



2021/2022 Program Guidelines Employee & Student Sick and Back-Up Childcare

Introduction

The Sick and Back-Up Childcare (“SBUCP”) is an important work/life service for the University of Arizona (“UA”), its current employees eligible for full benefits (“employees”) and currently enrolled students (“students”), in the greater Tucson and Phoenix areas. This July 1, 2021 - June 30, 2022 fiscal and service year program serves as:

- an alternative for temporary sick child and emergency childcare services in the home of the eligible employee or student SBUCP registrant with whom the dependent child resides;
- an option to provide such childcare, when there is not another responsible adult available in the home of the eligible employee or student SBUCP registrant with whom the dependent child resides

Eligible employees and students interested in using the Sick and Back-Up Childcare may be asked to provide additional information when the children’s other parent is also an UA employee or UA student.

For eligible employees, the day(s) of the SBUCP service request(s) must occur on the same day(s) as the employees’ work-related commitments. Similarly, for eligible students, the day(s) of the SBUCP service request(s) must occur on the same day(s) as the students’ coursework-related commitments.

The Trusting Connections, LLC agency (“TC, vendor, agency”) serves as the current fiscal year, University of Arizona Sick and Back-Up Childcare contracted vendor. Vendor references to TC throughout these guidelines and throughout other SBUCP information include TC and its employee caregivers. Vendor references may also include any related University of Arizona vendor references for the purposes of SBUCP accessibility, and any of TC’s subcontracted vendors (both as applicable). All SBUCP 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 SBUCP (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 coursework-related commitments, with the comfort and knowledge that their children’s needs are being attended to. The Sick and Back-Up Childcare serves children:

- Who are sick and unable to attend school or their regular childcare arrangement.
- When there is an unscheduled interruption in regular school and/or childcare arrangements. The SBUCP cannot be used due to holidays and other planned school closures (such as Tucson’s “Rodeo Days,” spring break, etc.) nor for the time between the end of summer programming in the community and the beginning of school.

In addition, employees and students are responsible for understanding non-servable, “exception 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 Service Exception 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, an employee/student pair or a student/employee pair - both are independently eligible for the service and each registers using their UA Net ID and password.

In instances where an UA employee and an UA student share the same household, SBUCP service requests are first fulfilled under the UA employee registrant in the household. Upon exhaustion of the ten (10) SBUCP usages by the UA employee, any subsequent SBUCP service requests are fulfilled under the UA student registrant in the household.

It is recognized that eligible UA employees may be concurrently enrolled UA students. In this example, an eligible individual’s primary status is an employee eligible for full benefits, and SBUCP 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 SBUCP registration and usage) transitions from a currently enrolled student to an employee eligible for full benefits. Email [here](#) if your SBUCP primary status changes from student to employee, as described. This employee status remains in effect for the applicable fiscal year. Call (520) 621-1530 if you have questions.

In the case of two eligible registrants as described above, TC 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 TC at (520) 544-6612.

Eligible employees and students not complying with program guidelines and registration requirements may be disqualified from the Sick and Back-Up Childcare.

Employees eligible for full benefits may also wish to inquire about sick leave and Family Medical Leave policies by contacting the Division of Human Resources at (520) 621-3660 or from its [site](#), in response to their children's illnesses. Additionally, employees and managers may wish to consider flexible work options using the University's [Flexible Work Arrangements Guide](#), concerning illnesses or unscheduled interruptions as earlier described. Consultations to discuss the Flexible Work Arrangements Guide are available through the Division of Human Resources.

Child's Eligibility

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.

Description of Vendor

The Sick and Back-Up Childcare (through TC) 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 regular childcare. TC is directly responsible for the caregivers it employs and the quality of sick care and back-up care services it provides. TC 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 TC and not with the University of Arizona. Neither TC 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.

UA registrants are able to schedule a 15-minute phone or video exchange that will introduce individuals to a TC representative regarding service questions, and to provide an agency welcome. TC is responsible for recruiting and screening caregivers concerning health, dependability, professionalism and regard for children. TC screening of in-home caregivers for children includes a phone and in-person interview, references, a background investigation, drug testing, CPR/First Aid certification, annual tuberculosis (TB) testing, an orientation and ongoing training. Trusting Connections' agency standards can be found [here](#). TC 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 Life & Work Connections at (520) 621-1530.

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, UA registrants are expected to provide and maintain a safe and healthy environment to enable program caregivers to provide appropriate care during childcare service hours. This includes UA registrants providing to TC on its TC 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 childcare service hours. UA registrants may contact TC at (520) 544-6612 or at info@trustingconnections.com to discuss further.

The University of Arizona Usage and Rates

Employee and student registrants are eligible for up to ten (10) Sick and Back-Up Childcare usages per service year in any combination. If your UA employee or student status changes within this July 1-June 30 fiscal year, please call (520) 621-1530 to discuss further. UA registrant co-payment to TC is completed through the vendor's automatic, co-payment system. TC indicates all major credit cards and ACH payments are accepted, eliminating the need for cash transactions. TC absorbs all caregiver transportation costs within the greater Tucson and Phoenix areas. Please, contact TC at (520) 544-6612 if there are credit card and payment questions and to verify if additional registrant transportation costs may be applicable for your childcare location.

Number of Children	Tucson and Phoenix Employee/Student Pays	UA Pays	Full Hourly Rate
One-five (1-5) Children in the household of an eligible registrant	\$5.00 per hour*	\$32.00 per hour**	\$37.00 per hour for one-five (1-5) children in the household of an eligible registrant

Households with six (6) or more children needing care may require additional caregivers, and additional UA registrant co-payments may apply. Please call (520) 621-1530 if you have questions.

*Incremental time is billed in 5-minute increments, two-hour minimums. Service requests less than 3.5 hours are identified by the vendor as a “Quick Care” request and is an additional \$3.00 per hour to the UA. In such cases, UA pays \$35.00 per hour and the UA registrant \$5.00 per hour payment remains unchanged.

**Above reflects Tucson area information. Related, area information is available to Phoenix employees and students by calling (520) 621-1530. As the Sick and Back-Up Childcare is contingent upon funding, Life & Work Connections is unable to guarantee the future availability of these services.

Registration Process

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. Registration in the SBUCP provides access to services but cannot guarantee caregiver availability.

	Employee/Student Completes
Step 1 of 2: UA Registration	To register for services, individuals must first complete and submit their employee or student current fiscal year, E-Registration form . This office will review and verify the information provided. Registrants will receive submittal confirmation through their UA email account.
Step 2 of 2: Vendor Registration	This UA confirmation will include a TC-provided link for registration with the vendor.

The names of eligible UA registrants - including spelling and hyphenating - should match registrants’ UAccess personal information. Inform our office about related changes to avoid interruptions or delays.

Important Note: Employees and students are encouraged to register as early as possible. Registrants, once steps 1 and 2 are completed, registration verification typically occurs between the University and the vendor within three (3) University business hours. This verification is required to place a SBUCP request at University-subsidized rates. Contact the vendor if there are questions.

Eligible employee and student registrations are subject to audit and additional documentation of eligibility may be required. If found to be ineligible, such employees and students are responsible for reimbursing any and all monies to the University of Arizona, and failure to comply with the above requirements may result in denial of this employee benefit and student service.

Eligible registrants acknowledge that, as part of the registration process for the Sick and Back-Up Childcare, they will be required to provide personal information about their children directly to TC to facilitate the provision of services at the time of request. Eligible registrants agree; that the UA may verify this information to TC, if TC requests such verification; and to keep this information up-to-date. Eligible registrants further agree that, TC may provide such information directly to any related University of Arizona vendor solely for the purposes of Sick and Back-Up Childcare accessibility, as applicable.

Program Operations

The University of Arizona contracts with community vendors(s) to provide these services and Life & Work Connections, a unit in the Division of Human 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) 621-1530 regarding UA registration questions and feedback. TRUSTING CONNECTIONS (TC) serves as the University of Arizona’s Sick and Back-Up Childcare contracted vendor. Employee and student rates are valid for the **July 1, 2021-June 30, 2022** fiscal year.

Eligible employee and student registrants must place service requests directly with Trusting Connections; family members, friends, colleagues and other parties are not allowed to place a request on behalf of eligible employee or student registrants. Eligible employees place service requests for their work-related commitments directly with Trusting Connections. Similarly, eligible students place service requests for their coursework-related commitments directly with Trusting Connections.

Call Trusting Connections during Monday-Friday, 9 AM-5 PM regular business hours at (520) 585-5912 regarding Tucson and Phoenix scheduling requests, or visit caretucson@trustingconnections.com (Tucson requests) and carephx@trustingconnections.com (Phoenix requests). Call (888) 622-9559 outside of regular business hours regarding Tucson and Phoenix scheduling requests.

Cancellations to the vendor should only be made by phone.

TC has indicated all calls during business hours are returned within one hour, and all emails are returned within one business day. For urgent matters outside of business hours, UA registrants have access to an after-hours phone line, (888) 622-9559 managed by a TC staff member. All calls directed to the after-hours line will be returned within 30 minutes. Individuals are asked to identify themselves as a UA registrant. There may be occasions when communication timelines outside of these circumstances may occur. Contact TC if you have questions.

Similarly, employees and students inquiring about caregiver availability that is outside the scope of the SBUCP should contact the agency by calling TC at (520) 544-6612, or by going to info@trustingconnections.com. Certain TC agency discounts are available to UA registrants as options for consideration. Such options are not required as a condition for SBUCP participation and are not subsidized by the University of Arizona. Contact the agency for details.

Availability of Back-Up Childcare Services

Registration in the SBUCP provides you access to the services of temporary caregivers at greatly reduced rates on a Monday-Friday basis. The SBUCP may not be used if a spouse or other responsible adult is at home and able to care for the children. If the spouse or other responsible adult who cares for the children at home is unable to perform such care, please call (520) 621-1530 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 SBUCP 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 Life & Work Connections is unable to support employee requests for back-up childcare during the winter holiday closure or any student requests on days when UA classes are not in session.

The University of Arizona Service Exception Dates*

(Includes Special Instructions for College of Medicine - Phoenix, See Below)

For College of Medicine - Phoenix (COM-P) student registrants, the Sick and Back-Up Childcare will refer to the academic schedule maintained by the University of Arizona COM-P. Visit <http://phoenixmed.arizona.edu> for more information.

Employee and student registrants, please note, that in addition to stated examples such as Tucson's "Rodeo Days," Life & Work Connections is unable to support employee requests for back-up childcare during exception dates. Service exception dates- official University holidays, winter holiday closure or any student requests on days when UA classes are not in session - in effect for this fiscal year are identified [here](#). Employee and student registrants, call (520) 621-1530 if you have SBUCP 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) 621-1530 with at least ten (10) business days advance notice to discuss further. Please note that while registration in the SBUCP 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 (child and/or elder) care only (excludes medical expenses)
- UA Childcare Choice Employee Reimbursement Program for Qualified Childcare Expenses
- Employee Sick and Back-Up Childcare (includes the entire value of the program -employee and employer costs)

*You may designate an amount of pretax 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 (childcare/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 may be 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.

Dependent Care and Tax Liability Issues - Students

Childcare 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 childcare 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.

UA Employee and Student Full Payment Responsibilities

In certain circumstances, a University of Arizona employee or student will be responsible for paying *the non-subsidized rate* (\$37 or more) per hour, as referenced earlier in these guidelines. Some examples of situations where this might occur are set forth below:

- **Cancellation of Services**

Cancellation of service requests must be made at least four (4) hours before the caregiver’s scheduled arrival to the vendor only by telephone. If the UA registrant cancels a service request *without* giving this 4 hour advance notice, the UA 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.

Cancellations to the vendor should only be made by phone.

For example, if an UA 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 UA registrant must pay the full hourly amount (user cost and UA cost) for the requested number of care hours. This applies to non-cancellations as well.

- **No Response to Caregiver Service**

If a UA registrant fails to respond when the caregiver rings the doorbell or knocks on the door or fails to respond to other TC attempts to reach the UA registrant, the caregiver may be directed to leave the home by TC after a reasonable period, and the UA 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 by calling the vendor. **Remember, cancellations to the vendor should only be made by phone.**

TC 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.

- **Review Process**

UA employee and student registrants may call (520) 621-1530 to discuss the Sick and Back-Up Childcare. Such registrants may ask for a review of childcare 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 and Back-Up Childcare,” 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 Life & Work Connections will respond in a timely manner. This concludes the review process and no further review process will occur.

Using the SBUCP:

1. It is the registrant’s responsibility to understand program content, to accurately complete, submit and update program information in a timely manner; and to use the program in accordance with the guidelines and application submittals.
2. At the first sign of illness or knowledge of unscheduled interruption in regular school and/or childcare arrangements, eligible employees and students inquiring about SBUCP caregiver availability should contact Trusting Connections and indicate the number of children to be served.
3. For the SBUCP, TC requires UA registrants have a working thermometer, and will only provide ill childcare. TC 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, TC will request the UA registrant return home immediately so that medical attention can be considered.
4. TC will provide all job details and directions to the responding caregiver, including date(s), times and number of children to be served.
5. TC caregivers will provide UA registrants with phone numbers so that employees and students can reach the caregivers at any point during service requests subsidized by the University. Such phone number use is not permissible outside of these circumstances.
6. Cancellations to the vendor should only be made by telephone (selecting the applicable phone number identified on page 6, number 5). Further information, including the cancellation window, is described below in “Cancellation of Services.

7. Your Children’s Care Day: A Step-By-Step Overview

To help ensure a positive care experience for families and caregivers, UA 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 UA registrants, the University of Arizona and TC 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 coursework-related commitments.

TC will confirm the first and last name of the TC caregiver and other related features, with UA registrants by email or phone. Caregivers will arrive at the home of the requesting UA registrant with whom the dependent child resides, with TC identification (agency nametag and shirt), and are responsible for providing their own transportation to/from the children’s home. UA registrants may request to see caregiver photo ID. Only UA employees and students, who have completed the 2-steps registration and verification process in full, may use SBUCP services at University-subsidized rates.

Caregivers are not allowed to transport children in vehicles; UA registrants will need to make alternative arrangements with another party if they are interested in transportation services. With UA registrant’s written permission, the caregiver can walk children 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. TC caregivers will provide UA registrants with phone numbers so that employees and students can reach the caregivers at any point during service requests subsidized by the University. Such phone number use is not permissible outside of these circumstances.

After service requests, a brief vendor survey and communication will be sent to the UA registrant. TC will maintain a database of all UA usage. UA registrants may request an end-of-year summary for tax purposes from the vendor.

TC will pay caregivers. UA registrant co-payments to TC is completed through the vendor’s automatic, co-payment system. TC indicates all major credit cards and ACH payments are accepted, eliminating the need for cash transactions. UA registrants will sign a receipt at the end of a service request, and the caregiver will submit the receipt to the vendor. TC absorbs all caregiver transportation costs within the greater Tucson and Phoenix areas. Please, contact TC at (520) 544-6612 if there are credit card and payment questions, and to verify if additional registrant transportation costs may be applicable for your childcare location.

Important References

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

Life & Work Connections	UA Registration	(520) 621-1530	www.lifework.arizona.edu
HR Solutions	Benefits	(520) 621-3662	https://hr.arizona.edu/employees-affiliates/benefits
Trusting Connections	Vendor Registration	(520) 544-6612	https://trustingconnections.com