

Buzzy Bee Montessori



Family Handbook

*Our mission is to provide a loving care and exceptional Montessori
learning experience for every child*

Welcome

Welcome to Buzzy Bee Montessori preschool/childcare, I am so happy to have you! I believe that children's little years have the biggest impact, which is why I have created a space to let their creativity and curiosity shine.

As a new family in our program, it's important that we go over some basics. I wanted to share with you, our handbook. Here you will find the policies as well as expectations. I am so excited to have you, as we all know it takes a village to raise a child, now yours has one wherever they go!

Our Collaborative Relationship

Family Partnerships

Family partnerships are essential for a child's continued successful developmental growth. I recognize that families are a child's first teacher, and I believe that partnering with families provides children with meaningful opportunities for success and healthy social and emotional development. I will meet with families several times throughout the year and each encounter will be respectful of family diversity, culture, and ethnic background. Enrolled families will experience ample opportunities to share opinions about the program and their child's development with me and any other personnel involved with my program.

Communication

Daily Communication

This is a partnership, and the more families are involved the better! Children love when their families can participate in their learning, and I want all families to be partners with me as we work together in the absolute best interest of your child. Strong and clear communication is vital to the success of early childhood development.

I will make every effort to respond to texts, emails, and phone calls, but please know that unless it is an emergency, follow-up communication will be done outside of program hours via appointment.

Admission & Registration

Children's Records

The following information is required prior to the child's first day of care:

1. Enrollment Packets (Includes all medical information, requires printing and your doctor's signature.)
2. Immunization Records (up to date), or a valid exemption
3. Signed Handbook Agreement (at the end of this document)
4. All child information completed within Brightwheel platform:
 - Child's Name
 - Birthdate
 - Address
 - Emergency Contacts
 - Parents
 - Family Members
 - Approved Pick-ups

Registration Procedures

All forms and contracts are subject to renewal every year and must be kept up to date according to state law.

Code of Ethics

Buzzy Bee Montessori follows the NAEYC Code of Ethical Conduct and Statement of Commitment. The Code may be electronically reviewed on the following website:

https://www.naeyc.org/positionstatements/ethical_conduct.

Hours of Operation & Schedule Options

Operating Hours

Program Operating Hours are from 8:15 AM to 3:30 PM, Monday to Friday.

Your registration form outlines the days of the week that your child(ren) will be attending the program and the associated rates. Please refer to your registration form for specific information around your schedule.

Changes to your schedule

I try our best to accommodate schedule changes if I can do so within licensing guidelines. I ask that you provide a requested schedule change 30-days in advance to avoid billing/invoicing inaccuracies.

Please note that the scheduled care days within the week cannot be adjusted or prorated when missed. For example, a schedule of Monday/Wednesday cannot change to

Tuesday/Wednesday due to child illness on Monday. Due to enrollment schedules, I cannot offer make-up days.

Payment/Fees Schedule

All fees and payments are in the Registration Form that each parent/guardian signed upon enrollment.

Your payment schedule is set monthly. We do everything we can to keep payment costs as low as possible. Payments and fees will be subject to annual increases based on a variety of factors including food costs, insurance, and cost of living adjustments.

Late Payments

A late fee of \$25 will be charged for any late payments. Payment is late when it is after the first day of the month. If late payments become a pattern, the family will receive communication from myself, our program personnel, and we will aim to solve the situation together. If the late payments continue to be a pattern, I may terminate the contract in my sole discretion. The family must pay for the remainder of the invoice and any late fees that may have accrued.

Late fees as previously described will be charged directly through the Brightwheel app platform. If you have technical problems with the online payment platform, please let me know and we will make every effort to assist you in making prompt payment.

Attendance & Schedule

Communicating Absences

Please let me know about planned absences (e.g., family trips, doctor's appointments) as soon as possible. If the absence is unplanned (e.g., illness) please contact me via text or phone no later than 8am the morning of the absence.

Schedule

The parent/guardian must pay for the entire contracted time whether his or her child attends. Monthly rates are the same regardless of school closures, holidays, illnesses, weather-related closures, and vacations. The program averages the cost of childcare throughout the entire year, including days we are closed. All scheduled closures are listed below. In the unlikely event I will not be able to provide care due to the illness or emergency, I will notify you at least 24 hours in advance whenever possible. If the program

is closed due to the illness for more than three days in a calendar year, then for any additional paid days I will provide the credit of one day of care on your next monthly statement. This policy does not pertain to weather-related safety closures.

The program for the most part follows the Knox County School Calendar. Please see the current year's closure dates on the website buzzybeemontessori.com

In the event of an emergency, a substitute may be called in to provide care only until parents can be notified and come pick up their child. For closure or sick days when the provider is unable to provide care, it is ultimately the parents responsibility to find backup childcare.

Inclement Weather Closures

If our local public school district closes due to any inclement weather-related reasons, the program will most likely close also. If we are going to be closed, I will send out an email, text, or message via Brightwheel app platform and call the phone number provided for each family as soon as possible.

The best way to receive information about a program closure is by calling the program.

In the event the program is open, and the weather becomes unsafe prior to pick-up time, parents and guardians will be asked to pick-up their child as soon as possible.

Tuition and fees

Monthly fees

Full day 8:15-3:30 (Monday – Friday) - \$945

Part time 3 days a week (Monday-Wednesday-Friday)-\$645

Part time 2 days a week (Tuesday-Wednesday)- \$450

One- time registration fee- \$100 (will be applied towards the first month's tuition)

Annual material fee - \$150

Transitions

First few weeks of the program start drop off transitions can be challenging for both parents and children. It can be difficult to leave your child in a new environment, and it is

very normal for your child to be upset when you leave. Usually, a child's drop-off emotions settle as they move into their routine at the program. Here are a few suggestions to establish a solid drop-off routine for both parents and children:

- Be excited for your child and talk about the positive aspects of the program on the way there.
- Be consistent at drop-off time.
- Set a simple routine for drop off and make time to do this every day (e.g., a hug, high-five, or wave, then walk away).
- Try saying the same thing each morning to provide comfort. For example, "I am going to work now. Have a great day at school and I will see you later."
- Give the adjustment period time and be consistent.
- Call or text me if you leave here feeling uncertain about how your child feels soon after you leave. While I will be educating and caring for the children, I will respond as soon as I can.
- If you as a parent are struggling with this time of the day, please reach out to me directly so we can come up with a team solution.
- When your child is transitioning from one environment to another, we acknowledge the experience and embrace it as a positive change. If your child is new to a group setting, I will do everything we can to make their experience comfortable and positive. At home, you can talk to your child with excitement about the new change. I will always welcome your child with a smile and do what I can to make the morning goodbyes smooth. If your child is leaving the program to start a new one, I like to talk about the transition briefly with the whole group so that all the children in the program are aware. I will keep the conversation brief and explain we are going to miss our friend but are excited for them to go on a new adventure. Each child is so unique, I will do whatever I can to adapt our transition policies to fit your child's specific needs.

Drop-off

Drop-off is any time from your contracted start time to 15 minutes after. I ask parents to keep the drop their drop of routine short and jolly and to try not to linger at the drop off area inside the classroom. A brief goodbye and a hug are sufficient to help keep the morning routine running smoothly. If you are late for a pre-planned reason (doctor's appointment, slow start, etc.) please contact me in advance to let me know of the planned late arrival.

Pick-up

If a child has not been picked up within 15 minutes after their contracted time and I have not heard from the parent/guardian, I will begin contacting the listed emergency contacts.

If no one can be reached within 30 minutes after the contracted time, I will contact local authorities or social services to pick-up the child.

If you need to adjust your contractual drop-off or pick-up windows, please let me know at least 24 hours in advance.

Late Pick-up

Late pick-up fees are calculated based on your sign-out time. If you sign your child out after the program's end of day pick-up time, you will be charged \$1.00 for every minute being late.

Sign-In & Sign-Out

All children must be signed in and out daily when they arrive and leave, per licensing regulations. Any person picking up a child must be approved as a pick-up person in writing (via the Brightwheel app and text is acceptable) and show proper identification upon request. You acknowledge and agree that for the safety and security of your child(ren), I will refuse to release your child(ren) to anyone failing to show proper identification or whom you have not specifically authorized to me in writing.

If someone who is not authorized attempts to pick up a child, the parent(s) will be contacted immediately. If the child's parents are divorced/separated or if a parent is legally not allowed to pick-up their child, copies of official court custody and/or visitation documents are required for compliance.

If any person arrives to pick up a child and appears to be under the influence of drugs or alcohol, or appears incapacitated, I will call emergency contacts. If the incapacitated person persists in attempting to pick up the child, I will immediately call 911.

Withdrawal from Program

You may withdraw your child from the program at any time, but you will not receive refunded payment for a month that you've already been invoiced for and paid. I request that you give a 30-day notice of withdrawing a child to avoid this situation. We reserve the right to terminate care at any time and for any reason. Please note that steps will be taken to prevent suspension or expulsion of a child as outlined below.

Behavior & Guidance

This program is grounded in the significant relationship between adult and child. A positive, supportive, and loving bond promotes the child's self-esteem and sense of security. The role model provided by the adult teaches children positive problem-solving techniques and courtesy. Children are continuously taught how to solve problems, deal with frustration, and express feelings in a manner that is growth-producing and positive. Some examples of positive methods of discipline include:

- redirecting or distracting a child from the unacceptable activity to a constructive one
- planning to prevent problems
- encouraging, teaching, and modeling appropriate behavior
- setting consistent clear rules
- talking to the child about the feelings he/she is having
- offering alternative solutions to the problem
- involving children in solving the problem
- tailoring the method of discipline to the individual child
- removing the child from the source of conflict

Students who are disruptive or hurtful to others will be asked to reflect on their choices. Parents of children with excessively disruptive or hurtful behavior will be asked to seek professional assistance. Parents may be required to remove their child from the class if his/her behavior significantly disrupts the harmony of the group.

Communication with parents is critical to supporting children in all aspects of learning, including socioemotional development. Conference meetings can also be scheduled to better support the educator, parent, and child. My goal is to foster positive relationships between families to create a sense of community that allows for open communication should a challenge arise.

Making the Decision for a Child to Leave the Program

I make every effort to resolve difficult conflicts between children or family members within the program setting. I reserve the right to remove a child from the program temporarily or permanently in response to inappropriate conduct by the child or a family member, or when I otherwise determine that removal is necessary or the safety of others or the child is at risk. I will conduct observations and documentation of ongoing concerns, progress, and accomplishments and all notes will be shared with the child's parent and maintained in the child's file.

I will:

1. Redirect the child and facilitate problem solving.
2. Set up meetings with parents/guardians to discuss behavior.
3. I, parents, and, if needed, a mental health consultant will work together on persistent challenges. As a team, we will identify an action plan to support the needs of the child to prevent suspension or expulsion if possible.

Daily Schedule

Buzzy Bee provides a safe and educational growing environment for children. I utilize the Montessori learning approach to guide learning in the program. This approach focuses on language, math, sensorial and practical life, science and arts and crafts. Outdoor play and free play are built into daily activities. A daily schedule filled with developmentally appropriate indoor and outdoor activities is posted on the classroom notice board for all families to see each day. Children thrive with a predictable routine, so the flow of most of our days will be similar. Here's a glance at a sample daily schedule:

8:15 to 8:30 AM

Arrival

8:30 to 11 AM

Montessori work cycle

In a fully equipped Montessori environment designed to meet both the learning and social needs of children, each child chooses activities of specific interest to him/her.

Areas we work on include Practical Life, Art, Sensorial, Math, Language, Science, Culture and Special Units of Study. Through the activities in these areas, the child grows in self-confidence, self-esteem, as well as intellectually. Each child moves at his/her own pace and develops self-responsibility and care for others.

9:30 AM

Morning Snack

11 to 12:45 PM

Outdoor Play

12:45 to 1:15 PM

Lunch

1:15 – 3:00 PM

Quiet time/Rest time

3:00 pm

Goodbye circle time

3:30 pm

Pick up

Rest Time

Rest and sleep periods are scheduled appropriately for the age and development of the child. Children will rest on a mat or nap cot with a fitted sheet and blanket. A child will be encouraged to rest on the mat for a minimum of 30 minutes. If at the end of that time they have not fallen asleep, they will be provided with appropriate quiet activities.

Food & Nutrition

Parents are responsible for their children's lunches and morning snack every day. Please send nutritious lunches your child will eat and enjoy, and which also include the important basic food groups (i.e. whole grains, whole food protein, vegetable and fruits in each meal). Please don't send candy, cakes or any sugar foods, juices, and highly processed prepackaged foods. I also ask parents to send lunches in re-usable plastic containers or lunch boxes. I will send your child's leftovers home so you can gauge what and how much your child is eating. Refrigeration is available, as well as the microwave if your child's food needs to be re-heated.

Birthdays

I want to celebrate your child on their special milestone! Parents can come for a lunch visit, to read a special story to the group, or join us for other activities, like Walk Around the Sun which is a Montessori birthday custom. Please talk with me prior to bringing snacks or treats.

Food Restrictions

Please let me know during the enrollment process if your child has any known food allergies or the family has any religious beliefs that require special dietary attention. This way, I can control access to certain foods and obtain any required documentation.

Potty Training Policy

I require that all the children attending program are potty trained as we are not equipped for diapering/potty training.

A potty-trained child ...

- Will tell an educator that he/she needs to go to the bathroom before needing to go
- Can go to the bathroom (either urinating or a bowel movement) on his/her own or with very little assistance. That includes being able to remove clothing, sit on the toilet, wipe himself/herself using an appropriate amount of toilet paper, put clothing back on, flush the toilet, and wash and dry hands.
- Is fully aware of using the toilet without reminders from the educator (although, I do make requests of children at various times of the day-before or after meals and before going to outdoor area).
- Does not wear pull-ups or diapers. He/she must be in regular underwear.
- Can postpone going if waiting for someone else who is in the bathroom or if we are outside

Photos & Videos

On occasion I will use pictures and/or videos to communicate with families about their child's day and special learnings or moments. I strive for a balance of not always using devices to record student growth, as eye contact and personal interaction are an absolute priority for healthy childhood development. For all student privacy, please refrain from "re-sharing" photos or videos which include children other than your own children in the photo or video on social media, unless written permission has been given by that child's parent or guardian.

Outdoor Activities

All children will play outside daily, weather permitting. The amount of time will depend on the weather but will average about 1.5- 2 hours per day. It is vital that all children have adequate clothing to safely play outside including hat, gloves, warm layers, and rain gear. Sunscreen must be provided and applied prior to arrival and will be reapplied as needed per the manufacturer. There will be times when weather extremes will require children to remain inside. I will plan indoor gross motor activities on days outdoor play is prohibited due to weather or safety condition

Appropriate Clothing

Parents and guardians should send each child with extra change of seasonally appropriate clothing in case a change of clothes is necessary. Children should wear play clothes and dress according to the weather. Soiled clothing will be sent home. I also require children to wear indoor shoes or slipper while in the classroom.

Children's Personal Belongings

Each child will be assigned a cubby and/or coat hook. I request parent to send indoor slippers/shoes and 2 sets of spare clothes packed in zip locked bags with their child's name on it. The child's clothing and shoes should also be labeled with his or her name. While I do our absolute best to keep each item with each child, I am not responsible for lost articles.

I ask that children leave their own toys at home. We have a wide variety of safe, educational, and developmentally appropriate learning materials in the classroom. Educational items such as books, rocks, seeds, etc. can be brought upon request. Children may bring one special blanket or stuffed animal for quiet time.

Visitors & Volunteers

We welcome visitors and volunteers! Special visits are planned throughout the year around themes such as holidays, love of reading, and celebrations. The details around each event will be communicated to families in advance and family involvement is encouraged.

Visitors and volunteers are required to sign-in and sign-out with every visit.

Health & Safety

To protect the happiness, health, and well-being of all, I do not allow children who are ill to enter the facility. Keeping your child at home when they are sick is important to your child as well as to other children being cared for at the program

Immunizations

Parents or guardians must provide a completed Certificate of Immunizations or valid exemption form, on or before the first day of care.

If no record is received, the child will not be allowed to attend. There will be no reduction or refund of tuition for any days missed due to missing records and/or immunizations.

- Immunization records will be reviewed on a quarterly basis.
- The parent will be notified in writing of any missing immunizations. If the record is not received within two days, the child will not be allowed to attend until records are received. There will be no reduction or refund of tuition for any days missed due to records/immunizations.
- Parents will be informed of this policy upon enrollment of their child, and it will be available for review in the Parent Handbook.
- This policy will be reviewed annually for compliance with current regulations upon renewal of license.

Acceptance of non-immunized children

All children are required to be fully immunized per State requirements unless an approved exemption is on file for the child.

Injuries, Illnesses and Return to Program

Reporting & Handling of Injuries

If your child is injured and requires medical attention, you will be notified immediately. Small bumps and bruises are an everyday event for most children at some point in their lives. If you would like to be notified immediately each time for minor bumps, bruises, and cuts, please let me know. Otherwise, you will be notified at the end of the day. Minor scratches and scrapes will be treated with soap and water, rinsed, and covered with an adhesive bandage as appropriate. With more serious injuries, an incident report will be

logged. For major emergencies which require the services of an emergency medical team, I will get in touch with you as soon as the situation allows, and the child will be transported by ambulance. For minor emergencies, a parent or guardian will be notified, and the parent or guardian will transport the child if medical treatment is needed. If circumstances warrant, and the parent or guardian cannot be reached, I will get in touch with the emergency contact on file.

Illness Policy

If your child becomes ill and needs to leave care, you will be asked to come pick up your child within one hour.

Children with the following symptoms will need to be excluded from the program until treated:

- Fever 100.5 or higher without a fever reducer in the previous 24 hours.
- Two or more episodes of vomiting and/or diarrhea in the previous 24 hours.
- A suspicious or undiagnosed rash. I will require that you check with the health department or your health professional before returning to guarantee that it is not contagious.
- Bacterial infection which includes Strep throat, scarlet fever, impetigo, bacterial conjunctivitis, chicken pox, and any skin infections that are draining or infected.
- Head lice are highly contagious and can be very difficult to get rid of. Children who have lice and/or nits may not attend until they are completely gone. This typically takes at least three days to make sure the home and child are properly treated.
- Children with severe symptoms of illness will be required to be seen by your healthcare provider before returning to program.
- For the protection of all children, families, and staff, children who require or have taken any medication that may mask cold, flu, or other illness symptoms within 4-6 hours must stay home.

If your child has a contagious illness, please notify me immediately.

Reporting Communicable Illness

Parents or guardians must notify the program if their child has been diagnosed with a reportable communicable illness. This includes, but is not limited to strep throat, conjunctivitis, pertussis, chicken pox, hepatitis, measles, mumps, meningitis, diphtheria, and rubella.

If a child has been diagnosed with a communicable illness, all parents will be notified, as will the local health department.

Any child diagnosed with a communicable illness will not be allowed to return to the program until a healthcare professional or local health department representative determines that the child is no longer contagious and is well enough to return to childcare. In such instances, a note from a healthcare professional is required.

Medication Administration Procedures

The intent of this policy is to ensure the proper steps are followed when it is necessary to administer medication while in care. Our preference is to not have to provide medications, but we understand under some circumstances this is unavoidable.

We require that all medications be given at home whenever possible. When a child requires medication to be administered, a parent must plan to give the first dose at home so that the child may be observed for any reactions to the medication.

If it is necessary for medications to be given to a child during the day, a designated staff member trained in Medication Administration will administer medication to children.

The following procedures must be followed for the administration of medication:

1. Medication may only be administered with written parental permission.
2. Medication may only be administered if a complete order and authorization form signed by the child's healthcare provider is provided.
3. All prescription medications provided by parents or legal guardians must be in the original container with the prescription label from the pharmacy containing the child's name, dosage, and route.
4. Staff will not administer over-the-counter medication without a healthcare plan signed by the child's healthcare provider. A child-resistant container must be provided and appropriately labeled with the child's first and last name.
5. Staff will apply topical non-steroid medication (sunscreen, diaper ointment, and lotion) only with a signed waiver from the parents or guardians. A record of administration does not need to be kept for topical non-steroid medication.
6. Prescribed and over-the-counter medications will be kept in a locked storage box at the recommended temperature as prescribed on the label.
7. Medication will not be used beyond the expiration date on the container and/or the written order. Expired medications will be returned to the parent or disposed of properly.
8. A medication log will be maintained by staff to record the instructions for giving the medication, consent obtained from the parent or legal guardian, amount, the time of administration, and the person who administered each

dose of the medication. Spills, reactions, and refusal to take medication will be noted on the log.

Allergies

Despite our best efforts to monitor the facility and raise awareness among families, it is impossible to eliminate all risk for children with food and/or environmental allergies. It is possible that the presence of an allergen on a child's clothing or belongings from home may trigger another child's allergies. Known allergies, along with child's emergency contact information, must be posted in the classroom in case of an emergency.

Disaster & Emergency Preparedness

The disaster and emergency preparedness procedures are implemented to provide for the safety and well-being of the children in care. This plan serves to provide for the protection of children and personnel in the event of a natural or human-caused emergency or disaster.

In the event of an emergency, the program will assume responsibility for emergency actions until the arrival of emergency service personnel.

Safety Preparations

- Evacuation plans and procedures are posted on the family board in the classroom.
- Exits open freely and are not blocked
- Emergency backpack is fully always stocked
- A complete emergency response plan is posted and reviewed annually
- See the written evacuation plan for locations in the event the program is evacuated

Drills

Monthly fire and emergency drills are conducted and documented by the Educator to include children and adults in attendance, start and completion time of drill, and notes or changes to be made.

Additional

Special Needs in Accordance with ADA

We accept children in accordance with the Americans with Disabilities Act. Every effort will be made to care for every child and accommodations will be made as much as possible, based on the layout of the childcare space, available insurance and if adequate care can be given.

Complaints & State Regulations

In the state of Tennessee, to report suspected licensing violations or possible illegal childcare operations, call the Child Care Complaint Hotline at **615-313-4820** or toll free **1-800-462-8261**. You can also e-mail your information to [**@DHS**](mailto:@DHS) [**Customer Service**](#).

The official rules that regulate Family Childcare Homes can be obtained at www.tn.gov/humanservices

Reporting Child Abuse

By law, I must report any suspected form of child abuse including, but not limited to, neglect, physical abuse, and mental abuse. If a parent or guardian arrives intoxicated, the child's emergency contact will be called. If the parent or guardian proceeds to leave with the child while intoxicated, the appropriate authorities will be immediately notified.

Suspected or known child abuse or neglect should be reported at 877-237-0004

Identifying Recalled Items

I regularly receive emails with recalled item and material updates and will update parents as needed. All our materials and equipment are regularly checked for safety.

Acknowledgement of Receipt of Handbook

We (I) acknowledge that we (I) have received and reviewed the handbook and agree to the terms and conditions contained within it.

Parent or Guardian Signature

Date