



The Little Hive

Parent Handbook





Parent Policy Handbook



Welcome Statement

Welcome to The Little Hive Home Academy! We are thrilled to have you and your child join our daycare family. This Parent Policy Handbook outlines our policies and procedures to ensure a smooth and positive experience for everyone. It is important to read through this handbook carefully and keep it for future reference. We look forward to building a strong partnership with you and supporting your child's development every step of the way. Please feel free to reach out if you have any questions or concerns.

Mission

At The Little Hive, our mission is to provide a safe, loving, and stimulating environment where children can grow emotionally, socially, intellectually, and physically.

Philosophy

We support each child's unique needs and learning style through play-based experiences that spark curiosity and creativity. Our program promotes early learning, social development, and confidence-building through age-appropriate experiences.

We value strong partnerships with families, maintaining open communication to support your child's growth. Above all, we ensure a safe, caring space where every child feels valued, supported, and inspired to reach their full potential.





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Services Provided

Our services include:

- Full-time Care
- Age-appropriate educational activities that promote early learning through play
- Nutritious snacks and meals
- Daily outdoor play and physical activities (weather permitting)
- Rest/nap periods tailored to each child's needs
- Potty training support for toddlers

Daycare Operating Hours

Our daycare operates on the following schedule:

- Days: Monday to Friday
- Hours: 7:30AM – 4:30PM
- Before School hours are available at an additional cost: 7:00AM-4:30PM

We are closed on weekends and public holidays. A detailed holiday schedule will be provided annually.

Daycare Teacher-to-Child Ratio

To ensure personalized attention and high-quality care, we follow the recommended teacher-to-child ratios:

- Ages 1–2 years: 1 teacher for every 4 children
- Ages 2–3 years: 1 teacher for every 6 children
- Ages 3–5 years: 1 teacher for every 8 children



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Daycare Forms

All parents/guardians must complete and submit the required forms before their child's first day.

- Enrollment/Contract signing
- Immunization records
- Parent Handbook Acknowledgement

Non-Discrimination Policy

The Little Hive welcomes all children and families regardless of race, ethnicity, religion, gender, ability, or family structure. We are committed to creating an inclusive and respectful environment where every child feels valued and supported.

Health and Safety

The health and safety of every child is our top priority. We maintain a clean and secure environment and follow these measures:

- Regular handwashing and sanitization routines
- Daily health checks upon arrival
- Immediate notification of parents if a child becomes ill
- Safe storage of cleaning supplies and medications
- Monthly fire and safety drills

Children showing signs of illness should remain at home until they are symptom-free for 24 hours without medication.

Parents and guardians should also provide the daycare with an updated list of medications, medical conditions, allergies, and health concerns related to their children.

Discipline Policy

We use positive guidance techniques to support children in learning appropriate behavior. Our approach includes:

- Redirection to appropriate activities
- Clear and consistent boundaries
- Age-appropriate problem-solving discussions
- Positive reinforcement for good behavior

We never use corporal punishment, shaming, or harsh language.



Payment Policies



Payment Policies

Tuition fees vary based on the services provided. All fees and payment schedules will be clearly outlined in your contract. A late payment fee may be applied if invoices are not paid by the due date. Consistent late payments may result in the suspension of services.

Overtime and Late Fees

Our daycare operates during the scheduled hours stated in your contract. If a child is picked up after closing time, a late fee will be charged to cover the additional care provided. Late pickup fees will be added to your next invoice. Consistent late pickups may result in the termination of services.

Absences

If your child will be absent from daycare, please notify us as soon as possible. Tuition fees remain payable during absences, including those due to illness, appointments, or personal reasons.

Public Holidays and Vacations

The daycare will be closed on all major public holidays. A detailed list of holidays will be provided annually. Additionally, we may close for scheduled breaks or staff training days with advance notice given. Parents/guardians are responsible for regular tuition payments during public holidays and daycare breaks, as stated in the contract.



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Trial Period

We offer a trial period of 4 weeks to ensure that the daycare environment is a good fit for both the child and the parents/guardians. During this time, either party may terminate the agreement without penalty. This trial period allows parents/guardians to assess the quality of care and the home daycare environment while we evaluate the child's adjustment to the group setting.

Termination and Refund

Either parents/guardians or the home daycare center may terminate this agreement with written notice provided in advance. If the parent/guardian terminates the agreement, no refund will be provided for fees already paid. If we terminate the agreement, any prepaid fees for the remaining care period will be refunded on a prorated basis. However, we may terminate this agreement immediately in the event of safety concerns, non-payment, or breach of contract. In such cases, no refunds will be issued.

Drop-Off and Pick-Up

For the safety of all children, please adhere to the following drop-off and pick-up procedures:

- Drop-off: Please ensure your child is dropped off by the designated time and check them in with a staff member before leaving.
- Pick-up: Only authorized individuals listed in your enrollment form may pick up your child. Please notify us in advance if the list of emergency contacts and other people authorized to pick up your child changes.

Sign-In and Sign-Out

Parents or authorized guardians must sign in their child upon arrival and sign out at pick-up. They should sign the daycare child attendance book. Please make sure to list the exact time of drop-off and pick-up in the attendance book. Please also sign your name on the sign-in and sign-out forms every day. This process is vital for tracking attendance, ensuring safety, and complying with licensing regulations.



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Authorized Persons

Only the parents/guardians, emergency contacts, and authorized pick-up persons listed on the enrollment form may pick up your child from daycare. If you wish to add or change an emergency contact or authorized person, please inform us in writing in advance. For safety reasons, we will ask for identification from anyone not previously listed as an authorized person.

Update of Information

It is the responsibility of the parent/guardian to keep all information provided to us up to date, including emergency contacts, medical history, and any changes in the child's routine or needs. If any significant updates occur, please inform us promptly in writing to ensure the child's care is appropriately adjusted.

Damages

Parents/guardians are responsible for any damages caused by their child to daycare property, including toys, furniture, or equipment. The cost of repair or replacement will be assessed and invoiced to the responsible party. We ask that parents support us in teaching children to care for the space and materials used during the day.





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Vaccinations

We require that all children enrolled in the daycare be up-to-date on their vaccinations, as per public health guidelines. Proof of vaccination must be provided upon enrollment and anytime updates occur. If your child is not vaccinated, please discuss alternative arrangements or exemptions with us prior to enrollment.

Daily Health Check

A daily health check will be performed at drop-off each day to assess the child's overall well-being. We will check for any signs of illness, such as fever, rashes, or unusual behavior, and ensure that the child is fit to participate in daycare activities.

Illness on Arrival

To protect the health of all children, please do not bring your child to daycare if they are showing signs of illness, such as fever, vomiting, or diarrhea. If your child is unwell, they should remain at home until they no longer show symptoms for at least 24 hours. We reserve the right to deny entry if a child appears ill upon arrival. If a child has a contagious or communicable disease (e.g., chickenpox, hand-foot-and-mouth disease, conjunctivitis, or COVID-19), a doctor's note confirming they are fit to return is required. Additionally, parents/guardians must notify the daycare if their child has a contagious illness, allowing us to promptly inform other families.

Illness and Emergencies

In the case of illness or an emergency during daycare hours, we will contact the parent/guardian immediately. If a child requires medical attention, we will seek emergency services if necessary. The parent/guardian will be responsible for any medical costs associated with treatment.

Medications

If your child requires medication during daycare hours, please inform us in writing and provide clear instructions on how and when the medication should be administered. All medication must be in its original container with the child's name and dosage instructions. Medications will only be administered with written consent and according to the provided instructions.



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Meals and Nutrition

The following are our meals and food policies:

- Meals are provided by The Little Hive, and snacks are provided by The Little Hive.
- The menu will be provided a week in advance in writing.
- Balanced Nutrition: All meals and snacks are designed to be nutritious and well-balanced, promoting healthy eating habits.
- Parents/guardians must inform us if they wish to provide their child with outside food, which must be labeled clearly with the child's name.
- Children enjoy meals together to foster social interaction and good table manners.

Allergies and Special Diets

It is essential to inform us of any known allergies your child may have, including food, environmental, and medication allergies. Please provide a detailed plan of action for any severe allergic reactions. Please also inform us of any dietary restrictions, special diets, or preferences your child may have. Parents may also choose to provide packed meals and snacks.

Nap Time

A scheduled nap time will be provided for children who need it during the day. Nap times may vary based on the child's age and individual needs. Parents can provide any comfort items (e.g., blankets, stuffed toys).



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Outdoor Play

Outdoor play is an essential part of our daycare program. Please ensure that your child is dressed appropriately for outdoor play in all weather conditions, including sunscreen, bug repellent, hats, and jackets, as necessary.

Toys

We provide a wide variety of toys for all ages. It is recommended for children to leave personal toys at home, as they may be lost or broken. We will inform parents/guardians beforehand if there is a special show-and-tell event when they can bring their own toys to the daycare center.

Bathroom Policy

For children still in diapers, we will assist with changing as needed and follow the agreed-upon schedule for diaper checks. For children in the potty-training process, we will support them in their progress, providing gentle reminders and encouragement. Children who are potty-trained will be encouraged to use the bathroom independently but will always have supervision available.

Dress Code

Children should be dressed in comfortable, weather-appropriate clothing for daycare. Clothing should allow for ease of movement and be suitable for outdoor play and messy activities. Please label all clothing and belongings with your child's name to avoid confusion. For safety reasons, closed-toe shoes are recommended.





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House Rules

To maintain a safe and respectful environment, we encourage all children to:

- Be kind and respectful to others
- Avoid wearing shoes inside
- Take care of toys and materials
- Clean up after themselves
- Follow teacher instructions

Biting Policy

Biting, while common among young children, is taken seriously in the daycare setting. All staff members are trained to identify potential triggers and effectively manage biting incidents if they occur. If your child bites or is bitten by another child, you will receive an incident report detailing the event. We will work with the child and their parent/guardian to address any biting behavior, offering strategies and support to reduce it. If biting continues despite efforts to resolve it, we will communicate with the parent/guardian to create an appropriate plan for behavior management.

Dangerous behavior

If a child displays dangerous behavior that may cause harm to themselves or others, they will be calmly separated from the group and redirected to a safe space. Our staff will provide guidance using positive reinforcement and clear, age-appropriate communication—never using harsh punishment or humiliation. Continued unsafe behavior without improvement may require a formal meeting to determine the best course of action for the child and the daycare community.

Inspection Authority

The daycare center is subject to inspections by local or state authorities to ensure compliance with health, safety, and operational standards. The parent/guardian agrees to allow authorized personnel to inspect the premises, operations, and care provided, as well as interview the children as necessary.

Smoking

The daycare center is a smoke-free environment. Smoking is strictly prohibited inside the premises or within any outdoor play areas.



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Signs of Neglect

If we suspect any signs of neglect or abuse, whether physical, emotional, or verbal, we are required by law to report this to the appropriate authorities. Signs may include but are not limited to unexplained bruises, withdrawal, fear of certain adults, or chronic absenteeism. We are committed to ensuring the safety and well-being of all children and will take the necessary steps to protect them.

Confidentiality

We are committed to maintaining the confidentiality of all personal information. Any information shared with the daycare will be used solely for the purpose of providing care and will not be disclosed to any third party without explicit consent, except as required by law. This includes but is not limited to health records, family information, and communication regarding the child's development.

Insurance

We do not hold liability insurance of children while in our care. However, the parent/guardian is still responsible for ensuring their child is covered by their personal health insurance for any medical treatment, accidents, or illnesses.

Transportation

We do not offer transportation for children to or from the daycare center unless specifically agreed upon in writing. If transportation services are required for field trips or outings, the parent/guardian will be informed ahead of time, and their written consent will be obtained. All drivers will have a valid driver's license, and all rules and regulations for seatbelt/child car seat use will be strictly followed.

Liability Waiver

The parent/guardian agrees to waive any liability claims against the home daycare center or its employees for accidents, injuries, or illnesses that may occur during the course of care, except in cases of negligence or willful misconduct. The parent/guardian understands that the daycare environment is designed to be safe, but accidents can happen, and we will take all necessary precautions to ensure the safety and well-being of each child.



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Other Provisions

- **Force Majeure:** Neither party shall be held responsible for failure to perform under the signed contract due to causes beyond their control, including natural disasters, extreme weather, accidents, or travel disruptions.
- **Dispute Resolution:** If direct communication does not resolve an issue, both parties agree to engage in mediation by a neutral third party. The cost of mediation will be shared equally. If legal action is necessary, the prevailing party will be entitled to recover legal fees.
- **Severability:** If any provision is found to be invalid or unenforceable, that provision will be severed from the signed contract, and the remaining provisions will remain in effect.
- **Entire Agreement:** The signed contract constitutes the entire agreement between the parent/guardian and the home daycare. Any modifications must be made in writing and signed by both parties.

We are always here to offer any help and support. Should you have any questions or concerns, feel free to reach out to us.

Contact Number: (254) 434-1906

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Thank you for taking the time to review this parent policy handbook!

