



PARENT HANDBOOK

Busy Bees, LLC

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BUSY BEES, LLC
Beyond Childcare

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INTRODUCTION

Welcome

Welcome to Busy Bees, LLC. [Busy Bees]. This handbook contains information regarding the child care program. It is very important that you read this handbook and keep it handy as long as your child is enrolled in the program. It will answer many of the questions you may have about our program.

Helpful information

Texas Department of Family and Protective Services may be contacted at the following numbers:

- **Houston: (713) 940-3009 (P.O. Box 16017, Houston, TX 77222-6017) www.dfps.state.tx.us**

To report suspected child abuse, please call the **Child Abuse Hotline** at:
(800) 252-5400

About the Center

Mission/Philosophy

- Busy Bees mission is to complement the educational objectives of each campus we service by:
 - Providing homework time, care, and nurturing for each child in our program by
 - Utilizing culturally and developmentally appropriate practices and
 - Serving as role models for each child in our care.

“Busy Bees, LLC partners with each campus we serve by custom designing a program that works best for the schools and addresses the needs of the administration”

Hours/Days of Operation

- As a rule, Busy Bees operates from school dismissal until 6 PM Monday - Friday during the regular school year (including early dismissal days), on each day that school is in session. Some school districts are closed for teacher work days or other non-holiday days, we will not operate on these days unless we operate a camp (check your school district calendar for a list of these days). We may, on occasion, offer a full day break camp on days in which the school may be closed for a period of time. Examples may include: Winter break camp, Spring break camp, and Summer break camp. Each of these “camps” are considered a separate program from that of the after school program and additional fees, and documents may apply. Busy Bees is closed on the following Holidays: New Year’s Eve, New Years Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Wednesday, Thursday and Friday of Thanksgiving week, Christmas Eve and Christmas Day. Please note: you are billed for the “spot” your child occupies in our program and there is no discount for days that the center is closed due to any of the above reasons. We will inform parents on any occasion in which a discounted rate will be charged.

Staff

- Each of our associates are required to have a minimum of 40 hours per year of child care training as well as CPR and First Aid training.
- Our program operates under the direction of Child Care Licensing for the State of Texas and follows all of the minimum standards outlined for our program. A copy of all inspection reports is available on the Texas Department of Family and Protective Services website.
- We follow the child to caregiver ratios outlined in these minimum standards but as a general rule we offer a 1:15 ratio as a maximum depending on age groups.

PART TWO: ENROLLMENT

Eligibility

- Busy Bees accepts children from Pre-kindergarten through 5th grade ages 5 - 12 years in age. Busy Bees does not deny enrollment on the basis of race, creed, color, national origin, gender, age or disability.
- These are the required forms that need to be completed prior to attendance. Also note that these forms will be updated annually. These forms will be made available during registration and during the first week of program. Failure to complete, sign and return all forms within the first week (5 days) of attendance in our program will result in immediate suspension.



Required Forms:

- Registration/child information form
 - Physician and Insurance information
 - Immunization records
 - Parent consent forms
 - Discipline and Guidance Policy acknowledgement
 - Medical Authorization form
 - Parent Handbook acknowledgement form
 - Enrollment form
- ❖ Note all records are confidential. If information needs to be updated at any other point, it is the parent's responsibility to notify the director in writing.

Fees

- **Days and hours of reserved care** - Busy Bees after school program runs from dismissal until 6 pm during normal school days. Break camps are considered separate programs and have different operating hours (see site director for details). You are paying for the "spot" Busy Bees is holding for your child. If at any time payment becomes delinquent, we will suspend your enrollment and replace your child's spot in our program with that of a child from our wait list.
- **Rates and fees and payment schedule**
 - Late pick up fees are assessed for each minute you are late picking up your child. A 15 minute "grace" period will be allowed. These fees are due no later than the following program day. Late fees are billed at \$1 per minute after the grace period expires.
 - Service fee for late payments will be \$25 per occurrence.
 - Declined credit card or ACH payments will result in a \$25 late fee.
 - Supplemental fees will be assessed for any ancillary activities you enroll your child in (examples - martial arts, engineering, chess club, etc.)

- **Payment Policy -**

- Tuition payments are due upon receipt and are considered late if not paid by due date.
- We accept credit card payments as well as ACH payments from checking or savings accounts only. These are made through our Tuition Express processing company. We **DO NOT** accept cash or checks at the site for the safety of our staff.
- For questions about your invoice or billing please email: billing@busybeesas.com

- **Part Time Care**

- Busy Bees **does not** offer a part time care rate. If you enroll, you are taking a “slot” in our program and will be billed each week accordingly.

- **Sick and Vacation Allowance** - As explained above, Busy Bees does not offer a part time rate even in the event of illness. However, if your child is ill for an entire program week or should you have a death in the family that requires the child to be out of the program for the week, Busy Bees will offer a credit twice (2 times) per program. This credit may be applied to future tuition payments. No refunds will be offered. After the 2nd occurrence per program, no credits will be issued and it will be the parent’s responsibility to satisfy all open invoices. “Program” is defined as the current child care offering in which you are enrolled - examples: annual after school program, winter break camp, spring break camp, summer break camp. Registration fees are non-refundable.

Changes in Enrollment

- **Withdrawals**

- Busy Bees requires a 2 week advanced written notice prior to withdrawing your child. Tuition will continue until the end of this 2 week period.
- Any student with unpaid tuition for 2 or more weeks will be automatically withdrawn from the program for non-payment. Once payment has been received in full, a reinstatement fee of \$50 will be assessed to the account before the child may return to the program.

Probationary Period/Termination Policy

- The first two weeks of your child's enrollment will be considered as a probationary period. If we/you feel things are not working out, we reserve the right to give notice for removal. If after the probationary period or any time prior to that, if we feel that we cannot meet the needs of the child, we may ask for the two week notice for your child.

Schedule

- **Attendance**
 - The family will be billed for all days the child is scheduled whether or not they use the services (due to vacation, illness etc.).
 - Parents/guardians should call to notify staff if child will not be in care a particular day.
- **Part-time schedules**
 - Busy Bees does not offer Part-time schedules.
- **Changing schedule**
 - Inclement Weather Closing
 - In the event of an inclement weather closing, we will notify parents/guardians by phone, email, and/or with the aid of local media outlets. It is imperative that children be picked up immediately in these events for their safety as well as the safety of our staff. No refunds will be issued for closures due to acts of God, unless approved by Busy Bees management.
 - All children will be signed in to our program by a member of staff once they are released from their teacher. It is the responsibility of each parent/guardian to sign in children during break camps and to sign children out each day of any program.
 - Sign in/out logs will be available with the site director at your child's location.
 - Waiting list
 - Once the program or individual grade level has reached maximum capacity, a wait list will be created. Registration fees will hold your spot on the wait list. Busy Bees will pull using the first on / first off method. There will be no possibility to jump ahead of another family or child. Should you choose to remove yourself from the wait list for any reason; you should contact the site director immediately. However, your registration fee is non-refundable.

PART THREE: CENTER-WIDE POLICIES & PROCEDURES

Authorization to pick up child

- Children will only be released to persons the primary account holder has listed on the appropriate documents. To release children to adults not on “the list”, the primary account holder must either add that person to their approved list or contact the site director and request a one-time release form. This form must be filled out and returned to the site prior to the child’s release.
 - The person listed on the one-time release form will need to present the site director with valid ID along with the pass code before the child will be released.
- Busy Bees will not release ANY child to ANY parent/guardian whom we feel is under the influence of drugs or alcohol or in any way impaired. In this event, we will call someone from the emergency contact list and explain the situation.
- Busy Bees will only release a child to an adult 18 years or older with valid state issued ID.

Birthday Parties

- Food allergies are a primary safety concern for Busy Bees. For this reason, we ask parents to notify us 2 weeks in advance for any birthday parties in which treats will be served. Allergen information will be reviewed and Busy Bees will make the final decision as to whether or not these treats will be allowed. Parents/guardians may also receive a permission slip prior to the party in which they can have their child “opt out”. In an effort to be fair and consistent with all children, Busy Bees reserves the right to cancel any such party due to an allergy or “opt out” reason.

Children’s Arrival and Parents Departure

- During after school programs, children will be dropped off at the program by their teachers. However, we insist that parents/guardians enter the school to pick their children up. You must sign your child out of our program each day they attend. During break camps, it will be necessary for parents/guardians to enter the school and sign children into, and out of the program each day they attend.

Fire & Tornado Drills

- In accordance with the state licensing department, Busy Bees will conduct fire drills monthly and severe weather drills on a quarterly basis to help ensure the safety of the children in our care and our staff.

Liability Insurance

- Busy Bees does carry liability insurance to cover the children and the facility. However, this insurance is secondary to the primary parent/guardian's insurance. Busy Bees will reimburse any out of pocket expenses for each occurrence but it will be the responsibility of the parent/guardian's primary insurance to cover the full cost of any medical treatment. It is the parent/guardian's responsibility to maintain insurance coverage for their children. If any lapse of coverage occurs, Busy Bees will temporarily dis-enroll the children until coverage resumes. At no point will Busy Bees be responsible for payments above 20% of the total cost for care or treatment of any child injured while in our care.

Meals and Snacks

- As a general rule, no meals are prepared by Busy Bees. Occasionally food may be brought in from local restaurants.
- Snacks will be provided daily during the after school program and twice per day during break camps. Check with your site director for the times of these snacks and whether or not meals will be prepared by the school or should be brought from home.
- Each parent/guardian must report any known food allergies to Busy Bees during the enrollment process. Busy Bees will do everything possible to prevent children from coming in contact with foods that may contain these allergens. However, we are not licensed physicians so if there is any doubt, you should provide your child with a snack from home.
- Hand washing will occur before meals or snack time, after outdoor play, and after the child uses the rest room. Additionally, hand washing may take place after an activity in which the child's hands become dirty.
- In an effort to reduce the risk of food allergens, we ask that food from home not contain peanuts or peanut oils.
- I understand that I have the right to provide my child with an alternative snack. In this case, I understand that the Busy Bees program is not responsible for the nutritional value or for meeting my child's daily food needs. I understand that I will also be responsible for providing storage and cooling for the snack I provide from home, and to make sure that the snack is non-perishable. If I wish to provide snacks for the entire program, the snack must meet the needs of children who require special diets.

Outdoor Policy

- National Standards for Child Care recommend that children are taken outside when temperatures are above 15 degrees F (wind chill or temperature) and below 90 degrees F (heat index).
- It is extremely important for children to have outdoor play time on a daily basis. If parents request their child not go outside, it is recommended for parents to obtain a written order from their child's health care provider. If parents feel their child is too sick to go outdoors they are probably too sick to be in care and should not attend.
- It is the parent's responsibility to provide coats or jackets on days in which the temperatures are cool. Busy Bees staff is trained to monitor and spot signs of heat exhaustion, heat stroke, dehydration, and hypothermia. Busy Bees staff will monitor children while outdoors to help prevent any of these or other conditions.
- Not all public school playground equipment meets the licensing standards for child-care centers. By signing, I agree that my child may play on all of the licensed site's public school playground equipment.

Photo Release

- Pictures of the children are taken quite often for room display, bulletin boards or sometimes marketing. Children cannot be photographed without a permission form from their parents/guardians. Unless you notify the center director in writing that you do not wish for your child or their likeness to be used on our website, marketing flyers, YouTube videos or other such marketing, your signature below will indicate your permission for us to use such photographs, videos, or likenesses in our marketing.

Promotion/Transition of children

- Children are grouped by age and grade level. Parents who wish to have their children placed in another group should contact the site director for a conference to discuss the reasoning for these requests.

Toys from Home

- Unless otherwise notified by your site director, please refrain from letting your child bring toys, games, cell phones, or other devices from home. Busy Bees will NOT be responsible for damage, destruction, loss, or theft of any such items.

Transportation

- We will not transport your child for any reason without your written consent on a signed permission slip. The only exception to this will occur in the event of an emergency in which evacuation is required.

Visitors

- All visitors should check in at the child care office. Parents are welcome at any time (open door policy) but due to safety reasons Busy Bees needs to know who is in the building at all times. *As of May 2018, HISD requires all doors except the front door to the school be locked. For this reason, parents are no longer allowed past the front office area of the school.*
- While on the school premises, all visitors must act in a professional manner. Any person deemed to be acting in an unprofessional manner will be turned over to HISD police, or Bellaire police. Unprofessional behavior may include but may not be limited to: raising your voice to site staff, cursing, lude behavior, demeaning or degrading remarks to staff or children in the program or any other behavior deemed inappropriate for a school setting. Visitors will be given 1 verbal warning prior to calling the authorities.

PART FOUR: PROGRAM

Curriculum Overview

- Our centers regularly follow a daily schedule. Please see your site director for a copy of these schedules. Your site director will inform you of any changes to these schedules.

Program Activities

- Our centers offer homework time, as well as, snack time and outdoor play time. After this, ancillary activities will take place until you arrive to pick up your child. Please see your site director for a complete list of available activities at your center.

PART FIVE: GUIDANCE & SOCIALIZATION (DISCIPLINE) POLICY

Positive Guidance

- (1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- (2) Reminding a child of behavior expectations daily by using clear, positive statements;
- (3) Redirecting behavior using positive statements; and
- (4) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.
- (5) All children will be expected to follow all school rules while in our care.

Items that will not occur in our center

- (1) Corporal punishment or threats of corporal punishment;
- (2) Punishment associated with food, naps, or toilet training;
- (3) Pinching, shaking, or biting a child;
- (4) Hitting a child with a hand or instrument;
- (5) Putting anything in or on a child's mouth;
- (6) Humiliating, ridiculing, rejecting, or yelling at a child;
- (7) Subjecting a child to harsh, abusive, or profane language;
- (8) Placing a child in a locked or dark room, bathroom, or closet with the door closed; and
- (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

PART SIX: PARENTS IN THE PROGRAM

Daily Communication

- Parent information boards may be located in or just outside of the program space. Please check with your site director for the specific information.

Grievance Procedure

- Any parent with complaints/concerns should immediately set up an appointment with the site director to discuss. If further action is necessary, the parent should notify our corporate staff to further discuss the matter.

Mandated Reporter

- State law requires us to report any instances of suspected child abuse or neglect.

Newsletters and Other Forms of Communication

- Occasionally you may receive a printed newsletter, or an email newsletter containing upcoming events and program information. If you have specific questions about the program, you should contact your site director.

Parent/Teacher Conferences

- In certain situations, it may become necessary to have a parent/teacher conference. You are encouraged to attend these meetings to discuss important events or issues occurring with your child at the site. You may also request a conference at any time if you have questions or concerns that you wish to address.

Parent Input

- Busy Bees encourages open, two-way communication. For this reason, our site staff may occasionally provide you with written documentation about your child. Your site director may speak with you about your child or the program. You may contact the site director with your questions or concerns with the program.
- Busy Bees encourages parents to be involved with their children's development and has an open-door policy. Parents who wish to take part in activities with their children may do so by contacting the site director.

PART SEVEN: HEALTH AND SAFETY

Accident Procedure

- An incident/accident report will be completed and kept on file any time there is an incident or accident involving your child. Parents will be notified of any minor incidents or accidents at the time of pickup, but will be called immediately at the time of any incidents involving damage to property, uncontrollable behavior, physical harm to themselves or others, and any accident requiring first aid or CPR. Emergency services will be called any time a life-threatening event occurs or an accident where basic first aid will not suffice. Parents will be notified anytime emergency services are called.

Children with Special Needs

- All children with diagnosed special health needs must have a current care plan signed by a health care provider and parent/guardian, as well as a release of information form signed by parent. Care plan must be updated at least yearly.
- Emergency medication and/or equipment specified in the care plan must be available at the program at all times and when child is taken off site during child care hours.

Emergency

- **Medical Emergency**
 - In the event of an accident/occurrence Busy Bees staff will determine whether CPR and first aid will be administered or if emergency services should be contacted. Medical attention will be provided, and parents will be notified about the event immediately.
- **Evacuation**
 - Each site has an emergency plan that details evacuation points, and other information such as:
 - Shelter location for weather related events
 - Safe Place for lock down situation.
 - Parents should speak with the site director to view a copy of this document.

Guidelines for Exclusion Due to Illness

If the child exhibits any of the symptoms listed below, the child shall not attend the child care facility until the symptoms are no longer exhibited or unless the Parent(s) has obtained a statement from the child's doctor stating that the child is not contagious. The final decision as to whether a child will be admitted to the child care facility will be made in the sole discretion of the Provider.

- a. Fever of 100 degrees F
 - b. Persistent diarrhea
 - c. Continuous coughing
 - d. Irregular breathing
 - e. Unusual rashes
 - f. Vomiting
 - g. Yellowish color to the eyes or skin
 - h. Swallowing difficulty
 - i. Persistent and/or excessive crying
 - j. Discharge from eyes or ears
 - k. Excessive drowsiness
 - l. Lice
 - m. Communicable diseases
 - n. Earache
- If the child exhibits any of these symptoms while present at the child care facility, the Parent(s) will be notified and shall immediately remove the child. The child may be isolated from the other children at the child care facility until the Parent(s) arrives.
 - Busy Bees, LLC. agrees to notify the Parent(s) of any contagious diseases about which the Provider has knowledge that the child may have been exposed to while at the child care facility.
 - The Parent(s) agrees to inform Busy Bees, LLC. of any illness or problem of the child that might affect other children at the child care facility.

Hand Washing Policy

- Hand washing will occur before meals or snack time, after outdoor play, and after the child uses the rest room. Additionally, hand washing may take place after an activity in which the child's hands become dirty.

Immunization Policy

- Children are required to be up-to-date with their immunizations and parents are expected to provide their child's immunization record.
- If child is unimmunized, the program will not accept the child into care.

Medication Policy

- Written permission and instructions from a health care provider and the child's parent are required before Busy Bees staff can or will administer prescription and over-the-counter medications.
- Medication should be given to staff and should not be left in backpacks or placed in cubbies.
- Written parental permission is required to apply any over-the-counter products such as sunscreen, insect repellent, diaper cream/ointment, etc.

By signing below, parents/guardians agree to abide by the written policies as stated in this handbook.

Parent's Name (print)

Parent's Signature

Date

Attention parents:

Licensing requires all parents to be given a copy of our center parent handbook. Your signature indicates that you have been given a copy and agree with our policies.

Serving as a role model of child care excellence

Busy Bees, LLC.