



Sports CLUB

Children Learning Ultimate Balance

Between Academics and Physical Activities

Parent Handbook

3275 Pine Ridge Rd.
Naples, FL 34109
(239) 566-2582

www.sportsclubnaples.org

Sports CLUB History

Physical Educators Lane Beatty and Connie Kommer created the Sports CLUB concept in Naples, Florida in 1998. Realizing the need for an improved Summer Sports Camp, Lane and Connie teamed up to form Sports Camp Inc., a non-profit organization. The idea was to offer children an opportunity to play several sports and participate in fun, popular neighborhood game choices. After building a successful Summer Sports Camp at Vineyards Elementary School, parents insisted that they follow up with Sports CLUB when school resumed from summer break. Homework Club was added to the program, hence Children Learning the Ultimate Balance between physical activity and academics. Since that time we have added arts and crafts, dance. Theater, game zone, and improved the homework program as well as other academic enrichment.

Sports CLUB started in 1999 with only two after school programs. Since that time we have expanded to fourteen different Sports CLUB locations throughout Collier and South Lee counties, servicing over 1,000 students. Opened a new headquarters at 3275 Pine Ridge Rd. Naples, FL 34109. Which includes 20,000 sq. ft. used as a daycare, staff training facility, and is a host location for special events. Beyond afterschool programs sports CLUB. also has the K6 Youth Sports program, which includes flag football, basketball, volleyball, and a unique new program called Kinder sports.

Sports CLUB Mission Statement

To Provide a safe and successful after school environment for children through physical and mental activities in an attentive professional setting while giving each child the opportunity to choose their activities

Sports CLUB Philosophy

Sports CLUB is a unique after school program as well as a fun filled summer camp. Sports CLUB provides children ages 5-13 with an enriching and motivating environment filled with physical and mental activities while encouraging them to reach their highest potential.

At Sports CLUB children learn to balance physical activity and academics through various activities in a fun, structured and organized setting. To the children, it's all about choices. For the parents, it is about a quality program providing a safe environment for their children. At Sports CLUB we encourage physical, social, emotional and intellectual development. We teach Psychomotor Domain Movement Skills (sports and games), Affective Domain Attitude Skills (sportsmanship and social values), Cognitive Domain Thinking Skills (rules and strategy), plus provide homework tutoring and other academic oriented interests.

Our school-site based system provides an optimum playground arena for Sports CLUB to flourish. Sports CLUB provides its own equipment and supplies for the children to learn in an attentive and professional setting. Choices include but are not limited to: soccer, basketball, hockey, gymnastics, dodge ball, kickball, flag football, cheerleading, tennis, golf, dance, baseball, volleyball, ping pong, video games, creative arts and crafts and academic pursuits. It is our goal to provide an environment led by education professionals where children will flourish while doing activities that they enjoy most.

REVISED 2022

Purpose

Our purpose at Sports CLUB is to provide an activity-based learning environment for children in an after school setting and/or summer program. We offer convenience for the parents with a on-site school.

Locations

Locations, as well as a great place for children to be cared for during teacher planning days and vacation days throughout the school year. We are located at the following sites:

Estate Elementary

DCF License # C2OCO6696
13275 Livingston Rd.
Naples, FL 34109
(239) 595-4893

Poinciana Elementary

DCF License # C2OCO0040
16100 Livingston Rd.
Naples, FL 341010
(239) 784-7701

Osceola Elementary

DCF License # C2OCO0067
5770 Osceola Trail
Naples, FL 34109
(239) 566-7200

Sabal Palm Elementary

DCF License # C2OCO6694
4095 18th Ave. N.E.
Naples, FL 34120
(239) 455-2009

Pelican Marsh Elementary

DCF License # C2OCO6657
5770 Osceola Trail
Naples, FL 34109
(239) 566-7200

Sports CLUB Center

DCF License # C2OCO0096
3275 Pine Ridge Rd
Naples, FL 34109
(239) 566-2582

Vineyards Elementary

DCF License # C2OCO6537
6225 Arbor Blvd.
Naples, FL 34119
(239) 455-3005

Enrollment Expectations

Sports CLUB and Sports Camp are movement based programs with academic interests. Children's desires to participate in a variety of fun choices are fundamental requirements and we strive to encourage their participation. The quality of our entire program hinges upon the participation of all members. That being said, the opposite of sincere participation can result in the potential for disruptive behavior. Inappropriate behavior is discouraged and will not be tolerated. We will teach and model the appropriate behavior. Only those wishing to participate in good spirit and true sportsmanship should enroll in the Sports CLUB program. Please discuss this concept with your child/children prior to enrollment.

Registration

Initial enrollment into the Sports CLUB program requires a **\$40.00 non-refundable annual and supply fee**. This fee goes into the program for supplies and snacks. This fee is due annually (August through July). Parents/Guardians are required to fill out a **Department of Children and Families Registration Form** prior to the first day of attendance.

Payment Schedule

Sports CLUB follows this policy concerning custody: To avoid confusion, the parent or legal guardian who enrolls the child into the Sports CLUB program is responsible to provide the weekly fees based on the child's enrollment. Sports CLUB will not participate in custody disagreements between parents. Tuition is broken down by full week and partial week and shall be paid as such. **Sports CLUB is not a drop-in program**. All tuition must be paid in advance **by FRIDAY of each week prior** to services being rendered the following week. Tuition is expected based on the student's enrollment and will be billed weekly to the student's account accordingly. Sports CLUB will not participate in custody disagreements. Therefore, the parent or legal guardian that enrolls the child for Sports CLUB's services is responsible for weekly tuition.

Late Pick Up Policy

Sports CLUB closes promptly at 6:30 p.m., Monday through Friday. Any child picked up after the program hours will be assessed a late pick up fee of **\$15 for the first 15 minutes**, followed by an additional \$1 per minute thereafter. All late fees must be paid in cash to the director staying with your child before your child may return to the program. Proper authorities will be called at 7:00 p.m.

Fee Policy

Rates are as follows and may vary depending on city and site location:

After School (2:45 p.m. - 6:30 p.m.):

- Full week (4-5 days) - \$50 per child
- Partial Week (2-3 days) - \$36 per child
- One day - \$18 per child

Before School (6:30 a.m. – 7:45 a.m.):

- Full Week (1-5 days) - \$15 per child

Before & After School

- Full week (4-5 days) - \$60 per child
- Partial Week (2-3 days) – \$50 per child

Early Dismissal (11:50 a.m. - 6:30 p.m.):

- Enrolled and attending students – no additional fee to weekly rate
- Non-participating - \$15 per child

Full days (6:30 a.m. – 6:30 p.m.):

- Enrolled and attending students – \$10 additional to weekly rate
- Non-participating - \$20 per child

Credit Card Fees (SCC): Sports CLUB has a processing fee of \$2 will be charged if my total is under \$100 or a processing fee of \$3 if my total is \$100 and over. The processing fee will be in addition to each transaction with the use of the credit card on file.

Annual Registration Fee (Non-Refundable): \$40 per family per school year.

Declined Card Fees

If a credit card payment is dishonored by the banking institution for any reason, Sports CLUB will not reprocess. There will be a \$35 charge for declined payments. The parent or legal guardian will be required to provide compensation in full (money order or cashier's check only) prior to the child attending further.

Hours of Operation

Sports CLUB is an after school program that runs from 2:45 p.m. until 6:30 p.m. Our program will be open during school vacation days. The "full day" hours are from 6:30 a.m. to 6:30 p.m. Early dismissal hours are 11:50 a.m. until 6:30 p.m. The Sports Camp summer session runs on the same hours as our "full days".

Sports CLUB is open on most holidays; however, there are days we are closed. These days are:

**New Year's Day
Memorial Day
July 4th**

**Labor Day
Thanksgiving Day
Christmas Day**

Award Policy

Sports CLUB loves to recognize children for positive behavior and performances. Awards, certificates and other forms of recognition are given on a daily basis

Sick Child Policy

Sick children should not be brought to Sports CLUB or Sports Camp. This is for the safety of everyone. The parents/guardians will be called to pick up a child if symptoms of sickness are exhibited. If a child is too sick to play outside, then he/she is too sick to attend Sports CLUB Please notify your program by phone or in writing if your child is to be absent due to being sick. In the event that a child becomes ill while at Sports CLUB, the parent/guardian will be contacted and the child will be isolated and relaxed until picked up. If the parent/guardian cannot be reached, the emergency pick up contacts will be notified.

Absences: No Refunds. Credit for prepayment in advance will not be credited for absenteeism UNLESS the prepaid credit is for health reasons ONLY. If a student is absent for two or more days for health reasons, validated by a doctor's note, then prepayment for a full week shall be converted to payment for a partial week and the remaining funds shall be rolled over into the next week as a credit. This is per the CCPS RFQ rules.

Open Door Policy

Sports CLUB has always had an open-door policy for our parents upon appointment. We encourage you to drop by and check out our program by setting up an appointment for a supervised tour, this is for the safety and security of all our children, that a staff member must escort you when visiting areas beyond the welcome desk

Volunteer Policy:

Any persons wishing to volunteer at Sports CLUB must fill out the proper paperwork before helping out at one of our programs. As with our employees, all volunteers must submit a background check from the local authorities.

Health Policy:

Since Sports CLUB is located on a school campus, all medical records are accessible by our staff. Parents/guardians are not required to provide Sports CLUB with a copy of the medical records. If a child is attending a program from a different school, medical records may be required.

Changes in Enrollment:

Change in program participation or program withdrawal requires written notification by email to: info@sportsclubnaples.org by **MONDAY of each week for the following week**. All modifications will be accepted in the form of an email documentation to info@sportsclubnaples.org. **Verbal notification will not be accepted.**

Non-Discrimination Policy

No person or persons will be discriminated against because of religion, race, color, national origin, sex, age or disability. This includes not only children but staff and parents/guardians as well. If you feel like you have seen this policy being broken, please contact the centers' owner/operators and/or the Secretary of Agriculture Washington, D.C., 20250.

Holiday/Birthday Policy

Sports CLUB does not hold special parties for holidays or birthdays. Parents may send **pre-packaged** party treats for a birthday party. Parties must accommodate **all** children at Sports CLUB.

Discipline/Expulsion Policy

Sports CLUB's most important goal regarding child discipline is to set clear limits and expectations at the beginning of each day and the beginning of each activity. This strategy along with positive reinforcement of exemplary child behavior will hopefully prevent discipline issues in the program. However, when an incident does occur, sports club uses the following rules:

- Treat others, as you would like to be treated.
- Respect the rights and property of others.
- Participate in planned activities.
- Listen to and follow instructions given by your counselor.

The following will not be tolerated:

- Bullying, arguing, teasing, screaming, tantrums, defiance, inappropriate conversations
- Destruction of property.

Sports CLUB uses incident forms to document situations that are unacceptable. These forms are filled out by the staff and must be signed by a parent/guardian. Incident forms are to be kept by Sports CLUB, but a copy may be made if a parent/guardian wishes to have one.

Sports CLUB Uses the assertive discipline model following these steps:

Step 1: Verbal Warning

Step 2: Student is asked to “take a break” from activity and cannot re-enter activity until he or she is “redirected”.

Step 3: Incident report and Parent/ guardian is contacted

Step 4: Multiple incident reports or severe misbehavior may result in suspension or removal from the program.

Staff members are prohibited from using the following forms of discipline:

- Corporal Punishment
- Restricting a child’s movement (unless another person’s safety is threatened).
- Depriving a child of a snack, meal, rest, or toileting.
- Locking a child in an enclosed area or box.
- Any discipline which is severe, humiliating, or frightening.
- Spanking or any other form of physical punishment is prohibited by all personnel.

Staff is trained not to use the words “bad” when referring to child behavior. Staff is also trained not to use the word “time out” when giving a child a break from an activity.

Daily Schedule

Choices are what Sports CLUB is all about. Our 45-minute rotation system is designed to keep games fresh while allowing time for transition. During each rotation, 3-6 choices will be offered. Children are expected to choose an activity and stick with it. Rotations will include but are not limited to:

Tech Lab	Flag Football	Golf
Soccer	Hockey	Dance
Tumbling	Tennis	Board Games
Basketball	Steal the Treasure	Arts/Crafts
Ping Pong	Wall Ball	Dodge Ball
Kickball	Flag Tag	Softball
Scooters	Karaoke	Homework, etc.

Our **after school programs** follow a structured schedule. The games played on the schedule will vary from site to site but the times of the rotations will remain similar to this:

2:45-3:30:	Check In/Hand Washing/Snack/Free Play
3:30-4:15:	Rotation 1
4:15-5:00:	Rotation 2
5:00-5:45:	Rotation 3
5:45-6:15:	Inside / Outside Free Play

Early release days will follow the following schedule:

12:45-1:30:	Check In Free Play
1:30-2:15:	Rotation 1
2:15-3:00:	Rotation 2
3:00-3:30:	Hand Washing/ Snack
3:30-4:00:	Outside Free Play
4:00-4:45:	Rotation 3
4:45-5:30:	Rotation 4
5:30-6:15:	Inside/ Outside Free Play

Full day programs will follow this schedule:

7:30-8:30:	Check In/Inside Free Play	
8:30-9:00:	Inside Clean Up/ Outside Free Play	1:45-2:30: Rotation 5
9:00-9:45:	Rotation 1	2:30-3:15: Rotation 6
9:45-10:15:	Hand Washing/Snack	3:15-3:45: Hand Washing / Snack
10:15-11:00:	Rotation 2	3:45-4:15: Inside/Outside Free Play
11:00-11:45:	Rotation 3	4:15-5:00: Rotation 7
11:45-12:30:	Rotation 4	5:00-5:45: Rotation 8
12:30-1:15:	Lunch	5:45-6:15: Inside/Outside Free Play
1:15-1:45:	Inside/Outside Free Play	

Rotational choices and the number of choices may vary depending on the number of children and staff. The Florida staff ratio for school-aged children is 1 staff member to every 25 children. Sports CLUB likes to keep a staff to child ratio at 1 staff member for every 15 children. During the summer months, 2 inside rotational choices are offered so the children may choose to be inside, away from the heat.

Meals/Snacks

During the school year, our after-school program provides a snack as soon as all the children are checked in and one snack at 5:00pm. Children are to receive one snack and one juice each during each snack time. On our full day and summer programs, a lunch needs to be provided by the parent/guardian. Lunches need to be in a lunch box or bag. **Heating and refrigeration is not available for the children.** Also, a Sports CLUB Snack Shack is open during snack and lunch periods. Snacks and drinks may be purchased by the children at the Snack Shack. Remember to pack extra snacks in your child's lunch box if you do not wish them to purchase snacks from the Snack Shack.

Field Trips

In the event of a field trip, a permission slip will be provided for a parent/guardian signature. Children without permission to leave campus for a field trip will stay on campus with the proper staff to child ratio. Some field trips may require additional fees. Parent/Guardians are always welcome to participate on field trips.

Medication:

In the event that your child requires medication to be administered while at Sports CLUB, a **medication authorization form** is to be filled out and signed by a parent/guardian. No medication will be given without proper signatures on the medication authorization form. A complete

REVISED 2022

medication chart will be filled out. By the staff member responsible for administering the medication. This chart provides information on dosage, time and requires a staff member to sign off acknowledging that he/she provided the child with medication. All medication **MUST** be in its original prescription bottle with its original label. Any over the counter medications that needs to be administered must be accompanied by an authorization form as well, and be dispensed from the original bottle. Medication that does not follow these guidelines will not be given to a child.

Staffing Plan:

Our goal at Sports CLUB is to provide a safe and attentive environment for the children. We strive to maintain well above the minimum state requirements for staffing. State requirements have a staff to child ratio set at 1 adult per 25 children. Sports CLUB tries to maintain a ratio of 1 adult to 15 children.

Emergency Procedures:

Emergency plans are posted on site in accordance with licensing regulations. Fire drills are held on a monthly basis and are documented on a fire drill record chart. In the event of an extreme emergency, the staff and children will be relocated to a safety zone (a pre-designated spot on the school campus). For questions about your school's safety zone, please see the director. Parents/guardians may be required to pick their children up due to extreme situations. For bumps, bruises and scrapes, the proper first aid will be administered following state regulations. A staff member must fill out accident reports at the time of first aid. Parents/guardians are required to sign this form. This form is to stay on site, but parents may request a copy to be made. If a major accident occurs, parents/guardians will be notified immediately. The Department of Children and Families registration form includes a step-by-step procedure for the parent/guardian to decide which route to take in case of an emergency. Sports CLUB will follow this form unless extreme circumstances present themselves, requiring immediate medical attention.

Protective Services:

Sports CLUB staff members are required by law to report any abuse/suspected abuse to the proper authorities. As employees of a child care center, all staff members are mandated reporters. Should an employee see signs of abuse or neglect, that employee must confidentially make a report. This applies to suspect parents, caregivers or other adults who have a relationship with the child.

Nutrition and Physical Policy

In an effort to provide the best possible nutrition and physical activity environment for the children in out facility, we have adopted the following polices. The administration and staff appreciate support from parents in promoting the health of the children.

Nutrition Policy

Sites with Sports CLUB provided snack:

- Snacks offered afterschool are in individually wrapped pre-packaged containers.
- Multiple-choice snacks. (Children get the choice between 2-3 different types of snacks)
- As a recommendation from the Healthy Children Coalition of Collier County juice is not provided at these sites due to the high sugar content.

- Drinking water is available at all times, both indoors and outdoors.
- Children are never forced to eat or try new foods they do not like.

Sites with Government funded school provided snacks:

- Snacks offered afterschool are in individually wrapped pre-packaged containers.
- 100% juice is offered not more than three times per week.
- Only low-fat milk is served to children.
- Drinking water is available at all times, both indoors and outdoors.
- Children are never forced to eat or try new foods they do not like.

Physical Activity Policy

- All children are encouraged to have 50% of their day to be engaged in physical Activity. There is an opportunity for children to participate in physical activity in every rotation during the Sports CLUB day.
- Children participate in (counselor-led) structured physical activities.
- Children participate in outdoor active play two or more times on a full day and at least one time after school.
- Active playtime is not withheld when children misbehave.
- A wide variety of fixed play equipment (slides, jumping equipment) is available to meet the needs of all children.
- A wide variety of portable play equipment (jump ropes, basketballs, hula hoops, etc..) is available for the children to use.
- Staff members encourage children to be active and join in active play.

Staff members receive training on physical activity yearly.

A change in daily routine,
lack of sleep, stress,
fatigue, cell phone use, and
simple distractions are some
things parents experience and
can be contributing factors as
to why children have been left
unknowingly in vehicles...



For additional information, please visit
www.myflfamilies.com/childcare or contact
your local licensing office.

This brochure was created by the
Department of Children and Families in
consultation with the Department of Health.

**WHEN LIFE
HAPPENS...
DON'T BE A
DISTRACTED
ADULT**





Distraction Prevention Tips:

- **Never** leave your child alone in a car and **call 911** if you see any child locked in a car!
- **Make a habit** of checking the front and back seat of the car before you walk away.
- **Be especially mindful** during hectic or busy times, schedule or route changes, and periods of emotional stress or chaos.
- **Create reminders** by putting something in the back seat that you will need at work, school or home such as a briefcase, purse, cell phone or your left shoe.
- **Keep a stuffed animal** in the baby's car seat and place it on the front seat as a reminder when the baby is in the back seat.
- **Set a calendar reminder** on your electronic device to make sure you dropped your child off at child care.
- **Make it a routine** to always notify your child's child care provider in advance if your child is going to be late or absent; ask them to contact you if your child hasn't arrived as scheduled.

During the 2018 legislative session, a new law was passed that requires child care facilities, family day care homes and large family child care homes to provide parents, during the months of April and September each year, with information regarding the potential for distracted adults to fail to drop off a child at the facility/home and instead leave them in the adult's vehicle upon arrival at the adult's destination.



Facts About Heatstroke:



It only takes a car **10 minutes** to heat up 20 degrees and become deadly.



Even with a window cracked, the **temperature inside a vehicle** can cause heatstroke.



The body temperature of a child increases **3 to 5 times faster** than an adult's body.



Parent's Role

A parent's role in quality child care is vital:

- Inquire about the qualifications and experience of child care staff, as well as staff turnover.
- Know the facility's policies and procedures.
- Communicate directly with caregivers.
- Visit and observe the facility.
- Participate in special activities, meetings, and conferences.
- Talk to your child about their daily experiences in child care.
- Arrange alternate care for your child when they are sick.
- Familiarize yourself with the child care standards used to license the child care facility.

Quality Child Care

Quality child care offers healthy, social, and educational experiences under qualified supervision in a safe, nurturing, and stimulating environment. Children in these settings participate in daily, age-appropriate activities that help develop essential skills, build independence and instill self-respect. When evaluating the quality of a child care setting, you should consider the facility's quality indicators related to activities, caregivers, and environment.

Quality Activities

- Activities are children initiated and teacher facilitated.
- Activities include social exchanges with all children.

Quality Caregivers

- Caregivers are friendly and eager to care for children.
- Caregivers accept family cultural and ethnic differences.

Quality Environments

- Environments are clean, safe, inviting, comfortable, and child-friendly.
- Environments provide easy access to age-appropriate toys.



For additional information, please visit
www.myflfamilies.com/childcare
or contact your local licensing office.

This brochure was created by the
Department of Children and Families in
consultation with the Department of Health.

KNOW YOUR CHILD CARE FACILITY

Know Your Child Care Facility - General Requirements

Every licensed child care facility must meet the minimum state child care licensing standards pursuant to s. 402.305, F.S., and ch. 65C-22, F.A.C., which include, but are not limited to, the following:

- Valid license posted for parents to see.
- All staff appropriately screened.
- Maintain appropriate transportation practices (if transportation is provided).
- Provide parents with written disciplinary and expulsion practices used by the facility.
- Provide access to the facility during normal hours of operation.
- Maintain minimum staff-to-child ratios.

Health Related Requirements

Emergency procedures that include:

- Posting Florida Abuse Hotline number along with other emergency numbers.
- Staff trained in first aid and pediatric cardiopulmonary resuscitation (CPR) on the premises at all times.
- Fully stocked first aid kit.
- A working fire extinguisher and documented monthly fire drills with children and staff.
- Medication and hazardous materials are inaccessible and out of children's reach.

Ratios



<u>Age of Child</u>	<u>Child: Teacher Ratio</u>
Infant	4:1
1 year old	6:1
2 year old	11:1
3 year old	15:1
4 year old	20:1
5 year old and up	25:1

Training Requirements

- 40-hour introductory child care training.
- 10-hour in-service training annually.
- 0.5 continuing education unit of approved training or 5 clock hours of training in early literacy and language development.
- Director Credential for all facility directors.

Food and Nutrition

Post a meal and snack menu that provides daily nutritional needs of the children (if meals are provided).

Record Keeping

Maintain accurate records that include:

- Children's health exam/immunization record.
- Medication records.
- Enrollment information.
- Personnel records.
- Daily attendance.
- Accidents and incidents.
- Parental permission for field trips and administration of medications.

Physical Environment

- Maintain sufficient usable indoor floor space for playing, working, and napping.
- Provide space that is clean and free of litter and other hazards.
- Provide sufficient outdoor play area.
- Maintain sufficient lighting and inside temperatures.
- Equipped with age and developmentally appropriate toys.
- Provide appropriate bathroom facilities and other furnishings.
- Provide isolation area for children who become ill.
- Practice proper hand washing, toileting, and diapering activities.



To report suspected or actual cases of child abuse or neglect, call the Florida Abuse Hotline 1.800.962.2873

What is the influenza (flu) virus?

Influenza ("the flu") is caused by a virus which infects the nose, throat, and lungs. According to the US Centers for Disease Control and Prevention (CDC), the flu is more dangerous than the common cold for children. Unlike the common cold, the flu can cause severe illness and life threatening complications in many people. Children under 5 who have the flu commonly need medical care. Severe flu complications are most common in children younger than 2 years old. Flu season can begin as early as October and last as late as May.

How can I tell if my child has a cold, or the flu?

Most people with the flu feel tired and have fever, headache, dry cough, sore throat, runny or stuffy nose, and sore muscles. Some people, especially children, may also have stomach problems and diarrhea. Because the flu and colds have similar symptoms, it can be difficult to tell the difference between them based on symptoms alone. In general, the flu is worse than the common cold, and symptoms such as fever, body aches, extreme tiredness, and dry cough are more common and intense. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations.



For additional information, please visit www.myflfamilies.com/childcare or contact your local licensing office.

This brochure was created by the Department of Children and Families in consultation with the Department of Health.

THE FLU

A Guide for Parents



What should I do if my child gets sick?

Consult your doctor and make sure your child gets plenty of rest and drinks a lot of fluids. Never give aspirin or medicine that has aspirin in it to children or teenagers who may have the flu.

Call or take your child to a doctor right away if your child:



- Has a high fever or fever that lasts a long time
- Has trouble breathing or breathes fast
- Has skin that looks blue
- Is not drinking enough
- Seems confused, will not wake up, does not want to be held, or has seizures (uncontrolled shaking)
- Gets better but then worse again
- Has other conditions (like heart or lung disease, diabetes) that get worse

How can I protect my child from the flu?



A flu vaccine is the best way to protect against the flu. Because the flu virus changes year to year, annual vaccination against the flu is recommended. The CDC recommends that all children from the ages of 6 months up to their 19th birthday receive a flu vaccine every fall or winter (children receiving a vaccine for the first time require two doses). You also can protect your child by receiving a flu vaccine yourself.



What can I do to prevent the spread of germs?

The main way that the flu spreads is in respiratory droplets from coughing and sneezing. This can happen when droplets from a cough or sneeze of an infected person are propelled through the air and infect someone nearby. Though much less frequent, the flu may also spread through indirect contact with contaminated hands and articles soiled with nose and throat secretions.

To prevent the spread of germs:



- Wash hands often with soap and water.
- Cover mouth/nose during coughs and sneezes. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Limit contact with people who show signs of illness.
- Keep hands away from the face. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.



When should my child stay home from child care?

A person may be contagious and able to spread the virus from 1 day before showing symptoms to up to 5 days after getting sick. The time frame could be longer in children and in people who don't fight disease well (people with weakened immune systems). When sick, your child should stay at home to rest and to avoid giving the flu to other children and should not return to child care or other group settings until his or her temperature has been normal and has been sign and symptom free for a period of 24 hours.



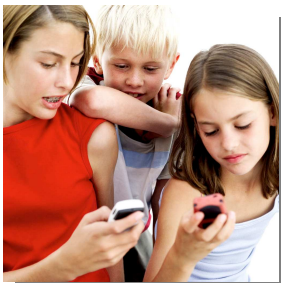
During the 2009 legislative session, a new law was passed that requires child care facilities, family day care homes and large family child care homes provide parents with information detailing the causes, symptoms, and transmission of the influenza virus (the flu) every year during August and September.

For additional helpful information about the dangers of the flu and how to protect your child, visit: www.cdc.gov/flu/ or www.immunizeflorida.org/

Hotline Leadership Team

Kimberly Barrett, Hotline Director
Chris Compton, Hotline Deputy Director
Amy Andrews, Systems Manager
Paul Berryman, Business Manager
Nana Gatlin, Human Resource Manager
Hank Lech, Quality Assurance Manager
Mike Mathews, I.T. Manager
Tiffany McGee, Crime Intelligence Manager
Travis Paulk, Terminal Agency Coordinator
Robert Yeager, Call Center/Policy Manager
Zandra Odum, Call Center Manager
Robert Schendowich, Hotline Specialist

Community Services



There are several different ways the Hotline provides direct volunteer services to the community: Tours, Shadowing, Community Training and Job Fairs.

Both community shadowing and trainings allow everyday citizens and mandatory reporters the opportunity to gain insight into how reports are assessed. In addition they learn vital statutory information about what Hotline counselors need to process and complete reports and other tasks.

Tours of the Hotline and job fairs provide the public a brief outlook regarding the type of people the Hotline hires and the technology that is used to process calls. A wide array of individuals ranging from attorneys and case managers to reporters and legislators visit the Hotline to learn how we operate.

Community Referrals

Agency for Health Care Administration (AHCA):

1-888-419-3456 Accepts complaints concerning HMO's and Home Health Care Services as well as quality of care issues.

Domestic Violence Hotline:

1-800-500-1119 Provides referrals for shelters and crisis counseling.

Food Stamps, Medicaid, and AFDC Access:

1-866-762-2237. Answers questions about food stamps, Medicaid, and AFDC. Also refers callers with complaints concerning anyone misusing AFDC for food stamps in Florida to the Fraud Hotline.

Elder Helpline:

1-800-955-8771. Provides information regarding elder services within each Florida County

Advocacy Center for Persons with Disabilities:

1-800-342-0823 Advocates for persons with a mental illness or a developmental disability by monitoring facilities and accepting complaints or rights violations.

County Referrals:

(211) Provides referrals concerning low income housing, emergency food, financial assistance and available counseling services.

Day Care Licensing:

Accepts complaints regarding child day care facilities.

Long Term Care Ombudsman:

Advocates for people who live in nursing homes, assisted living facilities and adult family care homes:
1-888-831-0404

CINS/FINS:

Children in Need of Services/ Family in Need of Services. Not-for-Profit statewide association representing agencies which serve homeless, runaway and troubled youth ages 10 to 17 and their families.

Elder Abuse Reporting:

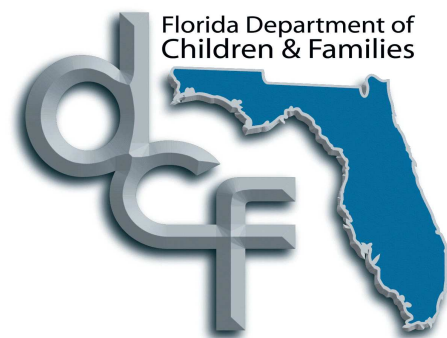
1-800-677-1116 (All States)

Child Abuse Reporting:

1-800-422-4453 (All States)

Sheriff's Office:

For non-jurisdiction calls



"To help protect children and vulnerable adults from abuse, neglect, abandonment, and exploitation."

**1317 Winewood Boulevard
Tallahassee, Florida 32399
Main Office- (850)487-6100**

REPORTING

Phone: 1-800-962-2873

TTY: 1-800-453-5145

Fax: 1-800-914-0004

Web: <https://abuse-report-bc.dcf.state.fl.us/AbuseWebReport/AddReporterinfo.aspx>

Who We Are



The **Florida Abuse Hotline** serves as the central reporting center for allegations of abuse, neglect, and/or exploitation for all children and vulnerable adults in Florida.

The Hotline receives calls, faxes, and web based reports from citizens and professionals. The Hotline assesses the information provided by the caller and determines if the information meets Florida statutory criteria Ch. 39 and 415 to initiate an investigation conduct by the Department of Children and Families.

When parents can't, don't or won't protect their children, the Department of Children & Families steps in to help, providing a full spectrum of services, from parenting classes and respite care to transportation and child care. The goal of the Department is to keep children safe within their own families when possible.



Crime Intelligence Unit

In conjunction with, the Florida Abuse Hotline, the **Crime Intelligence Unit** (CIU) was created on July 1, 2005. CIU has several distinct functions and responsibilities with the main function of being a centrally located computerized criminal history information center for all circuits in the State of Florida.

To ensure accountability and consistency, the CIU is responsible for providing timely and efficient criminal background checks for the Department of Children and Families' child/adult protective investigators and community based care workers.

Even though we are a non criminal justice agency, we are allowed to search criminal history information per Florida Statute 943.045. Through Florida Department of Law Enforcement Criminal Justice Agency User Agreement, the CIU has direct access to obtain criminal history information from FCIC, NCIC, and DJJ databases.

These criminal history checks are used for investigative purposes and non-licensed placements only. The information provides the child/adult investigators, community based care and service providers with any knowledge of potentially hazardous situations, threatened harm and criminal history of the subjects in the abuse reports to protect the investigators and Florida's most vulnerable citizens.

Upon investigation and placement purposes, the CIU receives requests for criminal history checks from field staff via phone (Helpline) and fax. Faxes are for recheck requests only.

Important Stats

How many contacts we received in total (Annual).

- Received: 433,395
- Answered: 407,058
- Abandoned: 26,337

What percentage of those calls were reports.

- 71.4% of answered calls resulted in a report

How many of the reports were child reports.

- Out of all the reports we took, 81.4% were child reports and 18.6% were adult reports

Number of death reports we took.

- 197 adult death reports
- 462 child death reports

Percentage of calls that came from mandated reporters.

- 49.16%

How many immediate reports we received.

- 15% are immediate reports

How many 24 hour reports.

- 86% are 24 hour reports

How many in-home reports taken.

- 97%

How many institutional reports.

- 3%

Number of calls received by CIU.

- Received 123,665

Number of calls to CIU planned for emergency placement.

- 11,203 planned placements

Rilya Wilson Act

Pursuant to s. 39.604, Florida Statutes, a child from birth to the age of school entry, who is under court-ordered protective supervision or in out-of-home care and is enrolled in an early education or child care program must attend the program 5 days a week unless the court grants an exemption. A child enrolled in an early education or child care program who meets the requirements of this act may not be withdrawn from the program without prior written approval of the Department or community-based care lead agency. If a child covered by this act is absent, the program shall report any unexcused absence or seven excused absences to the Department or the community-based care lead agency by the end of the business day following the unexcused absence or seventh consecutive excused absence.

Educational stability and transition are key components of this act to minimize disruptions, secure attachments and maintain stable relationships with supportive caregivers of children from birth to school age. Successful partnerships are imperative to ensure that these attachments are not disrupted due to placement in out-of-home care or subsequent changes in out-of-home placement. A child must be allowed to remain in the child care or early education setting that he/she attended before entry into out-of-home care, unless the program is not in the best interest of the child. If a child from birth to school-age leaves a child care or early education program, a transition plan needs to be developed that involves cooperation and sharing of information among all persons involved, respects the child's developmental stage and associated psychological needs, and allows for a gradual transition from one setting to another.

This law provides priority for child care services for specified children who are at risk of abuse, neglect, or abandonment. *These children are also known as Protective Services children.*

Rilya Wilson Act Requirements:

- ✓ Protective services children **MUST** be enrolled to participate 5 days per week.
- ✓ Protective services children **MAY NOT** be withdrawn without prior written approval from the Department of Children and Families (DCF) or Community Based Care (CBC).
- ✓ If a Protective Services child has 7 consecutive excused or any unexcused absence, the child care provider **MUST** notify the appropriate community based care staff.
- ✓ The Department and child care providers **MUST** follow local protocols set up by the CBC to ensure continuity.
- ✓ If it is not in the best interest of the child to remain at the child care or early education program, the caregiver **MUST** work with the Case Manager, Guardian Ad Litem, child care and educational staff, and educational surrogate, if one has been appointed, to determine the best setting for the child.

Community-Based Care Lead Agencies Contact Information:

<https://www.myflfamilies.com/service-programs/community-based-care/docs/leadagencycontacts.pdf>

**** If you have concerns regarding any child that you may care for, please contact the Florida Abuse Hotline at 1-800-96-ABUSE****