



Dear West Mercer Families,

Welcome to Innovation Learning! My name is Kim Borum, and I am the Area Director of the Innovation Learning Program here at West Mercer. I wanted to make sure you had this informational letter to help you navigate our programs.

Pick-Up/Drop-Off

You will pick-up and drop-off your child(ren) Portable C and Portable D.

Signing in and Out

Please be sure to have your 6-digit PIN number handy when dropping off or picking up your students. ****New families** had a PIN list automatically generated and emailed for each adult after the registration application was approved. We will have a computer or iPad for you to check in/out your student each time of attendance. When you enter the program, be sure to always have a photo ID ready when you pick up your child(ren) to ensure a smooth check-out process (particularly while staff are learning your faces). If you are not sure what your PIN is, you can find it in your parent portal, but we will be happy to look it up for you on pick-up once you have provided photo identification.

Authorized Individuals to Pick-Up your student

For the safety of your students – we will only release them to either you or someone that you have authorized as a back-up pick up. We have their name on file and that individual will need to present proper identification – along with their assigned pin number.

Keeping Up with You

You will receive regular emails from the Site through our EZChildTrack system to all parents. These emails will contain especially important reminders and information. Because of this, please be sure to keep us informed of your current email address. Important: Please use the following [West Mercer Go2's](#) link and click join to review West Mercer's site Go2's. This platform is where we will send out emergency updates for all program closures due to weather conditions, etc. We also post program highlights of what your student is learning during before and after school hours!

Sunscreen

We will be enjoying plenty of time outside during the warmer months of both Fall & Spring; it is recommended that your child bring sunscreen labeled with their name.

Innovation Learning
7332 S Alton Way, Unit 13D Centennial, CO 80112
1.866.239.3661 • <https://innovationlearning.com>



Billing Information

Monthly billing: Monthly scheduling and pricing are for families who need our Before/After Care programs on a regular set schedule through the end of the school year. Monthly rates are discounted based upon volume, and they are based on total yearlong attendance. All monthly payments are **due on the 1st of each month**.

Drop-In Billing: Our most flexible payment option, 'Drop-In' scheduling and pricing affords families the opportunity to change their schedules from day-to-day or week-to-week. Families taking advantage of the 'Drop-In' option can schedule up until the night before attending. Children can attend as needed and are not locked into the same set schedule. **Payment is due at the time of scheduling.**

Early Dismissal and Full Day Programs: We offer care for Early Dismissals and Full Day Programs. (Days and locations offered may vary; communication will be sent throughout the school year from your Area Director)

Monthly Billing Schedule

Month	Auto-Pay Due Date	Last Day for Monthly schedule changes or Cancellations
September	09.01.2023	08.22.2023
October	10.01.2023	09.21.2023
November	11.01.2023	10.22.2023
December	12.01.2023	11.21.2023
January	01.01.2024	12.22.2023
February	02.01.2024	01.22.2024
March	03.01.2024	02.20.2024
April	04.01.2024	03.22.2024
May	05.01.2024	04.21.2024
June	06.01.2024	05.22.2024

Any qualifying families, please contact Customer Service immediately after Registration is submitted to have a discount applied to your account at 866-239-3661 or info@innovationlearning.com (this includes Sibling, Military, First Responders (Police/Fire/EMS), or other discounts that may be offered at your location and please be able to show proof)

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Strict No-Cell Phone Policy

For the safety of your students – we do not allow the use of any type of personal electronic devices. All electronics are to remain in the student’s backpack until they are released from programs. Parents – please contact your Site Coordinators for any concerns about your student.

Site Contacts

Site Phone Number: 720-661-7991

Site Email: westmercer@innovationlearning.com

Area Director: Kim Borum

Phone Number: 720-597-5184

Email: kborum@innovationlearning.com

For all questions regarding schedule change, billing, and or registration should be directed towards our Customer Service team:

Email: info@innovationlearning.com

Phone: 866-239-3661 (phone hours 8:00 am – 5:00 pm MST)

I hope this information helps make your first days with Innovation Learning go smoothly. Again, welcome to the program! We are excited to have your students join our program!

Thank you,

The Innovation Learning Team