



# Parent Handbook

- GOALS
- POLICIES
- GUIDELINES
- GENERAL INFORMATION

## **FROM THE EXECUTIVE DIRECTOR**

Dear Parents/Guardians:

Welcome to the R'Club family. We understand the level of trust required when it comes to placing your children in our care. We know they are the most precious part of family life. We want to assure you that we are committed to providing high quality programming, a safe environment, caring adults, and responsive customer service to meet your needs and those of your child.

As a pioneer and community leader in the provision of youth development programs and services, R'Club provides before and after school programs, exceptional student education centers, in- home and center-based early education, and middle school youth development programs in Pinellas County.

Our mission statement defines our corporate values and everything we do is driven by those values – the 4-R's of R'Club: Respect, Responsibility, Resourcefulness, and Responsiveness. These core values form a strong foundation for children that helps set the stage for success in life.

We are excited about your choosing R'Club to be a part of your child's care and want you to know that we will strive to make this experience an incredibly positive one for you and your family. Working together, we know this will be a wonderful experience for everyone.

We look forward to this partnership and want you to feel free to call us anytime you have a question, concern, comment, or just want to tell us how much your children are enjoying R'Club. We encourage you to visit our website at [www.rclub.net](http://www.rclub.net) and follow us on Facebook and Instagram.

Sincerely,

*Amy Shore*

Executive Director

## **HISTORY**

R'Club Child Care, Inc. is a nonprofit organization that has been providing high-quality early childhood education and youth development programs since 1976. Over the years, R'Club has earned a national reputation for excellence, creativity, and innovation in serving children and families.

Today, R'Club delivers high-quality, accessible care at convenient locations throughout the Tampa Bay area. Our comprehensive programming includes early childhood education centers, in-home literacy support for preschoolers ages 3–5, exceptional student education, middle school youth development, and school-age before and after care programs.

We are proud to employ a team of highly qualified, dedicated professionals—both full-time and part-time—who are committed to child development and education.

All R'Club early learning and youth development programs are fully licensed. Many of our sites are nationally accredited or actively pursuing accreditation and have received the Governor's Gold Seal Award for quality care.

## **MISSION STATEMENT**

Provide quality early learning and development programs that strengthen children, families, and communities through quality child/youth development programs which focus on

- \* Respect
- \* Responsibility
- \* Resourcefulness
- \* Responsiveness

## **PHILOSOPHY**

R'Club's programs are built on a threefold commitment to developmentally appropriate practices, program quality, and professional excellence. We strive to teach children and youth the essential life skills they need to succeed—problem-solving, collaboration, empathy, and a sense of social responsibility. Our goal is to support the development of responsible, confident children who grow into capable, compassionate adults.

## **CORE VALUES**

R'Club Child Care, Inc. does not discriminate and builds its systems of service upon the following values and principles:

**Respect** – We honor the inherent dignity and worth of every individual and celebrate the diverse life experiences that shape our community. We are committed to fostering an inclusive environment through cultural competence, fair employment practices, and a spirit of teamwork and equity across all levels of the organization.

**Responsibility** – We are committed to upholding the highest standards of quality across all programs and operations, guided by a comprehensive total quality model. We will manage our financial and human resources responsibly and with integrity, remaining steadfast in our mission and conducting all aspects of our work with the utmost ethical and professional standards.

## **CORE VALUES (CONTINUED)**

**Resourcefulness** – We actively seek and encourage the meaningful involvement of all stakeholders in delivering effective, innovative services for children and families. We are committed to maintaining the resources necessary to support the needs of our clients, staff, and the broader community, while continuously exploring new strategies to enhance and sustain the highest quality programs and operations.

**Responsiveness** – We are committed to being consistently responsive to the needs of children, families, staff, and the communities we serve. We actively promote and support initiatives that prioritize their well-being and best interests. Through open, honest communication, mutual trust, and a strong commitment to follow-through, we strive to achieve shared goals and lasting partnerships.

## **GOALS**

- \* To provide a safe, nurturing, and well-supervised childcare environment
- \* To create a warm and caring atmosphere where each child feels valued
- \* To promote positive values, attitudes, and standards of behavior
- \* To help children develop a strong sense of belonging and self-confidence
- \* To foster social skills, respect for individual differences, and self-regulation

## **HOURS OF OPERATION**

Most R'Club programs operate year-round, Monday through Friday, from 6:30 a.m. to 6:00 p.m.

We serve infants, toddlers, and children/youth ages 2 to 14, as well as children and youth with special needs ages 3 to 22 at our Exceptional Student Education (ESE) Centers.

Our programs observe up to 12 scheduled closure days per year. A detailed program calendar, including holidays and closure dates, is provided in your child's enrollment packet.

## **STAFF**

R'Club programs meet—and often exceed—all licensing requirements set forth by the License Board and are regularly monitored by both state and local regulatory agencies to ensure continued compliance and quality.

All employees meet the required qualifications in CPR, First Aid, education, and relevant experience. Staff undergo Level II background screenings, including fingerprinting and employment history verification, in accordance with state law. R'Club is proud to operate as a drug-free workplace.

To ensure continued professional growth, all full-time program staff are required to complete 40 hours of annual in-service training, while part-time staff must complete 20 hours annually.

## **STAFF (CONTINUED)**

R'Club maintains License Board–approved child-to-staff ratios at all program sites. Locations that are nationally accredited adhere to the higher child-to-staff ratio standards set by their accrediting body.

## **TRANSPORTATION**

Parents/guardians are responsible for transporting their children to and from the program. R'Club contracts with transportation companies for field trip transportation.

## **EARLY CHILDHOOD EDUCATION**

The primary goal of our Early Childhood Education Program is to support each child's development to their fullest potential and to inspire a lifelong love of learning. We are committed to promoting school readiness by encouraging children to be active, creative explorers—empowered to try out new ideas, think independently, and engage deeply in their learning experiences.

R'Club communicates regularly with families using a variety of methods. When children enroll in one of our preschools, families are invited to join the Procure Engage App, which serves as our primary communication tool. Through this app, families receive daily updates about their child's activities, as well as urgent notifications via in-app messaging or text. Each month, a newsletter is shared with all families, providing program updates, helpful resources, and the menu for the upcoming month. Additionally, our centers maintain an open-door policy, welcoming families to call or visit at any time with questions or concerns.

Our focus is nurturing independence, self-confidence, curiosity, and a strong foundation for future success. Children are guided with care and intention, allowing them to learn and grow at their own pace within a supportive, developmentally appropriate environment. Our curriculum is designed to foster growth in all key areas of development:

- \* **Social Development:**

To help children feel comfortable in their environment, build trust with caregivers, form friendships, and develop a sense of belonging within a group

- \* **Emotional Development:**

To support children in building self-esteem, gaining independence, learning self-regulation, and developing a positive outlook on life.

- \* **Cognitive Development:**

To encourage children to become confident, capable learners by exploring their ideas, making discoveries, and developing critical thinking skills. We guide children in solving problems, asking thoughtful questions, and expressing their ideas, feelings, and observations through language.

- \* **Physical Development:**

To help children strengthen both gross and fine motor skills, while developing confidence in their physical abilities and coordination.

## **EARLY CHILDHOOD CURRICULUM**

At R'Club, our Early Childhood Education Program is grounded in the belief that human development can be nurtured, stimulated, and encouraged through intentional, high-quality learning experiences. Our curriculum is thoughtfully designed around each child's unique abilities, developmental stage, learning style, and interests—creating a foundation for lifelong learning and school readiness. We implement a research-based curriculum that blends teacher-guided instruction with child-initiated exploration. Every day, children engage in hands-on, meaningful learning opportunities that promote growth across multiple domains, including:

- \* Language Development & Literacy
- \* Science, Technology, Engineering, and Math (STEM)
- \* Creative Indoor and Outdoor Play
- \* Music and Movement
- \* Art and Creative Expression
- \* Computer Exploration
- \* Cooking and Practical Life Skills

Each day is filled with opportunities for exploration, discovery, problem-solving, and decision-making, which are essential components of the learning process.

We recognize that play is a vital part of early childhood development. Through play, children make sense of their world, express their thoughts and ideas, strengthen motor skills, and practice social interaction. Play allows children to construct knowledge in ways that are both developmentally appropriate and deeply meaningful.

Our program also places strong emphasis on helping children develop a positive self-concept and a sense of independence. As they experience success and receive recognition for their efforts, children become more confident and motivated.

## **EARLY CHILDHOOD OBSERVATION AND ASSESSMENT**

R'Club uses the Ages and Stages Questionnaires (ASQ) annually as a developmental screening tool. This assessment, based on observational data, helps evaluate children's growth and learning. Screenings are typically completed at the time of enrollment based on the child's age and are repeated annually, unless observations indicate a potential change in development. To ensure that each child receives individualized care and learning experiences, we use Teaching Strategies GOLD (TSG), a nationally recognized, research-based assessment system. TSG helps us observe, document, and assess children's development from birth through kindergarten. Our teachers use TSG to make weekly ongoing, authentic observations of your child in the classroom. We assess children by watching them engage in everyday activities, conversations, and play throughout the week. These observations are then entered into the secure TSG platform, where they are linked to specific developmental goals and indicators. By tracking each child's progress over time in all developmental domains, we are able to understand their strengths and weaknesses, plan appropriate learning experiences in the weekly lesson plans, and identify areas of development that may need additional

## **EARLY CHILDHOOD OBSERVATION AND ASSESSMENT (CONTINUED)**

support or enrichment.

R'Club Child Care uses Ages and Stages Questionnaires (ASQ) and Teaching Strategies GOLD (TSG) not only to assess individual children, but also to inform broader program improvements in several meaningful ways:

- \* Identify Trends and Gaps Across the Program
- \* Enhance Curriculum Planning
- \* Drive Professional Development
- \* Support Inclusive and Individualized Practices
- \* Engage Families and Strengthen Partnerships
- \* Measure Program Effectiveness Over Time

By comparing data year over year, we can evaluate whether improvements to curriculum, teaching strategies, or environments are having a measurable impact on child outcomes. This helps ensure that continuous quality improvement efforts are evidence-based and effective.

Families play a vital role in assessing their child's development and learning. Their contributions offer valuable insights that enhance the accuracy and effectiveness of early childhood assessments. Below are ways you can contribute meaningfully:

- \* **Sharing Observations and Insights:** Share with the teacher how the child slept, ate or behaviors at home, mentioning any changes at home (new baby, visitors, fears, etc.). This helps us better support their learning, behavior, and development.
- \* **Participating in Tools Like the Ages and Stages Questionnaires (ASQ):** We ask that our parents complete the ASQ at home. Parents observe their child in a comfortable, familiar environment, which may reveal skills or behaviors that aren't as visible in the classroom. Teachers gain a more complete picture of the child's development, including things like self-help skills or early communication that may not be as evident during school hours.
- \* **Providing Cultural and Developmental Context**
- \* **Engaging in Two-Way Communication**
- \* **Contributing to Portfolios and Learning Documentation:** You are encouraged to contribute to your child's portfolio
- \* or learning documentation. You can send pictures of special moments, share short videos, sending in an art project, sharing any milestones they reach, and any written notes of describing something interesting your child did or said at home.
- \* **Supporting Learning at Home** By actively participating in the assessment process, you become an empowered partners in your child's growth. Your input helps ensure assessments are comprehensive, culturally responsive, and focused on supporting the whole child.

## **SCHOOL AGE PROGRAMS**

R'Club's school-age programs provide children and youth with a diverse range of engaging, hands-on activities designed to support learning, creativity, and personal growth. Program offerings include special interest clubs, tutoring and homework assistance, enrichment events, guest speakers, and educational field trips.

## **PERSONAL AND ACADEMIC ENRICHMENT CLUBS**

R'Club's curriculum is thoughtfully designed to offer a wide variety of hands-on, developmentally appropriate activities that promote each child's physical, emotional and cognitive growth. At the heart of our approach is a commitment to instilling core values—respect, responsibility, resourcefulness, and responsiveness to the needs of others—which are woven throughout all aspects of our programming.

## **PERSONAL AND ACADEMIC ENRICHMENT CLUBS (CONTINUED)**

Our personal and academic enrichment clubs provide open-ended experiences that encourage exploration, experimentation, and creativity. Through these engaging activities, learning becomes a fun, natural, and meaningful part of each child's day.

To ensure continuity with the school experience, we have aligned our curriculum with the State of Florida Standards, which outline grade-level expectations for student achievement. Our curriculum supports these standards through integrated focus areas that include:

- \* Language Arts
- \* Mathematics/Science
- \* Social Studies
- \* Music & Visual Arts
- \* Theatre & Dance
- \* Health & Physical Education
- \* Exploration of Foreign Cultures

By blending academic support with creative expression & character development, R'Club provides a well-rounded learning environment that prepares children for success in school and in life.

## **OUTDOOR ACTIVITIES**

Outdoor activities are offered daily at all R'Club program sites, providing children with valuable opportunities for physical movement, fresh air, and social interaction. Outdoor play includes a variety of engaging options designed to promote fine and gross motor development, cooperation, recreational enjoyment, and overall physical well-being.

## **TUTORING/HOMEWORK ASSISTANCE**

R'Club is committed to supporting each child's academic success and fostering a positive attitude toward learning. As part of our daily routine, homework assistance is provided for a minimum of 30 minutes each day at every program location.

At select sites, individual tutoring in certain academic subjects may also be available and is provided by certified teachers when possible. Availability of tutoring services varies by location—please consult your Center Director for specific details. While R'Club offers a supportive environment for completing assignments, parents/guardians are ultimately responsible for reviewing their child's homework to ensure its accuracy and completion.



## **FIELD TRIPS**

Field trips will be noted on the monthly calendar and posted at the site. There must be written permission from the parents/guardians of all children attending the field trip. Verbal permission is not accepted.

## **SCHOOL AGE OUTCOMES**

R'Club programs are designed to support the whole child by fostering development across a broad range of essential life skills. Each outcome is tailored to the individual child's developmental level and is aimed at promoting growth in both personal and academic areas. Our focus areas include:

- \* **Getting Along and Appreciating Differences**  
Children and youth will develop the knowledge and skills needed to collaborate effectively with others as contributing members of a diverse, inclusive society. This includes respect for cultural, gender, and ability differences, and an appreciation for interdependence in their communities.
- \* **Character Development and Leadership**  
Participants will build self-confidence, a sense of belonging, and personal responsibility. Through meaningful experiences, they will strengthen their social skills, understand the value of cooperation and teamwork, and have opportunities to contribute positively to their peers, families, and communities.
- \* **Healthy Lifestyles: Mental and Physical Well-Being**  
Youth will acquire knowledge, attitudes, and behaviors that support lifelong health and wellness. This includes making informed choices related to personal safety, emotional regulation, and physical activity, as well as using leisure time in positive, enriching ways.
- \* **Academic Support and Readiness**  
Children will learn to identify and apply problem-solving strategies, make informed decisions, and engage in critical thinking. Our programs promote academic growth and help youth gain confidence in using a variety of learning resources.
- \* **Creativity and Self-Expression**  
Participants will explore creative thinking and enhance their ability to express themselves through visual arts, music, movement, and imaginative play. These experiences encourage flexibility, curiosity, and innovation.

## **FEE POLICIES**

R'Club offers:

- \* Clients may access care typically from 6:30 a.m. until 6:00 p.m., Monday through Friday (hours may vary). Full-time school age clients are eligible to attend all early dismissal days, school in- service/planning days, and holiday weeks at no additional charge.

R'Club has established fee and enrollment policies to ensure the continued delivery of high-quality programming and staffing. Your cooperation with these policies is

## **FEE POLICIES (CONTINUED)**

essential to providing the best possible experience for your child.

- \* Please review your Fee Policy Agreement for complete details. If you have any questions or need clarification; your Center Director is available to assist you.
- \* A non-refundable registration fee is due upon registration for fall and summer programs.
- \* Enrollment requires payment of the Registration or activity fee plus the first week's fee.
- \* Enrollment begins on the first day of attendance.
- \* Payment is due on Monday or in advance of service.
- \* Clients are billed weekly regardless of attendance, except during vacation as described in our Fee Policy Agreement.
- \* A per child late fee is assessed for every 15 minutes, or portion thereof, for pick up after the 6:00 p.m. closing time.
- \* A late payment fee is assessed when payment is not received by Monday at 6:00 p.m. or in advance of service.
- \* Clients may not transfer or re-enroll with a balance due.
- \* Subsidy and grant funded clients are responsible for paying the full cost of care if the funding source denies their reimbursement for any variety of reasons including insufficient or failure to sign child in/out using the ProCare Engage system or lack of full parent/ guardian signature on sign in/out sheets if ProCare Engage system is not available.
- \* Refunds may be issued for any account credits after the child withdraws from the program. Please allow 2-3 weeks for processing.

While these fee and enrollment policies are subject to change, clients will be notified in advance of any changes.

## **ENROLLMENT POLICY**

A fully completed enrollment packet is required for your child to begin participation in R'Club programs. The enrollment packet can be accessed and submitted online at: [www.rclub.net](http://www.rclub.net). If you need assistance with the packet or prefer a printed copy, please contact your Center Director.

To complete the enrollment process and secure a space for your child(ren), all required enrollment forms must be fully completed and submitted, along with payment of the registration fee and the first week's tuition.

Enrollment is not considered final, and space is not guaranteed, until both the necessary documentation and full payment have been received. Clients receiving a childcare subsidy are required to provide all necessary documentation at the time of enrollment. If the appropriate subsidy documentation is not submitted, or if subsidy eligibility is not maintained, the center is required to charge the full tuition rate.

For children enrolled in Early Childhood Education Centers and Pre-Kindergarten

## **ENROLLMENT POLICY (CONTINUED)**

programs, a current Health Examination Form and Immunization Record must be submitted prior to the child's start date.

Please note: Some children in our care may have medical or religious exemptions and as permitted by law, may not have current immunizations on file.

## **R'CLUB SCHOLARSHIPS**

R'Club is committed to supporting families by offering scholarships to those experiencing financial hardship that may make the cost of childcare a challenge. To be considered for a scholarship, families must complete a scholarship application form, provide documentation of household income, and show proof of placement on a subsidy waiting list. If approved, a three-month scholarship at a reduced tuition rate will be awarded. Families may reapply for continued assistance at the end of the scholarship period.

Scholarships are limited and are awarded based on available funding.

## **ACTIVE SUPERVISION**

The safety and well-being of every child in our care is our highest priority. We implement a comprehensive Active Supervision approach to ensure children are safe, engaged, and accounted for at all times. Active supervision means that staff are always alert, aware, and attentive to the needs and actions of the children in their care. Active supervision involves the following regardless of the child's age:

- \* Positioning staff to see and hear all the children
- \* Scanning the environment frequently to monitor behavior and interactions
- \* Counting children regularly, especially during transitions
- \* Listening carefully to identify sounds that indicate potential safety issues
- \* Engaging with children to build trust and ensure safety
- \* Anticipating potential safety risks based on children's development and behavior

Below are the supervision expectations by age group.

Infants (2 months – 12 months)

- \* Infants are never left unsupervised on changing tables, cribs, or activity mats.
- \* Safe sleep practices are strictly followed, including visual checks every 10 minutes during naps.
- \* Floor time is monitored closely to prevent injuries or unsafe interactions.
- \* Bottles and feeding times are supervised one-on-one.

Toddlers (12 – 36 months)

- \* Staff remain within close proximity and in the same room as toddlers at all times.
- \* Supervision includes continuous scanning of the room and outdoor areas.
- \* Staff maintain visual contact and position themselves to see all children.
- \* Special attention is given during transitions, mealtimes, toileting, and

## **ACTIVE SUPERVISION (CONTINUED)**

napping.

- \* Engagement in activities is encouraged to redirect unsafe behaviors quickly.

Preschoolers (3 – 5 years)

- \* Staff use line-of-sight supervision both indoors and outdoors.
- \* Children are counted before, during, and after transitions.
- \* Staff circulate the room and play areas.
- \* Staff actively engage in play and learning to support safety and development.
- \* Staff ensure that children follow safety rules and remain in designated areas.

School-Age Children (5+ years)

- \* Staff ensure children are accounted for at all times, especially during arrival and dismissal.
- \* Supervision includes regular headcounts and visual monitoring, even in large spaces.
- \* Children are given more independence but must always stay within sight and sound range.
- \* Staff reinforce boundaries and expectations for behavior, transitions, and group activities.
- \* Staff respond promptly to misbehavior or unsafe actions.

## **ATTENDANCE/ABSENTEEISM**

Regular attendance is essential for your child to fully benefit from the program.

R'Club requires that parents or guardians notify the center anytime their child is absent, including instances of early pick-up from school for appointments or other reasons. Consistent failure to communicate your child's absence or whereabouts may result in termination of services, as this impacts both safety and accountability procedures. We appreciate your cooperation—a quick phone call or note goes a long way in helping us ensure every child's safety.

Please note that many subsidy programs have strict attendance requirements. It is the parent or guardian's responsibility to ensure compliance with these guidelines to maintain eligibility.

## **VACATION POLICY**

Clients are billed on a weekly basis regardless of attendance. For details regarding vacation allowances and billing during absences, please refer to your Fee Policy Agreement.

Please note that families receiving subsidized childcare are not eligible for vacation time under the terms of their funding program and will be billed accordingly.

## **ILLNESS**

Your child's health, safety, and comfort are top priorities at R'Club. If your child becomes ill, please keep them home to help prevent the spread of illness to others. Children should not be sent to the program with a fever or any other symptoms of contagious illness.

## **ILLNESS (CONTINUED)**

If a child shows signs of a communicable disease during program hours—such as a skin rash, pink eye, diarrhea, lice, skin infection, or fever—they will be placed in a designated isolation area, and a parent or guardian will be contacted to pick them up as soon as possible.

A child who has had a communicable illness may return to the program only after all symptoms, including fever, have been absent for at least 24 hours, or upon presentation of a written clearance from a physician. In the case of head lice, children must be completely nit-free before returning.

Parents or guardians will be notified immediately if a child becomes ill or sustains an injury that requires special attention or care. If a parent or guardian cannot be reached, the emergency contacts listed on the child's enrollment form will be called. Please ensure that your child's emergency contact information is always accurate and up to date.

## **UPDATING YOUR RECORDS**

To ensure your child's safety and our ability to maintain accurate records, it is essential that you notify your Center Director immediately of any changes to your home or work address, phone numbers, email addresses, emergency contacts, or custody arrangements. Up-to-date information allows us to respond appropriately in emergencies and maintain effective communication.

Families enrolled in subsidy programs must also inform R'Club of any changes in marital status, family size, or household income. Failure to report these changes may result in the loss of subsidy eligibility. We appreciate your prompt communication regarding this essential information.

If your family situation involves a court ruling on custody or legal visitation, you must provide a current court order, which will be kept in your child's file at the center. R'Club staff are not permitted to become involved in custody disputes and will follow only the instructions outlined in the court documents on file. In the absence of a court order, both natural parents are recognized as legal guardians.

## **CUSTODY ISSUES**

It is the responsibility of the parent or legal guardian to keep R'Club informed of any custody-related matters that may affect their child's participation in the program. This includes, but is not limited to, custody arrangements, visitation schedules, pick-up authorizations, preferred order of parental contact, the sharing of program information with both parties, fiscal responsibility for payments, and the names and roles of other significant adults involved in the child's life.

Keeping this information up to date is essential to ensure the safety and well-being of your child and to allow staff to follow legal and family guidelines appropriately.

To avoid misunderstandings and ensure proper care, parents or guardians must provide the most current court documents, including custody orders and parenting

## **CUSTODY ISSUES**

plans. These documents must be kept up to date and submitted promptly upon any changes.

R'Club must remain neutral in all custody matters. We are here to provide a safe and supportive environment for your child and cannot serve as intermediaries in custody disputes. **Service may be suspended or terminated if the program is placed in the middle of ongoing custody conflicts.**

## **CHECK IN / CHECK OUT**

R'Club is responsible for the safety, supervision, and accountability of all children in our care. To ensure each child's well-being, parents and guardians are required to comply with our check-in/check-out procedures.

All children must be signed in and out each day using the ProCare Engage system, if available at the center. If the system is unavailable, parents or guardians must sign their child in and out manually on the sign in/out cards using their full signature in ink. Upon arrival, children must be signed in and personally delivered to an R'Club staff member. For the safety of all children, R'Club cannot assume responsibility for any child who is not properly signed in and escorted into the program.

Families receiving subsidized childcare are reminded that failure to properly sign in and out daily—either electronically via ProCare Engage or with full, legible signatures in ink—may result in the denial of reimbursement from the funding agency. In such cases, the parent or guardian will be responsible for the full cost of care.

Only individuals who are 16 years of age or older possess a valid driver's license or Florida State ID and are authorized by the legal guardian may pick up a child from the program.

For security reasons, R'Club will not release a child to any individual who is not listed on the child's authorized pick-up list or identification form. If a person is unfamiliar to staff arrives to pick up a child, they will be required to present valid photo identification before the child is released.

For the safety of all children, R'Club does not permit children to walk to or from the program on their own. Each child must be delivered to and picked up from the program by an approved adult. Approved adults are those who have been designated in writing by the parent or legal guardian as authorized to pick up the child.

To promote a healthier environment for our children, families, and staff, R'Club follows a "No Idling Vehicle Policy" during child pick-up and drop-off times.

## **CHECK IN / CHECK OUT**

Drivers are expected to turn off their engines when parked in our designated drop-off and pick-up areas.

## **BEHAVIOR GUIDELINES**

R'Club centers provide a participatory/group care setting that fosters the basic values of mutual respect, responsibility, resourcefulness, and responsiveness to the needs of others. The basis of the R'Club discipline policy is to encourage appropriate behaviors, provide positive opportunities for children to contribute, and to develop a sense of belonging in all children. Staff strive to understand the developmental functioning of the child, the underlying goals of misbehavior, involve the child in problem solving, allow for individual choice, and permit the logical consequences of those choices.

R'Club believes in positive guidance and behavior management. Our role in guidance is to collaborate with the parent/guardians to teach children how to make good choices and help them develop self-discipline. We encourage individuality and independence, but each child must be able to interact within the group's limits.

The center does not subscribe to spanking or other forms of physical punishment, the withholding of food, rest, or toileting, abusive or profane language or any form of public or private humiliation with the intent of embarrassing a child.

No child will be subject to discipline which is severe, humiliating or frightening.

Specific guidelines are outlined in the R'Club Discipline/ Expulsion Policy included in your child's enrollment packet.

## **SPECIAL NEEDS / INCLUSION**

Parents and guardians are encouraged to inform the Center Director of any allergies, medical or developmental conditions, behavioral concerns, fears, strong dislikes, or other factors that may affect their child's health, well-being, or ability to function comfortably in a group setting. These matters will be addressed on an individual basis in partnership with the family to ensure the best possible support for the child.

For students with exceptional needs, individualized discussions with the Center Director are essential to determine the program's ability to accommodate those needs effectively. R'Club is committed to serving all children and families with sensitivity to individual differences, physical and mental abilities, and other identified exceptionalities. We make every effort to provide reasonable accommodation that supports the needs of each child while maintaining a safe and inclusive environment.

R'Club complies with all state and local regulations and follows the guidelines established by the Americans with Disabilities Act (ADA). **However, please note that R'Club is a group care setting and does not provide one-on-one care.**

## **MEDICATION**

R'Club staff will not administer any prescription or over-the-counter medication

## **MEDICATION (CONTINUED)**

without a completed and signed Administration of Medication form. This form must be submitted by the parent or guardian, granting authorization for the Center Director or their designee to administer the medication. All over-the-counter medications must be accompanied by a written prescription or directive from the child's pediatrician.

Medication must be provided in its original prescription container, clearly labeled with the child's name, and detailed dosage instructions. The container must be designated for R'Club use only and should contain no more than a one-week supply of the exact prescribed dose. Parents or guardians are responsible for supplying weekly refills, if necessary.

A new authorization form must be completed and submitted each time a prescription is renewed. In addition, parents or guardians are required to provide training to R'Club staff before any medication is administered, particularly when specific procedures or care protocols are involved. This policy is designed to ensure the safe, consistent, and appropriate administration of medication in a group care setting, prioritizing the health and well-being of every child.

## **ACCIDENTS**

Minor injuries will be communicated to the parent or guardian at the time of pick-up. In the event of a serious injury, parents will be contacted immediately.

All R'Club staff members are certified in First Aid and CPR, ensuring that appropriate care is provided promptly and safely.

## **HEALTH AND NUTRITION**

R'Club, in collaboration with Pinellas County Schools, follows the guidelines set forth by the Alliance for a Healthier Generation. These guidelines include providing at least 30 minutes of outdoor physical activity each day, incorporating nutrition education into our programming, and offering healthy snacks and meals that meet the Alliance's Competitive Food and Beverage Guidelines. For more information on this initiative, please visit [www.healthiergeneration.org](http://www.healthiergeneration.org).

To ensure the safety and well-being of all children, especially those with food allergies, outside food is not permitted unless accompanied by a signed Alternative Nutrition Agreement or approved in advance by the Center Director. If a parent chooses to provide food for their child that requires refrigeration or needs to be kept cold, it is the parent's responsibility to include an ice pack in the lunchbox or container. R'Club strongly encourages parents who choose to send meals or snacks from home to select healthy, nutritious options. Please notify the Center Director of any food allergies or dietary restrictions so that appropriate accommodation can be made.

Breast milk for infants is required to be labeled by the parent with the child's first and last name, and the date the milk was expressed to ensure staff are using the



## **HEALTH AND NUTRITION (CONTINUED)**

oldest milk first. If it is not labeled at arrival, the staff must label when it is received.

Food prepared at home may not be brought into the center to share with other children. However, store-bought, pre-packaged items may be donated for special events or celebrations, pending approval from the Center Director.

## **APPROPRIATE DRESS**

Children should come to the program dressed in clean, comfortable, and weather-appropriate clothing that allows them to participate fully in daily activities, including outdoor play. Closed-toe shoes, such as tennis shoes, are required for safety reasons.

Please ensure your child is dressed appropriately for the weather each day, as outdoor activities are a regular part of our schedule. We strongly recommend labeling all clothing and personal items with your child's first and last name to help prevent loss.

A "Lost and Found" area is maintained at each site to assist families in recovering missing items, however, R'Club cannot guarantee that lost belongings will be located or returned.

All preschool children must have a complete change of clothes, clearly labeled with their name, stored at the program in case of spills or accidents.

## **PERSONAL ITEMS**

To minimize distractions and prevent loss or damage, personal items such as cell phones, electronics, toys, candy, and money should be left at home, unless specifically approved for a special event or activity. Any item brought in for sharing during a special event must have prior approval from a parent or guardian. **Toys or objects that resemble weapons in any form are strictly prohibited.**

R'Club is not responsible for lost, misplaced, or damaged items brought from home.

## **CLIENT'S RIGHT TO KNOW**

Your child's records may be periodically reviewed by representatives from the licensing board and other authorized funding agencies as part of routine program oversight. R'Club considers all information contained in a child's file to be strictly confidential.

This information will not be shared or disclosed to any unauthorized individuals without prior written consent from the parent or legal guardian, or unless required by a valid court order or subpoena.

## **EARLY LEARNING ACADEMY SECURITY VIDEO CAMERAS**

As part of our ongoing commitment to providing a safe and secure environment, R'Club has implemented the use of security video cameras in classrooms and common areas across our early learning centers.

Due to the nature of classroom activities and the positioning of cameras in shared spaces, it is not possible to fully guarantee that a child will not appear on security video footage. As such, parental consent for video recording is limited to general photo and video releases covering classroom activities, events, and celebrations.

Access to all security video footage and still images is strictly limited to authorized personnel, including center management, designated administrative staff, law enforcement, and regulatory agencies. Any external request for video footage or still images will only be honored in response to a valid subpoena. Footage is not shared with third parties except as required by law.

We appreciate your understanding and cooperation in supporting our efforts to maintain a safe environment for all children. If you have any questions or concerns regarding this policy, please contact your Center Director.

## **PARENT/GUARDIAN INVOLVEMENT**

R'Club is committed to working with families and recognizes that there must be cooperation between the center and home for children to be successful. You have access to the center for observation and visitation of your child if it does not create a major disruption of the program. Drop-in visits by parents/guardians are welcome at any time. You may schedule an appointment with the Center Director to discuss your child's development, accomplishments, or behavior. R'Club provides ongoing communication and opportunities for involvement in the program. Please refer to the Center's monthly newsletter for upcoming events/opportunities for participation.

We welcome all questions, concerns and feedback from our families. For classroom-specific matters, your child's lead teacher is the best first point of contact. For broader concerns or issues that may require more time or follow-up, we encourage you to speak with the Center Director. We offer several ways to communicate such as in person at drop off and pick up, via phone, email or even through ProCare, our parent communication app. If the matter requires more in-depth discussion, you are always welcome to request a meeting. In the rare event that a concern remains unresolved after following these steps, you may contact our administrative office. We take all concerns seriously and strive to address them promptly and professionally.

## **PARENT/GUARDIAN CONCERNS**

If you have any concerns regarding your child's care or experience at the center, we encourage you to speak directly with your Center Director as the first step toward resolution. We are committed to addressing all concerns promptly and appropriately to maintain strong, positive relationships with families.

## **PARENT/GUARDIAN CONCERNS (CONTINUED)**

If further assistance is needed, please feel free to contact the R'Club Administration Office at (727) 578-5437. Your satisfaction and your child's well-being are top priorities at R'Club, and we value your feedback as an important part of providing high-quality care.

## **PARENT/GUARDIAN INPUT**

Each R'Club center hosts 4 quarterly special events throughout the year, and all parents and guardians are warmly invited to attend. These events offer valuable opportunities to engage with staff, celebrate your child's progress, and build meaningful connections within the program community.

To help us improve our services, parent satisfaction surveys are distributed annually. Survey responses are carefully reviewed, summarized, and analyzed to guide program enhancements and ensure we are meeting the needs of the families we serve. We greatly value your input and encourage you to take a few moments to complete the survey when it is distributed—your feedback plays a vital role in shaping the R'Club experience.

## **PARENT/GUARDIAN PHOTOGRAPHY/ CONFIDENTIALITY POLICY**

As part of our commitment to protecting the privacy and safety of all children in our program, R'Club does not permit parents or guardians to take photographs or videos of children other than their own. This policy is in place to ensure a Secure environment for every child, respect the privacy of all families, and comply with legal standards.

While we understand that capturing special moments of your child's day can be meaningful, we ask that any photos or videos are used for personal purposes only and not shared on public platforms if other children are visible or identifiable in the background. Parents must always seek permission from R'Club staff before taking photos or videos, even of their own child, to ensure that other children are not inadvertently captured.

## **FAMILY SUPPORT**

Each R'Club program has access to a wide range of community resources to support the diverse needs of children and families. These resources can be accessed through your Center Director or our Behavior Management Specialists, who are available to assist with questions or concerns regarding your family's individual needs.

To speak with a Behavior Management Specialist, please call the R'Club Administration Office at (727) 578-5437.

In addition, families can access a full spectrum of local services and support by contacting the following agencies:

- \* 211 Tampa Bay Cares  
13921 Icot Blvd, Clearwater, FL 33760  
727-210-4211

## **FAMILY SUPPORT (CONTINUED)**

- \* Evara Health  
612 Dr. MLK Jr. Street, St. Pete, FL 33705  
727-824-8181
- \* Early Learning Coalition of Pinellas County  
2536 Countryside Blvd. 500, Clearwater, FL 33763  
727-548-1439

## **FAMILY ETIQUETTE**

We kindly ask that all parents and guardians ensure their child always remains with them while in the center. It is important that center rules are consistently upheld, even during drop-off and pick-up times. This includes preventing children from running through the building, entering other classrooms, disrupting ongoing activities, or accessing areas of the classroom or playground that are not currently in use—even when accompanied by a parent.

Out of respect for our staff and students, we also request that cell phones not be used inside the building or on the playground. These moments of separation and reunion are important for your child, and they deserve your full attention during this time.

Thank you for partnering with us to maintain a safe, respectful, and engaging environment for all children and staff.

## **EMERGENCY PROCEDURES**

At R'Club, the safety and well-being of every child in our care is our top priority. Reasonable and proactive precautions are always taken to ensure a safe environment for children, staff, and families. R'Club reserves the right to make operating decisions related to emergencies and natural disasters on a case-by-case basis, depending on the circumstances.

In the event of severe weather or emergency conditions that result in the closure of local public schools, R'Club centers will also close for the day. Parents will be expected to pick up their child within one hour of an announced closure.

To stay informed during emergencies, families are encouraged to:

- \* Call our Administrative Office at (727) 578-5437 for updates.
- \* Follow R'Club Child Care, Inc. on Facebook for real-time notifications.
- \* Check local news stations for center closings when possible.

R'Club is also committed to the timely resolution of any potential health or safety issues. If you observe a concern or hazard, please report it immediately to your Center Director.

## **CODE OF CIVILITY**

R'Club is dedicated to fostering a culture of respect and civility, free from harassment, where the well-being of the child is our shared commitment. We emphasize positive guidance and behavior management, teaching children to make

## **CODE OF CIVILITY (CONTINUED)**

good choices and develop self-discipline, responsibility, respect, resourcefulness, and responsiveness – the 4 R's of R'Club. This partnership between the child, center, staff, and parents/guardians requires sharing responsibilities, mutual respect, and meaningful communication.

Civility involves maintaining professionalism and respect in all interactions.

Incivility includes behaviors such as rudeness, shouting, swearing, bullying, threats, disruptive actions that interfere with center operations or classroom and any unwelcome conduct that causes harm. Incivility can be subtle or overt, single, or repeated, and may involve the abuse of authority. Regardless of intent, the impact on individuals must be addressed.

### **Examples of Incivility:**

- \* Abusive, threatening, or harassing communication (in person, email, text, voicemail, or phone).
- \* Humiliating, degrading, demeaning, belittling, frightening, or intimidating behavior.
- \* Disruptive actions that interfere with center operations or classroom activities.
- \* Threats of bodily harm or property damage.
- \* Physical aggression towards children, parents or staff or approaching someone else's child to chastise them.

**Expectations: Failure to comply with these expectations will result in the termination of services.**

1. Treat Each Other with Courtesy and Respect:
  - \* Listen respectfully to differing opinions.
  - \* Share opinions and concerns without offensive language or gestures.
2. Treat Each Other with Kindness:
  - \* Treat others as we wish to be treated.
  - \* Do not threaten or cause harm to others or their property.
  - \* Do not bully, belittle, or tease others.
3. Take Responsibility for Our Actions:
  - \* Share information honestly.
  - \* Refrain from displays of temper.
  - \* Do not disrupt the facility's operation.
4. Cooperate with Each Other:
  - \* Obey school rules for access and visitation.
  - \* Respect each other's obligations and time constraints.
  - \* Communicate information that impacts safety or behavior.
  - \* Respond when asked for assistance.
  - \* Understand that compromise is necessary.

## **TERMINATION OF SERVICE**

R'Club reserves the right to terminate services when it is determined that a client is misusing the program or poses a threat to the safety or well-being of themselves, other children, families, or staff. Services may be discontinued for a

## **TERMINATION OF SERVICE (CONTINUED)**

variety of reasons, including but not limited to:

- \* Failure to make timely payments
- \* Abuse or misuse of program services
- \* Repeated violations of policies
- \* Behavior that is threatening, disruptive, or endangering others

R'Club is committed to maintaining a safe, respectful, and supportive environment for all children, families, and staff. Behavior or actions that compromise this environment will not be tolerated.

Additionally, R'Club must remain neutral in all custody-related matters. Our role is to provide high-quality childcare—not to mediate or participate in disputes between parents or guardians. **If a custody conflict disrupts the program or places staff in a position of involvement, services will be suspended or terminated.**

To avoid misunderstandings and ensure proper care for your child, parents or legal guardians are required to provide the most current legal documentation, including custody orders and parenting plans. These documents must be kept up to date and submitted promptly upon any changes.

## **MISCELLANEOUS**

Smoking is prohibited on the premises of ALL R'Club locations. This includes E-cigarettes and vaping.

**NOTES:**

**NOTES:**



June 2025  
4140 49<sup>th</sup> St. North  
St. Petersburg, FL. 33709

Phone: (727) 578-5437

Fax: (727) 578-2817

[www.rclub.net](http://www.rclub.net)

**FOLLOW US!**

