Texas Rising Star

3 out of 4 star certification

CLUB Busy Bee

SY 2025-2026 Parent Handbook

Leave your Little Busy Bees with us with a piece of mind and a feeling of assurance that they are safe, happy, and well taken care of.

As of 2024, Club Busy Bee is certified and a proud participant in the Texas Rising Star Program. The Texas Rising Star program is a quality rating and improvement system (QRIS) for childcare programs participating in the Texas Workforce Commission's (TWC) Child Care Services program.

Texas Rising Star certification is available to licensed centers and licensed and registered child care home facilities that meet the certification criteria.

Being **"Texas Rising Star certified"** means a child care program has met specific, higher-quality standards than the state's minimum requirements for licensing. It's a quality rating and improvement system for early childhood programs in Texas, with programs achieving different star levels (Entry Level, Two-Star, Three-Star, or Four-Star) based on their performance.

For more information on Texas Rising Star visit https://texasrisingstar.org/

Operational Policies and Procedures
CLUB BUSY BEE

Our policies are reviewed quarterly to discuss potential changes to policies and procedures based on current events and information that impacts our program. Updates to this manual are completed on an annual basis, or as may be directed by given circumstances. When policies or procedures change during the school year, parents are provided with prior notice and an updated copy of the Parent Handbook. This handbook, which also serves as Operational Policies and Procedures are also located on our website located at www.clubbusybee.org.

PHILOSOPHY

It is the philosophy of Club Busy Bee that early childhood should be a time of fun, warmth, security, education, exploration, and discovery. The curriculum includes dramatic play, creative art activities, music, science activities, block play, psychical fitness, nutrition awareness, sensory experiences, outdoor activities, the celebration of birthdays, and holidays.

Our goal is to expose- all Club Busy Bee participants to shapes, colors, numbers, and letters through developmentally appropriate activities taught using small group instruction and provide an atmosphere that encourages social, emotional, physical, and intellectual growth through the children's play and small group instruction.

CURRICULUM

Club Busy Bee's curriculum is Texas Education Agency (TEA) compliant and aligned with TEKS. Our goal is to provide comprehensive learning programs that embrace children's natural curiosity and encourage them to explore and connect to the world around them. Club Busy Bee reinforces the curriculum and strategies of the host school district.

The curriculum used at each campus varies depending on the goals, values, and resources of the host school's location. However, most Club Busy Bee utilizes a flexible, developmentally appropriate curriculum that focuses on a mix of academic support, social-emotional development, physical activity, and creative enrichment. Common curricula or frameworks include:

1. **Academic Support Curriculum**
    a. **Homework Help:** Dedicated time and guidance to complete school assignments.
    b. **STEM Enrichment:** Activities based on science, technology, engineering, and math to enhance problem-solving and critical thinking.
    c. **Literacy Programs:** Reading challenges, book clubs, and writing workshops to build language and comprehension skills.
2. **Social-Emotional Learning (SEL) Curriculum**
    a. **Focus:** Building skills like empathy, teamwork, self-regulation, and conflict resolution.
3. **Creative Arts and Enrichment Curriculum**

    a. **Arts and Crafts:** Projects to foster creativity and fine motor development.
    b. **Performing Arts:** Opportunities for drama, music, or dance.
    c. **Cultural Awareness:** Activities highlighting global cultures, diversity, and inclusion.
4. **Physical Activity and Wellness**
    a. **Sports and Games:** Structured and unstructured physical activities to promote teamwork and health.
    b. **Health Education:** Lessons on nutrition, hygiene, and wellness habits.

Each Club Busy Bee site customizes its curriculum to meet the needs of its participants, ensuring that activities align with the developmental stages and interests of the children while complementing their school-day learning.

<u>Developmentally Appropriate</u>

Our curriculum is developmentally appropriate because it is designed to meet your child's cognitive, social, emotional, and physical needs while fostering growth and independence. For elementary school age children, our curriculum includes:

1. Cognitive Development: Activities are designed to build on their growing reasoning, problem-solving, and critical-thinking skills. Homework support, STEM activities, and hands-on projects encourage active learning and exploration.

2. Social Development: Group-based activities, cooperative games, and team projects help children learn collaboration, conflict resolution, and communication skills. These activities reflect their increasing interest in peer relationships.

3. Emotional Growth: Programs often include opportunities for self-expression through art, drama, and journaling, helping children develop emotional regulation and self-awareness.

4. Physical Development: Structured and unstructured physical activities, such as sports, outdoor play, and fitness games, support their motor skills and overall health.

5. Independence and Responsibility: Activities like goal setting, self-directed learning, and chores help elementary school children develop independence, responsibility, and time-management skills.

6. By balancing structured learning with creative and recreational opportunities, daycare programs provide a supportive environment tailored to the developmental milestones of elementary-aged children.

Early Learning Guidelines

Our aftercare curriculum aligns with early learning guidelines and standards for elementary school-aged children by incorporating practices that promote their holistic development and meet established benchmarks for this age group. Here's how:

1. **Alignment with Academic Standards**: Activities such as homework assistance, literacy programs, and STEM projects align with state and national academic standards, reinforcing skills taught in the classroom and fostering a love of learning.
2. **Social-Emotional Learning (SEL)**: Our curriculum integrates SEL practices, such as teamwork, conflict resolution, and empathy-building exercises, which align with guidelines emphasizing social and emotional competence.
3. **Developmentally Appropriate Practices**: The curriculum includes age-appropriate challenges, hands-on learning, and interactive activities that meet guidelines for fostering critical thinking, problem-solving, and creativity.
4. **Health and Wellness**: Physical activities, nutritious snack options, and education about healthy habits align with standards promoting physical well-being and motor skill development.
5. **Cultural and Inclusive Practices**: By celebrating diversity and offering inclusive programming, we adhere to guidelines advocating for cultural awareness and respect for all learners.
6. **Support for Independent Growth**: We encourage self-directed learning, leadership opportunities, and responsibility, reflecting standards that emphasize independence and lifelong learning skills.

By adhering to these standards, our aftercare program ensures a seamless extension of the learning environment, fostering continued growth and development beyond the classroom.

Scope and Sequence

At Club Busy Bee Before and After Care program, our curriculum offers a clear scope and sequence for elementary school-aged children by providing a structured framework that promotes continuous growth and builds upon developmental milestones over time. Here’s how:

1. **Age-Appropriate Progression**: The curriculum is designed with specific goals for each age group, ensuring that activities and lessons progress in complexity and depth to match the developmental stages of children from early to late elementary school.
2. **Foundational Skill Development**: Activities are sequenced to reinforce foundational skills, such as literacy, numeracy, and problem-solving, before introducing more advanced concepts, ensuring a solid base for academic and personal growth.
3. **Monthly and Weekly Themes**: Thematic units provide continuity and coherence, allowing children to explore topics in a structured manner while connecting new knowledge to prior experiences.
4. **Skill-Building Across Domains**: The curriculum includes a balanced sequence of activities targeting cognitive, social-emotional, physical, and creative development, ensuring a well-rounded approach. For instance, group projects foster teamwork, while STEM challenges develop critical thinking.
5. **Assessment and Adaptation**: Built-in opportunities for reflection and assessment allow us to monitor progress and adjust the sequence of activities to meet the needs and interests of children as they grow and develop.
6. **Seasonal and Long-Term Planning**: The curriculum includes long-term goals that align with the school year and seasonal milestones, providing consistency while remaining adaptable to changing needs.

By offering a well-defined scope and sequence, our aftercare program ensures that children receive consistent, developmentally appropriate experiences that build on their knowledge and skills in a meaningful and intentional way.

DAILY ACTIVITIES

The activity plan is designed for a variety of activities daily which include indoor / outdoor play, a balance of active play, and child-initiated activities/ caregiver-initiated activities. Club Busy Bee focuses on reinforcement of the school curriculum. Screen time activities (video or computer) are included for children as well.

HOURS OF OPERATION

HOURS OF CARE 744.501 (1)

LOCATION: Elementary School Cafeteria
Full-time before and after care hours are: (Monday – Friday)

- Before School Care – 6:30am until 7:55a.m.
- After School Care – School Afternoon Dismissal until 6:30 p.m.

HOLIDAYS/CLOSINGS

The Center will be closed on the following days/break times in Katy ISD:

- New Year's Day**
- Spring Break
- Good Friday
- Memorial Day**

- 4th Of July**
- Labor Day
- Thanksgiving Break
- Christmas Break

**** Holidays that land on Saturday or Sunday will be observed on an alternative day or days during the week before or after the holiday. Anytime the center will be closed a notice will be posted as a reminder.**

DROP-OFF/PICK-UP PROCEDURES

Before School Participants – Parents/Guardians will escort their child to the cafeteria and sign-in the child/ren using a unique 4-digit PIN Number. Each person that is authorized to drop-off or pick-up a child is assigned a PIN Number that is specific to that individual.

After School Participants – Parents, Guardians, and authorized pickup personnel will use their assigned PIN to sign each student out of the program. Once a valid PIN is entered: a record of the date, time, and name of the authorized pickup person is captured. A student will not be released to anyone that is not an authorized pickup or fails to provide their correct PIN.

PARENT PORTAL ACCESS

The Club Busy Bee Parent Portal is available exclusively to currently enrolled families for the purpose of managing schedules, payments, and communications.
Upon withdrawal or completion of a child's enrollment, portal access will be deactivated within 5 business days. All account records will remain securely retained in accordance with our business and regulatory record-keeping requirements.

UPDATING CONTACT INFORMATION

It is imperative that all contact information for Parents/Guardians/Authorized Pickup Personnel remain up to date. It is the responsibility of the primary account holder to ensure that this information remains current to ensure the safety and integrity of the account, personal information, and safety of all children.

To UPDATE CONTACT INFORMATION or to "ADD" Contacts that you want to authorize for pick-up; use the following steps:

1. Login to the JackRabbit Class Parent Portal - https://app.jackrabbitclass.com/jr3.0/ParentPortal/Login?orgID=532361
2. Click on the 3 horizontal lines to access the menu
3. Click on "Account"
4. then click "Contacts"

5. Click edit to update existing information **OR** click the Green "+" button to add NEW CONTACTS.

6. Enter the contact information, (*be sure to click save before exciting this screen*).

To Access the 4-digit PIN for CONTACTS on your account that you have authorized to pickup/drop-off your child use the following steps:

1. Click on the 3 horizontal lines to access the menu
2. Click on "Account"
3. then click "Contacts"
4. next to the name is "auth pickup" -- followed by 4 digits. Those 4 digits is the assigned PIN #

NOTE: ***Every Contact will have their own assigned PIN. DO NOT SHARE YOUR PIN!!. To DELETE*** *a contact; give us a call or send an email requesting that a contact be removed.*

PROCEDURES FOR THE RELEASE OF CHILDREN 744.501 (2)

Before School Participants – Students will be released into the campus cafeteria to school staff at the ring of the first bell. They will be checked out in our automated attendance tracking system and a copy of the attendance record sent to the school administration.

After School Participants – Students enrolled in the AFTER-school program will only be released to an individual that is at least 17 years of age and has received proper authorization from the enrolling parent/guardian. All authorized adults shall use the PIN assigned to them. The sharing and use of a PIN assigned to someone else is strictly prohibited and can result in immediate and permanent expulsion from the program.

Students may also be released to law enforcement personnel if students are abandoned at the campus.

CHILDREN'S ILLNESS & INJURY 744.501(3)

Every effort is made by Center staff to prevent the spread of disease. Even with precautions, children entering care are likely to experience an increase in mild illnesses.

The frequency and severity of these will vary from child to child. If your child exhibits a change in mood or behavior after arriving at the center, a health check may be conducted to determine if your child is ill. The health check may include a visual or physical assessment of the child and/or the use of a thermometer to reveal the child's temperature.

When a child is ill, they need a greater need for care than caregivers can provide without compromising the health, safety, and supervision of the other children in care.

We are not licensed to provide get-well care; therefore, ill children must be excluded from our care. If a child becomes ill, we will attempt to contact the child's parents. If we cannot contact

the parents, we will contact the person(s) designated as the emergency contact on the child's admission form and ask them to pick up the child.

Ill children are expected to be picked up within 30 minutes from the time of notification.

The administrative staff makes the final decision of whether the child can remain in care or if the child should be excluded from care.

The following conditions are causes for exclusion from the Center:

- **Fever over 100 degrees**. Children should stay at home at least 24 hours after a normal temperature is achieved WITHOUT the help of fever-reducing medications. For example, if your child goes home on Monday with a fever, they may come back to the Center on Wednesday, if their temperature was normal on Tuesday. The 24-hour waiting period allows your child's immune system to regain strength.
- **Fever over 99 degrees with a stiff neck or back**. Children may return only with a doctor's written permission.
- **Diarrhea** (watery, bad-smelling stools more than once in succession). Children may return when normal function returns.
- **Vomiting** (two or more episodes in the last 24 hours). Children may return when they can retain a light meal.
- **Persistent hacking or congested cough with sore throat** (very red or blistered throat). Children may return with doctor's written permission.
- **Green nasal discharge** (indicated a respiratory infection which requires treatment). Children may return with doctor's written permission.
- **Difficulty in breathing** to the point where the child is very uncomfortable or unable to sleep normally.
- **Convulsions.**
- **Persistent pain in abdomen.**

- **Swelling, redness, or throbbing in an injured part of the body.**
- **Undiagnosed profuse rash or blisters on parts of the body.**
- **Unexpected profuse sweating.**
- **Head lice.** Children may return after treatment and receive clearance from the school nurse.
- **Infectious skin or eye conditions** (such as ringworm, impetigo, or pink eye). Children may return 24 hours after treatment with an antibiotic is begun.

The staff makes every effort to ensure the safety of your child while in our care. Unfortunately, accidents may occur. Teachers and Center Staff are trained in CPR and basic first aid procedures. We have implemented the following procedures, should your child experience an injury while at our center.

The teacher will immediately advise the administrative staff. The administrative staff will determine the severity of the injury (i.e., scrapes, bumps, bruises, etc.) We will administer first

aid and forward an accident report home with the person that picks up your child at the end of

the day.

In case of a serious accident or injury, EMS (911) will be contacted first. Within the limits of their ability, the staff will administer first aid. We will make every attempt to contact you immediately. If we cannot reach you, we will call the person you have indicated on the forms to make medical decisions for your child. If we cannot reach you, we will release your child into the custody of the emergency paramedics to transport your child for immediate medical care. Staff are prohibited from transporting an injured child. A staff member will remain with your child until you arrive.

Any medical bills that may arise from an accident are the responsibility of the parent.

MEDICATIONS 744.501(4)

We do not administer medication to the children in our care. See exceptions below.

Exception: If a child has a recurring medical condition, such as asthma or allergic reactions, the child's parent or health care provider may sign a medication authorization form allowing Club Busy Bee to administer the medication when symptoms occur for up to a six-month period. The authorization must include information on symptoms to watch for.

Exception: Texas HHSC Rule § 744.2653 (d) of Minimum Standards for School-Age and Before or After School Programs: Parent Authorization is not required if you administer medication to a child in a medical emergency to prevent the death or serious bodily injury of the child, if you administer the medication as prescribed, directed, or intended.

PROCEDURE OF PARENTAL NOTIFICATION 744.501 (6)

Should there be any situation in which parental notification is warranted, parental notification will first take place via telephone call to the phone numbers listed by parents on the application forms. A courtesy email will also be sent. If the center staff does not receive acknowledgement

of receipt and it is an emergency; the center staff will then attempt to contact all persons listed on the application as contacts.

DISCIPLINE & GUIDANCE 744.501 (7)

CLUB BUSY BEE UTILIZES THE HHSC DISCIPLINARY & GUIDANCE POLICIES AS STATED AS SUCH:

(a) Each disciplinary measure must:

(1) Be consistent with your policies and procedures.

(2) Not be physically or emotionally damaging to the child.

(3) Be appropriate to the child's age and level of understanding; and

(4) Be appropriate to the incident and severity of the behavior demonstrated.

(b) A caregiver may only use positive methods of discipline and guidance that encourage

self-esteem, self-control, and self-direction, including the following:

(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.

Helpful Information

• Research has shown that positive guidance teaches children skills which help them get along in their physical and social environment. The goal is to develop personal standards in self-discipline, not to enforce a set of inflexible rules.

• Giving children understandable guidelines and re-directing their behavior helps them to develop internal control of their actions and encourages acceptable behavior.

What types of discipline and guidance or punishment are prohibited?

- There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

(1) Corporal punishment or threats of corporal punishment.

(2) Punishment is 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; and

(9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Helpful Information

- Child development research supports that physical punishment such as pinching, shaking, or hitting children teaches them that hitting or hurting others

is an acceptable way to control unwanted behavior or get what they want.

- Children will also mimic adults who demonstrate loud or violent behavior.
- Rapping, thumping, popping, yanking, and flicking a child are all examples of corporal punishment.

SUSPENSION AND EXPULSION OF CHILDREN 744.501 (8)

Because Club Busy Bee operates on school campuses, for suspension and expulsion we defer to the individual school district's policies. If an offense is punishable by suspension or expulsion in the host district, then it will apply to Club Busy Bee as well.

MEALS & FOOD SERVICE PRACTICES 744.501 (9)

Club Busy Bee provides afternoon snacks for all participants enrolled in our PM program. If your child has ANY allergies, please ensure that this is documented in the parent portal in your child's record and inform your child's teacher as well.

Snacks will primarily consist of fresh fruit/vegetables, occasional popcorn/chips (once a week), granola bars, fruit juices, water, pretzels, fruit snacks, animal crackers, milk, crackers.

If you choose to send food from home for your child, it is the parents' responsibility to pack nutritious meals and to keep meals cold away from home. Foods brought from home must not pose an allergy risk to children in care. Reference USDA.gov for:

- information on children's nutrition
- safe food storage / maintaining appropriate temperatures
- allergies and food safety

We do not refrigerate, or microwave food brought from home.

We welcome suggestions on the menu. However, we cannot prepare separate meals for children based on their preferences.

All children will be served the same meal, with the following exceptions:

- A child that is allergic or sensitive to a particular food. In this case, a physician's note is required, which must state which food(s) are to be avoided. In those cases, the identified foods will not be served.
- Families must provide acceptable substitutions if desired. Please notify the Director upon enrollment if this applies to your child.

IMMUNIZATION REQUIREMENTS 744.501 (10)

Immunizations are required of all children attending childcare in the state of Texas. You must show proof of the appropriate immunizations BEFORE your child can attend the Center. This can also be validated through the child's school campus. We must have a written plan of action signed by your child's physician if the immunizations are not meeting the Texas Minimum State

Vaccine Requirements for Child-Care Facilities.

Exception:

Exceptions for immunization requirements must meet criteria specified by the Texas Department of State Health Services rules in 25 TAC§ 97.62 (relating to Exclusions from Compliance). You must contact the local health department to find out what you must provide to us in lieu of the immunization record.

ENROLLMENT PROCEDURES 744.501 (11)

Parents are responsible for completing enrollment forms prior to care and may be completed online (preferred) or submitted hard copy. Forms are available onsite at your request. ANY POLICY CHANGES WILL BE SENT VIA EMAIL OR YOU MAY REQUEST A PRINTED COPY FROM A CLUB BUSY BEE REPRESENATIVE AT THE CAMPUS WHERE YOUR CHILD IS ENROLLED.

The admission form contains all the general information needed to enroll your child at the center. Some of the information is required by the Texas Health and Human Services Commission, which licenses our facility. All requested information is essential to the well-being and safety of your child. You must completely fill in all areas of the form on all pages, sign, and return it to the Center at the time of enrollment if completing by hard copy. If information is requested by Club Busy Bee, you must provide the information for your child to remain enrolled in the program. Failure to respond to requests for information within 7 calendar days will result in immediate suspension of services until the requested information or documentation has been received.

Parents may update their child's enrollment information at any time by completing/ submitting a new admission form to the Director. Admission forms are located on our Parent Portal at

https://app.jackrabbitclass.com/portal/ppLogin.asp?id=532361.

The Teacher Information Form asks several detailed questions about your child's background and interests. It is used by the onsite staff to get to know their children.

The Health Form includes questions about your child's immunizations, disease history, and medical needs. If you have any additional medical concerns, please talk to your child's teacher or one of the Center's staff.

WITHDRAWAL PROCEDURES

If it is your desire to withdraw from Club Busy Bee, you must provide written notice at least one week in advance. Failure to provide proper notice will result in tuition being charged.

Withdrawal requests shall be emailed to info@clubbusybee.org

TUITION AND FEES

Tuition is based on facility costs and staffing that we must have available to care properly for your child. Tuition will not be credited, prorated, reduced, or refunded if your child does not attend their enrolled program without prior written notice of at least 1 week (5 Calendar Days). Accept as otherwise stated in this agreement, tuition will not be credited, prorated, reduced, or refunded in the event of unexpected closing, holidays, severe weather closings, absences, vacations, or domestic problems.

Exceptions to this policy are made on a case-by-case basis at the discretion of the Director.

PAYMENT PROCESSING

Club Busy Bee posts tuition and processes payments automatically every Friday for the upcoming week or parents may elect to pay by check, money order, or cash given to the Club Busy Bee representative at the School Site. A receipt will always be given for payment. If you don't receive a receipt for payment, please contact our corporate office immediately via email **finance@clubbusybee.org.**

All accounts must be satisfied "**in full**" before tuition can be posted for another week. All accounts that become 7 days delinquent will be immediately suspended.

Tuition is posted and billed to all accounts **EVERY FRIDAY** for the upcoming week. All enrolled families will have access to the Childcare and Parent Portal called Jackrabbit Class. (https://app.jackrabbitclass.com/jr3.0/ParentPortal/Login?orgID=532361). This system is used for class registration, authorizing additional pickup personnel, attendance verification, posting of tuition, and to process methods of payment for scheduled Before and After Care Services.

Tuition is only billed for active periods of instruction as determined by KATY INDEPENDENT SCHOOL DISTRICT. Club Busy Bee does not charge tuition during holiday periods; however, accounts that carry a balance during holiday periods may still be charged accordingly.

By signing this agreement, you agree and acknowledge that Club Busy Bee may use any method of payment on file to collect or satisfy on an outstanding balance.

REFUNDS

Refunds will only be considered in instances where an error in billing has taken place or if an account was charged after proper advance written notice of non-attendance was provided.

LATE FEES

Accounts with outstanding tuition on Monday morning are considered late and will be assessed as a late fee. A fee of $10.00 will be assessed for each week, which an active account carries an unsatisfied tuition balance.

TUITION RATES FOR SY 2025 – 2026 (Tuition Rates are subject to change)

- Before School Program - **$64.00** per week/per child
- After School Program - **$64.00** per week/per child

- Before & After School Program - **$79.00** per week/per child
- Drop-In Service - **$18.00** per Session

In addition to tuition, the Center has the following required fees:
At the time of enrollment, an annual (applicable each school year), non-refundable registration fee is required. Registration fees are as follows:

- 1st Child - $50.00
- 2nd Child - $40.00
- 3rd Child and any additional Children - $35.00/each

Also, the Center has the following fees which are incurred in certain situations:

- A late pickup fee of $10.00 is incurred for every 5 minutes (or portion thereof) that a parent is late in picking up a child past the designated pickup time. The latest pickup time is 6:30 p.m.
    - o **FEES ARE DUE NO LATER THAN 48 HOURS AFTER YOU HAVE BEEN NOTIFIED OF THE CHARGES.** Late pickup fees that are not settled in full will result in immediate suspension of services until the late pickup fees are paid.
- A return fee of $35.00 is assessed for every check or electronic withdrawal returned by your bank. In addition, if the return causes your payment to be late, you are also assessed the appropriate late payment fee.
- If Club Busy Bee decides to terminate childcare services, a refund may be issued at a pro-rated amount for services that have not been rendered. Accounts that are terminated due to expulsion from the program due to child and/or parent misconduct will not be refunded.
- Any account that becomes two weeks delinquent on tuition will be suspended.
- There is an additional $5 fee for participants to attend the Club Busy Bee After Care Program on district early release days.

When a payment fails to process successfully, all backup payment methods will be attempted to satisfy the outstanding tuition balance. If none of the payment sources are

successful, the account will be reviewed for immediate suspension.

Suspended accounts will remain suspended/inactive until the account balance has been settled in full.

Suspended account balances may be paid using a money order, cashier's check, or valid debit/credit card. Payments for suspended accounts utilizing a check or ACH payment shall not be reactivated until those funds successfully process and payment has been cleared.

Suspended accounts shall be reinstated no less than 1 business day after payment has been successfully processed.

Chargebacks

There shall be a fee of $55.00 assessed for every chargeback initiated by the account holder. Use of the 4-digit PIN to sign your child/ren in and out of the program shall serve as acknowledgement and acceptance of services provided for which the account holder is financially responsible. Willful submission of a chargeback for services requested and received or for services requested and not cancelled with proper notice (1 week for weekly care services or 24 Hours' Notice for cancellation of Drop-In Care) shall be deemed fraudulent in nature and result in immediate suspension and possible expulsion from the Busy Bee Program. Furthermore, the parent/guardian/account holder shall be liable for any associated costs incurred to investigate the chargeback claim.

Unpaid Fees and Collections

Accounts with an unpaid balance that exceeds 30 calendar days may be forwarded to a collections company for further action. Any accounts referred to collections shall be fully liable for all charges pursuant to this agreement and all costs incurred by Club Busy Bee and/or the collections agent to collect such amounts. This includes without limitation: collection costs, court fees, and attorney fees as may be applicable to collect on the unpaid debt. All accounts placed in collection status will be assessed a collection transferal fee of $50.00, this fee is in addition to the unpaid balance.

Unpaid balances from previous years – may be collected at any time Club Busy Bee becomes aware of the outstanding balance and you agree to be charged the full amount using any available method of payment on the account.

Procedures for providing and applying insect repellant and sunscreen 744.501 (19)

Club Busy Bee does not apply insect repellant or sunscreen.

Chain of Concern 744.501 (17, 18, &19)

When you have a concern, question, or comment, you should consider your child's caregivers as your first resource. They are usually able to answer questions, not only about classroom

procedure, but also more general questions about your child's development.

If you have a question or concern which your child's teachers cannot address, or if you feel more comfortable talking to someone else, please feel free to schedule a parent conference with the Program Director by sending a written request to info@clubbusybee.org.

Parents may visit and participate in our program at their discretion without an appointment at any time while your child is present.

Non-discrimination Policy

The Center is in compliance with Title VI of the Civil Rights Act of 1964 (Public Law 88-352), The Age Discrimination Act of 1975 (Public Law 94-135), and the Rehabilitation Act of 1973 (Public

Law 93-112). This is an equal opportunity program. No person, in the United States shall, on the grounds of race, color, national origin, age, sex, disability, political beliefs, or religion, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination. If you believe you have been discriminated against because of race, color, national origin, age, sex, a disability, political beliefs, or religion, you may lodge a complaint against Club Busy Bee by immediately writing and/or calling the Civil Rights Department,Texas Department of Human Services, P.O. Box 19030, Austin, Texas 78714-9030 512/450-3630.

How to contact childcare licensing 744.501 (20&21)

Parents may review a copy of Club Busy Bee's most recent Licensing inspection report online at: https://www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/ppFacilitySearchDayCare.asp

You may also request to see a copy on-site in the binder.

The minimum standards that govern our program may be accessed at:
http://www.dfps.state.tx.us/Child_Care/documents/Standards_and_Regulations/744_School-age.pdf

Parents may contact the local Licensing office, access the Texas Abuse and Neglect Hotline, and access the HHSC website at:

https://www.dfps.state.tx.us/Child_Care/default.asp
(713) 940-3009 Local Licensing Office
1-800-252-5400 ABUSE AND NEGLECT (MALTREATMENT) HOTLINE

Emergency Preparedness 744.501 (22)

In the event of an emergency, operating procedures are in place to ensure the safety of children. The same release procedures will be in effect during emergencies. No unauthorized personnel will be able to pick up your child(ren).

744.3553(1)(A)

The first responsibility of staff in an emergency evacuation or relocation is to move the children to a designated safe area or alternate shelter known to all employees, caregivers, parents, and volunteers.

744.3553(1)(B)

Evacuation Plans:

- In some circumstances, parents will be called upon to pick up their children.

- In the event of an emergency, all employees are responsible for moving children to the designated safe area or alternate shelter. Employees are required to guide children who can walk, carry children younger than 24 months of age and who have limited mobility, or who otherwise may need assistance in an emergency, such as children who have mental, visual, or hearing impairments.

EMERGENCY EVACUATION DIAGRAM

744.3553(1)(C)

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THE EVACUATION PLAN IS SITE SPECIFIC TO EACH LOCATION. SEE THE EVACUATION PLAN THAT IS MAINTAINED ON-SITE IN THE CLUB BUSY BEE BINDER AT YOUR RESPECTIVE SCHOOL SITE.

744.3553(1)(D)

During sheltering/lock-down, caregivers will alert children in care and in an orderly fashion, move the children to the middle of the cafeteria and away from all glass windows/doors. The glass on all doors and windows will be covered with dark paper in an active intruder sheltering/lock-down. In case of severe weather sheltering, children will be instructed and guided underneath cafeteria tables to protect them from falling fixtures or debris.

In an intruder situation, children may also be instructed to move into a smaller classroom within the middle of the school to be more secure in a smaller space with more obstacles.

744.3553(1)(E)

Alternative Shelter: The staff parking lots.

Should the alternate shelter not be adequate upon an evacuation due to weather or other immediate dangers, the Operations Director or designee will immediately call parents to inform them of the alternative to the alternate shelter.

744.3553(1)(F)

Upon departure and arrival, the director or alternate assistant will have a list of all the children that must be accounted for. Together, the director or alternate assistant and the caregivers will verify that all the children are present.

744.3553(2)(A), (B)

The director or alternate assistant is responsible for calling the local authorities needed such as: Fire department, ambulance, local police or sheriff, poison control, health department, parents, and HHSC childcare licensing.

The director or alternate assistant is responsible for securing children's emergency numbers, emergency medical authorizations, and attendance sheets during an emergency.

744.3553(3)(A), (B)

Parent and emergency contact phone numbers for each child-in-care are stored electronically within our system and may be accessed anywhere with an internet connection. In an evacuation or relocation emergency, caregivers will retrieve their cell phones and company tablets to access contact data for children in care, authorization for emergency care, and our child tracking system.

744.3553 (4), (5)

Staff will ensure that children are warm, cooled, and well taken in the case of evacuation or sheltering. Caregivers will assess each child’s needs and ensure (with all available resources) that those needs are being met in a timely and safe manner.

Staff members will reunify the children in care with their authorized pick-up personnel or parent(s) with the same dismissal system to ensure that each child is properly accounted for and safely reunited.

When necessary, local authorities will be called, and the following resources may be requested for transportation:

- Transportation may include voluntary use of personal vehicles, city / city-owned vehicles, school /university buses, leased or rented buses, and state-owned or contracted vehicles.

- If additional transportation resources are needed, other local or state government transportation will be called upon for assistance.

Emergency Drills

- Emergency Fire Drills are held monthly
- Sheltering Drills for severe weather are held four times per calendar year
- Lock-down drills for a volatile or endangering person are held four times a year

Weather Closures
Administrative staff may close the center due to an emergency, including but not limited to, severe weather conditions. We are committed to the safety of our children, parents, and employees. Closures and re-openings will be posted on local television stations and will be emailed to parents.

Employee Immunizations 744.501 (24)

Immunizations are not just for children. Childcare center employees have a unique opportunity to protect children at their place of employment and lessen the spread of vaccine preventable diseases by getting immunized. Vaccine preventable diseases (VPDs) are conditions which are preventable through vaccines available to protect against specific diseases. A list of VPDs can be found at www.cdc.gov/vaccines.

Club Busy Bee caregivers are required to only have a negative TB skin test to work with Club Busy Bee. Other vaccines are optional.

All employees must present either an immunization card, doctor's statement, or have a TB skin test read by our Registered Nurse to be compliant with this section. Caregivers may NOT work with children until this has been done.

Your child's safety is paramount and uppermost in our mission. For that reason, no employees are exempt from the required indicator tests or immunizations for any reason unless a physician rules through other means that the caregiver is clear and free of tuberculosis.

No caregiver will be discriminated against or retaliated against for being exempt from the TB skin test. However, should a positive result be determined, caregivers will be removed from the operation immediately for the safety of your children.

Employee TB skin test results or other detection methods will be recorded in their personnel records and signed by the reviewing company officer or Human Resources professional.

Any employee that fails to produce a negative test will be dismissed from the operation until he/she becomes compliant.

Clothing & Personal Belongings

Children are not allowed to bring personal belongings such as toys or makeup from home. The Center is not and will not be responsible for any items brought from home, including jewelry.

Your child will have the opportunity to experience a variety of activities. Children will use art materials and enjoy outside play, at times. Please do not bring your child/children in clothing or shoes that should not get dirty.

All children will go outside for a minimum of 60 minutes per day, weather permitting.
Each child will need one complete set of clothes at the center. Please mark all personal items for easy identification, to include coats, sweaters, gloves, blankets, etc.

*Club Busy Bee will not replace nor assume liability for lost and/or damaged articles.

Tax Statement

A statement will be provided before January 31st of each year for those who plan to expense childcare when filing taxes with the IRS. Tax statements are sent to the primary account holder email address ONLY. It is your responsibility to ensure that your email address can accept/receive emails and tax statements from Club Busy Bee.

Collections and Unpaid Fees

Tuition and fees that remain unpaid for a period exceeding sixty (60) days may be referred to an outside collection agency. There is a $75 service and collection fee for all accounts referred for collection. Collection activities may include but are not limited to telephone calls and emails from collection agencies, formal civil complaints which may be served to your place of residence and/or employment, and any other forms of communication as may be deemed necessary in the collection of a debt as allowed by the State of Texas and the Fair Debt Collection Practices Act.

No Show Policy/Absenteeism

Parents/Guardians are required to give advance written notice (1 week) if children are absent from the program for more than 3 consecutive days. Accounts that show 3 or more consecutive days of missed attendance (without notice) will be reviewed for deactivation. On the 5TH day of missed attendance, the account will be deactivated and suspended, requiring the student to re-enroll and therefore subject to additional registration fees.

Except as stated above, daily absences do not need to be reported to Club Busy Bee and there are no additional fees for a student being absent. If your school-age child is absent, s/he will not be checked in on our daily roster.

Weekly tuition fees and or requests for Drop-In Service Fees will not be waived for absences unless proper written notice is provided at least 5 calendar days in advance. Written notice can be provided to the School Campus Club Busy Bee Representative or by sending an email to info@clubbusybee.org

Parent Communication

Our goal is to keep the communication doors between the family and the center open. Each parent will receive a quarterly calendar sent to you via email that provides important dates and upcoming activities. We strive to keep communication between families and the center open and transparent.

Weekly progress reports will be sent via paper copy or email to update you on your child's experiences and progress. We value feedback in our program. Each parent will receive an annual survey to offer any suggestions for our program. The information collected from the survey will be used to improve our program, ifapplicable.

Open Door Policy

Parents are welcome at the center at any time. We celebrate various activities throughout the year. We encourage parents to come and participate in any activity that our program hosts

Family Participation

Family involvement in our program is important to the success of our program and your child (ren). There are several ways that families can get involved with the center and activities to ensure that your experience while enrolled in our center will be a great one! Parents are encouraged to attend as many events as your schedule allows.

Opportunities for parent involvement include:

- Class parties
- Monthly Parent Meetings
- Holidays (see monthly calendar)

- Pastries with Parents
- Reading with Busy Bees

Parents can receive pertinent information about the community's resources and their child's growth and development. The resource binder is accessible during operating hours.

Parent Conferences

Please do not use drop/off pick-up time to communicate lengthy concerns with your child's teacher, as this can distract the care of other children in the classroom. Parents are offered conferences twice a year, but parents can request an unscheduled conference to discuss any concerns as needed. During conference time, each parent will receive information on their child's development and can set goals with teachers based on the results of the developmental assessments conducted by the teacher. All conferences can be scheduled by submitting a written request to info@clubbusybee.org or by calling our administrative office at (888) 958-5791.

Screen Time Policies

Electronic media is only used for educational purposes. Children are allotted one hour of screen time per day.

All screen time is:

- based on meeting educational goals,
- age-appropriate, and
- ad-free.

Screen time is not used during snack time. School-aged children who need technology to complete their homework will be provided with technology free of time restrictions. Additional resources on screen time policies can be found in the parent resource binder.

Challenging Behaviors

Our program is committed to addressing challenging behaviors in a supportive and constructive manner, ensuring a positive learning environment for all children in our care. This collaborative effort involves clear roles for parents and teachers and defined steps the program will take.
The goals of our program are to foster each child's social-emotional development, promote positive interactions, and ensure school readiness within a safe and supportive environment. The program aims to help every child thrive and reach their full potential by tailoring strategies to individual needs and encouraging family involvement.

Teachers and the director communicate regularly with families about their child's behavior to foster a strong partnership. This ongoing dialogue allows us to address any concerns that arise promptly.

Parents play a crucial role by sharing insights about their child's behavior at home, which helps create a comprehensive understanding of their needs.

Teachers are dedicated to observing and documenting behaviors, providing feedback, and developing individualized strategies to support each child. They will also initiate regular check-ins and encourage family participation in discussions about behavior management.

The program actively promotes collaboration between staff and families in developing effective strategies for managing challenging behaviors. This includes sharing observations and techniques that can be implemented at school and home. Regular meetings and workshops will be organized to facilitate this partnership, ensuring that everyone is aligned in their approach.

Discussions regarding a child's behavior are framed within our facility's objectives, which prioritize social-emotional development, positive interactions, school readiness, and a safe learning environment. Our approach focuses on understanding the underlying causes of behaviors and aligning our strategies with our program goals.

Steps Taken by the Program:

1. Observation and Documentation: Teachers will regularly observe and document children's behaviors to identify patterns and triggers.
2. Individualized Strategies: Based on observations, teachers will develop tailored strategies in collaboration with families to address specific behaviors.
3. Regular Communication: Ongoing updates will be shared with families through communication logs, progress reports, and scheduled conferences, celebrating successes and discussing areas for growth.
4. Family Involvement: Families will be encouraged to actively participate in developing and implementing behavior strategies, reinforcing consistency between home and school.
5. Professional Development: Staff will receive training on effective behavior management techniques and ways to foster a positive learning environment.
6. Keep families informed about their child's progress, we provide regular updates and facilitate discussions that engage families in their child's developmental journey.
7. This collaborative effort is essential for ensuring that each child receives the support they need to thrive.
8. This policy will be communicated to all staff, families, and stakeholders, and it will be reviewed annually to assess its effectiveness and incorporate feedback from both staff and families. Please contact the program director for any questions or further discussions regarding this policy.

Accommodations

Our program's policy and process in supporting families and children who may need additional accommodations to include home language, differing abilities, and cultural backgrounds. Parents have the right to be informed of all procedural safeguards and rights of appeal in a language easily

understood by the public and in the parent's primary language. Please notify the Director if you or your child requires accommodation, and we will ensure that we do our part to meet your needs.

Below are ways that our program will partner with families:

- We will provide space to accommodate sessions if specific therapies are needed while the child is in our care.
- Participation in all comprehensive care meetings if needed
- Complete supporting documentation from an authorized medical professional for any accommodation related to the child's physical or developmental needs.
- Provide materials and resources in parent's/child's primary language.
- Provide opportunities for cultural inclusiveness by hosting cultural events throughout the year.

Texas Rising Star

3 out of 4 star certification

CLUB BUSY BEE POINTS OF CONTACT

Department	Telephone	Email	Areas of Responsibility
Office Admin	(888) 958-5791	info@clubbusybee.org	• Registration & Enrollment • Account Assistance • General Information • Compliance and Recordkeeping
Finance	(832) 336-7197	rod@jamsteldwest.org	• Billing & Payments • NCI / Childcare Assistance Program • End of Year Tax Statements
Program Director	(888) 958-5791	Amani@clubbusybee.org	• Program Planning and Development • Staff Management and Supervision • Compliance and Licensing • Health, Safety, and Behavior Management • Family and Community Engagement

Club Busy Bee receives a high volume of calls on a regular basis, but it is our sincere intent to answer all requests for information within 24-48 hours. Requests submitted during weekends and holidays will be answered on the following business day.

Emails often receive a faster response.

PARENT HANDBOOK RECEIPT ACKNOWLEDGMENT

I_____, have read and understand the Parent Handbook and the policies aswritten above.

Parent/Guadian Printed Name	**Parent/Guardian Signature**	**Date**
Parent/Guadian Printed Name	**Parent/Guardian Signature**	**Date**

Child Name (First & Last)

Child Name (First & Last)

Child Name (First & Last)

Child Name (First & Last)

Child Name (First & Last)

The Parent Handbook Acknowledgement Form and Parental Code of Conduct Acknowledgement Forms must be completed and returned within 14 days of registering for the program. Failure to return these 2 documents will result in the account being suspended until the forms are received.

CLUB BUSY BEE PARENTAL CODE OF CONDUCT

Cursing/Swearing

Parents and visitors must understand young children are present. Some adult language is not appropriate for young children and some adults. Club Busy Bee prohibits offensive words on the premises; this includes but is not limited to swearing or cursing. Please also be mindful of music that may be heard from your vehicle when in the parking lot.

Threats and Confrontations

From time to time, parents may have questions about their child's care. Club Busy Bee promotes open communication and discussion. We expect parents to handle disagreements in a calm and respectful manner.

Threatening staff, children, or other parents will not be tolerated and are immediate grounds for expulsion from the program. Club Busy Bee has the right to terminate care in the event of disruptive behavior from any parent, guardian or visitor. To maintain safety, all threats (verbal and non-verbal) will be taken seriously. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law.

Discipline and Guidance

Club Busy Bee must follow rules on discipline and guidance as outlined in the Texas Minimum Standards for Child Care Centers. All personnel, including parents, guardians, authorized pick-up personnel, and siblings, must follow these rules while on school property.

Use of Tobacco Products

Per the Texas Department of Health and Human Services, the use of tobacco products is strictly prohibited on school premises. This includes, but is not limited to cigarettes, vapor devices, and chewing tobacco.

Safety Practices

Club Busy Bee has policies and procedures in place to maintain a safe environment for all children, staff and parents. Safety practices must be followed by all individuals on the premises. Violation of our safety policies will lead to immediate dismissal from our program. We ask that parents always be mindful of safety practices. This includes, but is not limited to, allowing children to enter or exit the building unsupervised, allowing children to run in the hallways, and being mindful or personal belongings brought into the facility during drop off and pick up time.

Appropriate Dress

Parents must be mindful of appropriate dress attire when on school premises. Young children and families have different values on what is appropriate or offensive. We want all families and visitors to feel comfortable when on the school premises. Adults wearing offensive or inappropriate clothing or lack of clothing will be asked to leave the property until appropriately dressed.

Violation of Confidentiality Policy

Club Busy Bee takes the responsibility of maintaining the confidentiality of all persons associated with the program very seriously. Parents need to be aware of the confidentiality of all children, families and employees, not just their own. Any parent who shares any information considered to be confidential, pressures employees or other parents for information, which is not necessary for them to know, will be considered a violation of the Confidentiality Policy and will be dismissed from the program.

PARENTAL CODE OF CONDUCT ACKNOWLEDGMENT

I_____, have read, understand, and accept the policies regarding the Parent Code of Conduct above.

Parent/Guardian Printed Name	**Parent/Guardian Signature**	**Date**
Parent/Guardian/Printed Name	**Parent/Guardian Signature**	**Date**

The Parent Handbook Acknowledgement Form and Parental Code of Conduct Acknowledgement Forms must be completed and returned within 14 days of registering for the program. Failure to return these 2 documents will result in the account being suspended until the forms are received.