employee/student pair - both are independently eligible for the service and each registers using their UA Net ID and password.

Program registration and usage is based upon an eligible individual's “primary” UA employee or student status. It is recognized that eligible UA employees may be concurrently enrolled UA students. In this example, an eligible individual’s primary status is a UA employee eligible for full benefits, and SCP/EBCP registration should be completed as an employee. This employee status remains in effect for the applicable fiscal year.

It is also recognized that eligible UA students may become UA employees eligible for full benefits (while continuing student enrollment). In this example, an eligible individual’s primary status (and SCP/EBCP registration and usage) transitions from a currently enrolled student to an employee eligible for full benefits. Email here if your SCP/EBCP primary status changes from student to employee, as described. This employee status remains in effect for the applicable fiscal year. Call (520) 621-4365 if you have questions.
Eligible employees and students interested in using the SCP/EBCP may be asked to provide additional information when the child(ren)’s other parent is also an UA employee or UA student.

Eligible registrants’ first and last names should match the names used by the University. Please inform our office when spelling and hyphenating changes occur.

Eligible employees and students not complying with Program Guidelines and registration requirements may be disqualified from the SCP/EBCP.

Two (2) forms - one University REGISTRATION form and one CHOICE OPTIONS, INC. (CO) vendor REGISTRATION form - constitute the SCP/EBCP process for eligible registrants:

1. First, on the appropriate UA employee or student electronic form, eligible individuals register using their UA Net ID and password. In the case of two eligible UA registrants, or co-registrants - a pair of employees, a pair of students, a student/employee pair or an employee/student pair - both are independently eligible for the service and each registers using their UA Net ID and password.

2. Second, eligible registrants are requested to submit a completed CO form - Sick Child and Emergency/Back-Up Care Program Registration for University of Arizona Students and Employees - directly to CO by scanned copy to Staff@ChoiceOptions.net, by mail to 6262 N. Swan Rd., Suite 190, Tucson, AZ 85718 or by fax to (520) 344-9432.

In the case of two eligible UA registrants as described above, CO requests that eligible registrants begin and complete service usage under one individual’s name before transitioning over to the second individual’s name. To discuss, phone CO at (520) 638-6538.

Eligible registrants acknowledge that, as part of the registration process for the SCP/EBCP, they will be required to provide personal information about their children directly to CO to facilitate the provision of services at the time of request. Eligible registrants agree that the UA may verify this information to CO if CO requests such verification, and to keep this information up-to-date.

Employees eligible for full benefits may also wish to inquire about sick leave and Family Medical Leave policies by contacting Human Resources at (520) 621-3662 or by visiting www.hr.arizona.edu in response to their children’s illnesses. Additionally, employees and managers may wish to consider flexible work options using the University’s Flexible Work Arrangement Guide, concerning illnesses or unscheduled interruptions as earlier described.

**Child’s Eligibility**

UA individuals must meet qualifying program criteria regarding their employee or student eligibility and status. Additionally, this program is only available to the legal, dependent children of eligible UA employees and students (this includes children by birth or adoption, foster children and children by court order) or for children who meet the University’s dependent(s) status definition used for qualifying UA employee/student health coverage. The age range for dependent children is birth-12 years.

**Program Environment**

The University of Arizona is committed to and promotes an atmosphere of positive engagement and mutual respect. All parties (and their representatives) affiliated with the program are expected to conduct themselves in a professional and respectful manner.

Additionally, registrants are expected to provide and maintain a safe and healthy environment to enable program caregivers to provide appropriate care during child care service hours. This includes registrants providing to CO on its CO vendor registration form, information about persons - including but not limited to, a spouse or other designated adults - who may have reason to be present during child care service hours. Registrants may telephone CO at (520) 638-6538 to discuss further.
The University of Arizona SCP/EBCP Usage and Rates
Student and employee registrants are eligible for up to ten (10) SCP and/or EBCP usages per service year in any combination. If your employee or student status changes within this July 1-June 30 fiscal year, please call (520) 621-4365 to discuss further.

| One Child | $4.00 per hour* | $26.00 per hour | $30.00 per hour for one child |
| Two Children | $5.00 per hour* | $26.00 per hour | $31.00 per hour for two children |
| For Each Additional Child Thereafter | $1.00 per hour* | $26.00 per hour | Per hour cost will vary with the number of children |

* Any amount of service on a day will constitute a usage. All usages will incur a 4-hour minimum charge regardless of the actual number of hours worked, and registrants will pay the co-pay for the 4-hour minimum plus actual hours used in excess of four hours. Usage time will be rounded up to the next 15-minute increment as applicable.

Note: The continuation of the SCP/EBCP is contingent upon funding and as such, Child Care and Family Resources is unable to guarantee the future availability of these services.

SCP/EBCP Procedures

Registration Process
Two (2) forms - one University REGISTRATION form and one CHOICE OPTIONS, INC. (CO) vendor REGISTRATION form - constitute the SCP/EBCP process for eligible registrants for both the greater Tucson and Phoenix areas. Registration in the SCP/EBCP provides access to services but cannot guarantee caregiver availability.

Registration forms may be submitted throughout each July 1-June 30 fiscal year. Program funding and materials reflect a July 1-June 30 fiscal year period. Interested employees and students must enroll each July 1-June 30 service and fiscal year.

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<tr>
<th>SCP/EBCP</th>
<th>Employee/Student Completes</th>
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<tr>
<td>Step 1 of 2: University Registration</td>
<td>To register for services, individuals must first complete and submit their employee or student UA E-Registration form. This office will review and verify the information provided. Registrants will receive submittal confirmation through their UA email account.</td>
</tr>
<tr>
<td>Step 2 of 2: Vendor Registration</td>
<td>CHOICE OPTIONS, INC. requests the return of a completed Sick Child and Emergency/Back-Up Care Program Registration for the University of Arizona Employees and Students vendor form. This form lists submittal instructions. Individuals can telephone (520) 638-6538 with questions regarding its receipt.</td>
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From a secure site, eligible individuals will be asked for their UA NET ID and password to complete and submit their employee or student UA E-Registration form. Call (520) 621-4365 if you have questions.

If needed, employees may access a computer and request assistance through Benefits in Human Resources, located at the University Services Building, 888 N. Euclid Avenue, Room 114, (520) 621-3662, to register during regular business hours. Similarly, access and assistance is also available at Human Resources @ AHSC (Arizona Health Sciences Center), located at the Comstock Building, 1451 N. Warren Avenue, Room 100, (520) 626-2600, to register during regular business hours. UA employees at other University sites, please call (520) 621-4365 with registration questions.

Eligible employees and students interested in using the SCP/EBCP may be asked to provide additional information when the child(ren)’s other parent is also an UA employee or UA student.

Program Operations
The University of Arizona contracts with community vendors(s) to provide these services and Human Resources' UA Life & Work Connections’ (LWC) Child Care and Family Resources is responsible for the administration of the program. Program registrants pay a nominal fee; the University pays the majority of the cost on behalf of its employees and students. Call (520) 621-4365 regarding UA registration questions and feedback.

CHOICE OPTIONS, INC. (CO) serves as the University of Arizona’s Sick Child and Emergency/Back-Up Care contracted vendor. Employee and student rates are valid for fiscal year July 1, 2015-June 30, 2016. All caregiver transportation costs within the greater Tucson and Phoenix areas are absorbed by CO. Please contact CO at (520) 638-6538 to verify if additional transportation costs may be applicable for your child care location.
Description of Vendor
The SCP/EBCP (through CO) offers caregivers who will come to the home of the eligible registrant with whom the child resides, when the child is unable to attend school or well child care. CO is directly responsible for the caregivers it employs and the quality of sick care and emergency/back-up care services it provides. CO is a commercial agency and is not affiliated with the University of Arizona. Registrants elect to use this service with the knowledge that they are contracting for services with CO and not with the University of Arizona. Neither CO nor any other agency with whom the University of Arizona may contract to provide services under this program is affiliated with the University of Arizona.

About the SCP/EBCP Caregivers
CO is responsible for recruiting and screening caregivers concerning health, dependability, professionalism and regard for children. Screening of in-home caregivers for children includes a written application, a personal interview, references, a health screening, CPR, fingerprinting and a criminal background check, and is described at www.ChoiceOptions.net. CO provides caregivers to serve as a temporary replacement for general care (not for skilled medical or long term care). If you have any questions or concerns about these services, call UA Life & Work Connections’ Child Care and Family Resources at (520) 621-4365.

Availability of Sick Child and Emergency/Back-Up Care Services
Registration in the SCP/EBCP provides you access to the services of temporary caregivers at greatly reduced rates on a Monday-Friday basis. Employees, if your job requires you to be at work and/or on-call on a Saturday or a Sunday, and Students, if your academic course work requires you to be on campus during a Saturday or a Sunday, call our office at (520) 621-4365 with at least five (5) business days advance notice to discuss further. Please note that while registration and registration in the SCP/EBCP may provide access to services, it cannot guarantee caregiver availability. The SCP/EBCP may not be used if a spouse or other designated adult is at home and able to care for the children. If the spouse or other designated adult who cares for the children at home is unable to perform such care, please call (520) 621-4365 to discuss further.

In general, caregivers are able to respond to most UA requests in a timely manner; however, it cannot be guaranteed that a SCP/EBCP caregiver will be available for every request, nor that the same caregiver will be available to come to your home on successive visits. Variables such as the number of available caregivers and the number of requests will affect the program's ability to secure a caregiver for your children on any given day.

Please note that UA Life & Work Connections’ Child Care and Family Resources is unable to support employee requests for sick and emergency/back-up care during the winter holiday closure or any student requests on days when UA classes are not in session. Employees, if your job requires you to be at work and/or on-call during official University holidays or winter closure, and Students, if your academic course work requires you to be on campus during official University holidays or winter closure, please call our office at (520) 621-4365 with at least five (5) business days advance notice to discuss further.

Individuals may request a consultation to learn about in-home child care options by email or by calling (520) 621-9870.

The University of Arizona Blackout Dates*
(Includes Special Instructions for College of Medicine - Phoenix, See Below)
For College of Medicine - Phoenix (COM-P) student registrants, the Sick Child and Emergency/Back-Up Care Program will refer to the academic schedule maintained by the University of Arizona COM-P. Visit http://www.medicine.arizona.edu for more information.

Employee and student registrants, in addition to Program Guidelines’ examples such as Tucson's Rodeo Days, blackout dates - official University holidays, closures or days when classes are not in session - are also in effect for this fiscal year as identified by the:
- academic calendar at http://catalog.arizona.edu/acadcals.html

Employee and student registrants, call (520) 621-4365 if you have SCP/EBCP questions.

* Employees, if your job requires you to be at work and/or on-call during official University holidays or winter closure, and Students, if your academic course work requires you to be on campus during official University holidays or winter closure, please call our office at (520) 621-4365 with at least five (5) business days advance notice to discuss further. Please note that while registration in the SCP/EBCP may provide access to services, it cannot guarantee caregiver availability.

Dependent Care and Tax Liability Issues - Employees
The Internal Revenue Service has determined that employees may allocate up to $5,000 per year in a dependent care assistance account established by their employer. This $5,000 allocation includes the combined monies applied to the following UA sponsored pre-tax programs:
- Flexible Spending Account (FSA)* for dependent care only (excludes medical expenses)
- Employee Child Care Voucher Program
Employee Sick Child and Emergency/Back-Up Care Program (includes the entire value of the program - employee and employer costs)

*You may designate an amount of pre-tax salary to be placed in a dependent care related and/or medical expenses related FSA. These tax-free dollars may then be used to reimburse you for qualified out-of-pocket medical care and/or dependent care (child/elder care) expenses. You reduce your taxable income, as no Social Security, federal or state income taxes are taken from the designated dollars and this amount is excluded from your taxable income.

Please note that dependent care expenditures that exceed the $5,000 limit are subject to income tax. The annual FSA figures (total costs) will appear on your Form W-2 Wage and Tax Statement. This information is not intended to serve as tax advice. Please consult your professional tax advisor to identify full tax implications of program use and to determine the optimal use of dependent care offerings. For information about the status of your FSA or qualified deductions, contact ASI at http://www.asiflex.com or at (800) 659-3035 or (573) 442-3035.

**Dependent Care and Tax Liability Issues - Students**

Child care can be a major expense for many students. Please contact a professional tax advisor to determine if you are eligible for a tax credit. Additionally, subsidized monies applied toward child care can be considered “scholarship” income and may be subject to taxation. This information is not intended to serve as tax advice. Please consult your professional tax advisor to identify full tax implications of program use and to determine the optimal use of dependent care offerings.

**Using the SCP/EBCP: An Overview**

- It is the registrant’s responsibility to be knowledgeable about program content; to accurately complete, submit and update program information in a timely manner; and to use the SCP/EBCP in accordance with Program Guidelines and application submittals.

- UA registration and vendor registration forms may be submitted throughout each July 1-June 30 fiscal year. Program funding and materials reflect a July 1-June 30 fiscal year period.

- Placing a care request with the vendor signifies to the UA and CHOICE OPTIONS, INC. (CO), that a UA registrant has completed the two (2) step process:
  - Step 1 – UA Registration. To complete, visit here or call (520) 621-4365 regarding your UA registration
  - Step 2 – CO Registration. To complete, visit here or call (520) 638-6538 regarding your vendor (CO) registration as described in these Program Guidelines.

- The day(s) of the SCP/EBCP care request(s) must occur on the same day(s) of employees’ work-related commitments and same day(s) of students’ classroom commitments.

- At the first sign of illness or knowledge of unscheduled interruption in regular school and/or child care arrangements, contact CHOICE OPTIONS, INC. (CO) to schedule services at (520) 638-6538, and indicate the number of children to be served. To increase the likelihood of receiving care, you are strongly encouraged to request services with as much advance notice as possible.

- For the SCP, CO will only provide ill child care. CO 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, CO will request the UA registrant return home immediately so that medical attention can be considered.

- CO’s business hours are Monday-Friday, 8:00 AM-5:00 PM. UA registrants are asked to identify themselves as a UA Corporate Care Client. CO requests that (520) 638-6538 be the sole phone number used to initiate services, as this is the only phone line designated for transferring calls to the CO answering service after business hours.

- After business hours, CO will contact UA registrants within 30 minutes of their phone call to confirm the status of their care request. UA registrants not receiving a return phone call within this 30 minute period are asked to contact CO again. If a caregiver is available, a CO on-call staff member will provide all job details and directions to that caregiver. CO will call the UA registrant with the caregiver’s name and information. UA registrants will have the right to request but cannot be guaranteed, the services of specific caregivers.

- CO’s answering service will answer all calls made after business hours. A CO staff member will be available to return calls regarding care requests until 9:00 PM. UA registrants requesting care after 9:00 PM will be contacted as early as 5:30 AM the next business day (unless otherwise instructed).
• In the event that the requesting UA registrant is unable to speak directly with a CO representative, CO will attempt to contact the UA registrant by leaving a phone message at the registrant-provided preferred number(s), such as home, work or cell numbers listed on the CO registration form. If no direct CO contact is made and no phone messages are available for registrant retrieval as described above by 7:00 PM of evening prior to the requested service, it is the registrant’s responsibility to contact CO at (520) 638-6538 for a status update (and to cancel the request if necessary) so that cancellation charges are not incurred. Please note cancellation information below.

UA Employee and Student SCP/EBCP Full Payment Responsibilities
In certain circumstances, a University employee or student will be responsible for paying the non-subsidized rate ($30 or more) per hour, as referenced earlier in these Guidelines. Some examples of situations where this might occur are set forth below:

• Cancellation of SCP/EBCP Services
Cancellation of service requests must be made at least 1 hour before the caregiver’s scheduled arrival. If the UA employee/student registrant cancels a service request without giving this 1 hour advance notice, the registrant must pay the non-subsidized rate, i.e. 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 CO would be calculated as:

8 hours x $30.00/hour, for a total of $240.00.

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 canceling 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.

UA will not pay for the cost of any care that is the responsibility of the registrant. UA registrants may cancel their request for care 24 hours a day via telephone at (520) 638-6538. CO requests as much notice as possible when canceling a service request. Any outstanding balance due to cancellation must be paid promptly and before placing the next service request.

SCP/EBCP Review Process
Employee and student registrants may call (520) 621-4365 to discuss the Sick Child and Emergency/Back-Up Care Program. Such registrants may ask for a review of child care services and billing services by submitting a written request in an email from their UA account (no attachments please) here or to “UA Life & Work Connections, attention Sick Child and Emergency/Back-Up Care Program,” using U.S. postal or campus mail at the address provided on the first page of these Program Guidelines, within seven (7) business days of the service in question. This deadline may be extended if exceptional circumstances exist. The written request should designate service dates, if for sick or emergency care, sequence of events, names of those involved, and other pertinent information to reflect as complete an accounting as possible. The request will be reviewed and UA Life & Work Connections will respond in a timely manner. This concludes the review process and no further review process will occur.

Your Children’s Care Day: A Step-By-Step Overview
To help ensure a positive care experience for families and caregivers, registrants are strongly encouraged to communicate openly and thoroughly regarding:
• care expectations
• the appropriate activity level for the children
• household rules (including interactions with pets)
• cultural and/or religious issues that may affect care services
• how to contact parents if the children’s condition changes and
• other relevant topics

The shared goal for the registrants, the UA and CO is to respond to the care and comfort needs of the children in a safe, responsive and sensitive manner that allows employees to fulfill their work-related commitments, and students to fulfill their classroom commitments.
Greater Tucson Area:
Caregivers will arrive at the home of the requesting UA registrant with a CO company t-shirt and ID badge, and are responsible for providing their own transportation to/from the children’s home. UA registrants may request to see caregiver photo ID. Care will be provided in the home of the UA registrant with whom the child resides. Only students and employees who have completed the registration process in full may use SCP/EBCP services at University-subsidized rates.

Caregivers will provide a “Timecard” designated for UA registrants. UA registrants are expected to write “the day’s instructions” on the back of the timecard before leaving the home. CO will maintain a database of all UA usage. All UA registrants will be expected to sign each timecard at the end of each job. A receipt will be given for co-pay.

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. With UA registrant’s written permission, the caregiver can walk a child(ren) from home to the regular school bus pick up/drop off location, and from the regular school bus pick up/drop off location to home.

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 the company’s “Daily Report” form. The “Daily Report” form will remain in the home each day for the registrant to read.

Caregivers will be paid by CO. Caregivers are authorized to accept UA registrants’ co-pay (cash or check). All checks must be made payable to “CHOICE OPTIONS, INC.” UA registrants will be subject to a $35.00 Non-Sufficient Funds (NSF) charge if their check is returned.

Caregivers arriving at the home of the requesting UA registrant from CO’s contracted vendor - Homewatch CareGivers - and the requesting UA registrant will follow the procedures described below for the Greater Phoenix area.

Greater Phoenix Area:
Caregivers will arrive at the home of the requesting UA registrant with Homewatch CareGivers company identification, and are responsible for providing their own transportation to/from the children’s home. UA registrants may request to see caregiver photo ID. Care will be provided in the home of the UA registrant with whom the child resides. Only employees and students who have completed the registration process in full may use SCP/EBCP services at University-subsidized rates.

Caregivers will verify their beginning and ending job times with Homewatch CareGivers by phone. CO will maintain a database of all UA usage. The registrant’s statement will serve as a receipt for co-pay.

Caregivers are not allowed to transport children in vehicles; registrants will need to make alternative arrangements with another party(ies) regarding interest in transportation services. With UA registrant’s written permission, the caregiver can walk a child(ren) from home to the regular school bus pick up/drop off location, and from the regular school bus pick up/drop off location to home.

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 the company’s “Daily Notes” form. The “Daily Notes” form will remain in the home each day for the registrant to read.

Caregivers will be paid by CO. Homewatch CareGivers will request that registrants provide their credit card information for co-pay purposes before the conclusion of the arrangement process. Registrants, please confirm your card’s payment acceptance with Homewatch CareGivers regarding your request. Call CO at (520) 638-6538 regarding payment questions.

Important References
Thank you for your Guidelines review. Please direct your questions to the appropriate unit or agency below.

| Child Care and Family Resources | UA Registration | (520) 621-4365 | www.lifework.arizona.edu |
| Benefits | Various Programs | (520) 621-3662 | http://www.hr.arizona.edu/benefits |
| Choice Options, Inc. | Vendor Registration | (520) 638-6538 | www.ChoiceOptions.net |