



Family Handbook

Operational Policies and Procedures

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Dear Parents,

The Hive Handbook was designed to provide families with an overview of the program and the basic structure and standards of our facility. We hope that you find the information contained in this handbook helpful. The handbook is organized so that you can become familiar with the basic philosophy and goals of the program, as well as the rules guiding our day to day operations. As the handbook is revised on an annual basis, there is important information for both new and returning families. The most current copy of our Handbook can be found on our website at all times.

Thank you for trusting us with one of your most prized possessions! It is a responsibility we take very seriously.

Sincerely,

Kathryn Bookout

Owner, The Hive and The Busy Bee Preschool

Mission Statement

The Hive is a locally owned and operated childcare center designed to meet the complex and ever changing needs of parents in our modern society. Children are assigned to classrooms based on their age, individual needs, and available space. Our loving caregivers, engaging facility and flexible hours make it a place that both parents and children love!

Who are we?

The Bookout family owns and operates both The Busy Bee Preschool and The Hive. Kathryn, the Director of The Busy Bee and owner of The Hive, graduated from Texas State University in 2012 with a bachelors degree in Early Childhood Education. She went on to obtain a Master's Degree in Special Education from Concordia University in 2014. Busy Bee moved to a free standing childcare facility in 2024 and The Hive took over the existing space. The Hive was created after observing a need in our community for flexible childcare.

Operating Hours:

Monday – Friday: 7am – 7pm

Some Saturdays: 4 – 8pm

Hours may be adjusted based on demand. If there are no children in care, The Hive reserves the right to close up to two hours early.

Enrollment Procedures:

In order to utilize care, parents must complete the registration process online and pay the required enrollment fee. Once the enrollment process is complete, we will give you access to our online reservation system.

The enrollment packet is available electronically on our website or in person at the center. These records must be kept current in order to maintain access to the reservation system. If these records are allowed to expire, access will be denied and care cannot be provided until records are updated.

Parent contact information or personal information can be updated at anytime online or by emailing – dropinathehive@gmail.com.

Procedures for Release of Children:

Parents or an administrator will check children in and out of care using the ipad at the front desk. During enrollment, a photo may be taken of individuals authorized to pick up the child. Any adult that is listed as an authorized pick up for the child but does not have a photo may be required to provide a government issued photo identification before the child will be released.

The Hive will not get involved in custodial disputes. We are legally required to follow custodial court orders, please provide a copy if applicable. Please note – Per state law, in the absence of a court order, both parents have equal rights. In the event a custodial dispute takes place on our property, Manor Police Department will be called.

If parents or other emergency contacts can not be reached within 30 minutes of closing, Manor Police Department will be called.

After School Care – Transportation of Children

We have obtained permission from Manor ISD to incorporate a Bus Stop for students that attend Shadowglen Elementary and Manor Rise Academy. The parent may request that MISD transports their child from school to The Hive for after school care. Busy Bee is not liable or responsible for the child until they are in our care and have been signed in by the director or assistant director.

Parent code of conduct:

We are responsible for the care and well being of young children. The Hive prohibits cursing in our facility. Threatening staff, children or other parents will not be tolerated. The Hive reserves the right to terminate care in the event of disruptive behavior by a parent or guardian.

Visitors and Tours:

In order to ensure the safety of children and our caregivers, visitors (including parents) are permitted to enter classrooms when accompanied by a staff member.

Parents are welcome to visit The Hive at anytime without having to secure prior approval.

Tours are conducted by appointment. Please contact the center director to schedule a tour of the facility! – dropinathehive@gmail.com

Licensing

The Hive is licensed by the Childcare Division of the Texas Department of Family and Protective Services (DFPS). We adhere to the *Minimum Standards for Licensed Child-Care Centers* monitored by DFPS site visits. The most recent compliance report is posted in the main lobby of the school. A copy of the Minimum Standards is available for review by parents in the Director's office.

Parents are encouraged to contact DFPS with any questions or concerns regarding the minimum standards for licensing at (512) 834-3389, or visit the DFPS website at <http://www.dfps.state.tx.us>. To report child abuse or neglect, call the DFPS Abuse/Neglect Hotline at (800) 252-5400, 24 hours a day, 7 days a week.

Cultural Accommodations and Children with Special needs:

This program supports families and children who may need accommodations, to our greatest ability. This may include home language, cultural background, special needs and medical conditions. If your child may need an accommodation or if there are known complications due to his/her diagnosed medical condition, please provide documentation from your health care provider upon enrollment. If adaptive equipment is required, it must be provided by the parent or health care professional.

The Hive admits students of any ability, race, color, and national or ethnic origin. Child daycare operations are public accommodations under the Americans with Disabilities Act. If you believe that this operation may be practicing discrimination, you may call the ADA Information Line at (800) 514-0301.

Class Description

During their time in care, each child will follow a schedule that includes child driven learning opportunities, gross motor play indoors and/or outdoors, lunch, snacks and rest, as applicable based on hours attended. The daily schedule is posted outside of each classroom. A monthly lesson plan will inform parents of the unit study as well as classroom learning prompts. An activity plan will be posted outside of each classroom for reference.

Conscious Discipline

Recent research in brain chemistry and developmental psychology show that fear-based disciplinary programs seriously impair learning. Simply put, children need to feel safe to do their best learning.

The Busy Bee Preschool has introduced “Conscious Discipline,” a disciplinary philosophy that teaches children how to regulate their own behavior. One of the problems with the reward and punishment system traditionally used in schools is that they are external. Our goal is to inspire behavior change from within. Conscious Discipline is a comprehensive social and emotional intelligence classroom management program that empowers both teachers and students. Conscious Discipline offers a relationship-based community model of classroom management. The key is a sense of community, with the “school family” at the core of the program. The “school family” is held together through communication skills. These skills are taught during conflict moments in the classroom and through active learning lessons. The goal of the “school family” is to create problem-solvers. Love, expressed through safety, cooperation and respect is the tool used to give the system power. As we seek meaningful relationships with one another, we must also learn skills of interaction that promote respect.

Developed by Dr. Becky Bailey, Conscious Discipline stresses seven core skills:

1. **Composure** – Be who you want children to be.
2. **Encouragement** – We are all in this together.
3. **Assertiveness** – Saying “no” and being heard.
4. **Choices** – Building self-esteem and willpower.
5. **Positive Intent** – See the best in others.

6. **Empathy**- Handling the fussing and the fits.

7. **Consequences** – Learning from mistakes.

Strong relationships with the teacher and other students motivate proper behavior. Conflict is addressed as a “teachable moment” not a shameful event where the child is punished or sent away to time-out. A “Safe Place” is established within the classroom, where students deal with complex emotions. Conscious Discipline also requires teachers to remain calm and composed especially when dealing with challenging behaviors. We can’t expect our children to demonstrate composure if the adults in their lives lack it.

Indoor and Outdoor Physical Activity

A child must be well enough to participate in all aspects of the school day, including indoor and outdoor physical activity. Higher physical activity and physical fitness are associated with improved cognitive performance and on task behaviors, even in young children. Regular physical activity also strengthens children's bones, muscles, hearts and lungs, improves children's coordination, balance, posture and flexibility.

All classes engage in physical activity 2-3 times per day, outside when weather permitting. If extreme weather conditions prohibit or limit outdoor play, students will engage in rigorous physical activity indoors (dancing, running races in the hallway, pushing on scooters, etc).

Extreme Weather Policy

Admin staff will actively monitor the weather and adjust outside times accordingly:

- Temp OR windchill below freezing: Students stay indoors
- Temps up from 32 to 95: No limitations
- Temps or heat index 95-100: Students can be outside for up to 30 minutes with access to drinking water.
- Temps or heat index 100+: Students can be outside for a maximum of 15 minutes, on the covered playground only, with access to drinking water.

Screen Time

Educational videos are often used to enhance learning. All videos or shows will be age appropriate and limited to a combined 20 minutes per day maximum, unless otherwise specified on the lesson plans.

School aged children have access to computers for educational games. Students do not have access to internet browsers or search engines. Play is closely supervised by teachers. Students are limited to a maximum of two 20 minute turns per day.

Child Abuse and Neglect Reporting

If a teacher or caregiver has reason to believe that a child’s physical or mental health or welfare has been adversely affected by abuse or neglect by any person, the caregiver is legally required by the Texas Family Code to make a report to the Texas Department of Family and Protective Services (DPFS) via the Child Abuse Hotline. The DPFS child abuse hotline

telephone number is 1-800-252-5400. If a staff member is accused of child abuse or neglect, the Director will file a report in accordance with the Texas Family Code. The staff member may be relieved of his/her duties pending an investigation.

In accordance with the Texas Family Code, if a report of abuse or neglect is made on a child by any person, The Hive is required to provide DPFS with information they request, without needing informed parental consent.

Gang Free Zone

A gang-free zone is a designated area around a specific location where prohibited gang related activity is subject to increased penalty under Texas law. The specific locations include day care centers. The gang-free zone is within 1000 feet of the child care center. Similar to the motivation behind establishing drug-free zones, the purpose of gang-free zones is to deter certain types of criminal activity in areas where children gather by enforcing tougher penalties. This means parents or guardians need to be informed that certain gang-related criminal activity or engaging in organized criminal activity within 1000 feet of your center is a violation of this law and is therefore subject to increased penalty under state law.

Director Contact

Should you need to speak with someone after hours, please email dropinathehive@gmail.com.

Mealtime

Please send students with a water cup from home. If you forget, a water cup will be provided. Students have access to drinking water at all times while in care. *The use of heavy stainless cups is not permitted due to risk of injury and liability.*

If a child will be in care for more than 5 hours, a lunch must be sent with the child. Lunches must be stored in a sealable lunch container and labeled with the child's name. If needed, refrigeration can be provided. Guidelines for nutritional lunches are available in the parent resource center and can be shared upon request.

Healthy commercially prepared prepackage snacks are provided mid-morning and mid-afternoon. A snack menu will be posted on the parent board. Please communicate with teachers about any dietary restrictions and/or allergies.

Parents have the right to breastfeed or provide breast milk for their child while in care. A comfortable place to nurse will be provided upon request.

Liquid/food over 110 degrees (including coffee) is stored in a container with a lid and kept out of children's reach at all times.

Disclaimer: Since lunches are provided from home, The Hive is not responsible for the nutrition of children while they are in care.

Food Allergies:

Due to the nature of drop in care, we are peanut free facility.

If your child has a food allergy, please indicate that in your enrollment paperwork. A food allergy plan will be provided for you to take to your doctor and posted on the classroom wall visible to all caregivers. If a child's has a prescribed Epi Pen, one must be provided to the school and available while your child is in care.

For education on common childhood food allergies and prevention please visit: <https://www.foodallergy.org/resources>

Dress

Parents are encouraged to dress their children in comfortable clothing and shoes each day. Daily activities include active and messy play. The children should feel comfortable enough to enjoy themselves without worrying about or being restricted by their clothing. Sneakers or rubber-soled shoes are best for sturdy footing. Cowboy boots, high heels, and flip flops are not appropriate for physical activity.

Medical Information

During the enrollment process, parents will provide any pertinent medical records on the child. The Physician's Health Assessment Form provides the documentation of a physical examination by your child's healthcare provider. The medical information for your child should also be updated as well as primary healthcare provider, and/or insurance coverage changes. Additionally, if the child has been diagnosed with any of the following medical conditions, an Action Plan completed and signed by the child's healthcare provider must be provided.

- Asthma or Reactive Airway Disease
- Diabetes or hypo/hyperglycemia issues
- Seizure Disorder
- Any allergy for which an Epi-Pen has been prescribed.

** Action Plan Forms are available from the Director*

Immunization Requirements

Immunizations must be current before a child can be enrolled in school and must remain current for the child to remain enrolled. An immunization record is required upon enrollment. In the event a parent has chosen to exempt any or all state required immunizations for their child, an original, notarized Texas Department of State Health Services Vaccine Exemption Affidavit must be provided. Please note that these children may be excluded from attending school in times of emergency or vaccine-preventable disease outbreak or epidemic.

All employees are required to maintain current vaccinations as well.

Medications

As much as possible, medications should be given at home rather than at school. The following procedures must be followed in the event a prescription or non-prescription medication needs to be administered during the school day:

- All medications must be delivered from the parent directly to the Director.
- A Medication Authorization Form must be completed and signed by the parent.
 - This form is available as needed from both the teacher and the director
- Prescription medications must be in the original container and have appropriate pharmacy labels attached.
- Non-prescription drugs must be in the original container with the manufacturer's label intact. The medication will be administered according to package directions unless a signed order from the child's healthcare provider is provided. *Please note, many over-the-counter medications are not labeled for children under the age of two (i.e. Infant's Tylenol). In this case, a signed order for dosage from the child's healthcare provider must accompany the medication.*
- Non-prescription medication will not be administered at school for a period longer than 3 consecutive school days. If the need for medication still remains after this time period, it is an indication that the child needs to be seen by their healthcare provider.
- Medications will be secured in a locked cabinet out of reach of the children or in a locked refrigerator container. Medications will be administered by the Director, Teacher or Teacher Assistant. The staff will document the date, time, route and dosage each time medication is administered.
- Expiration dates are checked regularly and expired medications will not be administered. Parents will be notified well in advance of expirations.
- In the event a child's **emergency medication** (i.e. Epi-Pens, Diastat, rescue inhalers) expires, *the child will be excluded from attending school* until either a current, replacement supply is provided or a note is received from the child's healthcare provider indicating the medication has been discontinued.
- All medications must be picked up on or before the last school day. Any medications that remain at school after this time will be disposed of according to state guidelines.

Vision and Hearing Screening

Texas State Law requires that all children 4 years and older receive hearing and vision screenings. If a child has already received a vision or hearing examination by a private provider, the parent is asked to provide a copy of the report to the school. If a child has not received a screening, they will be required to have the screening completed by an outside provider and provide the school with the results.

If your child attends another school or childcare center, parents can provide the name and phone number for the school in lieu of providing the hearing and vision screening to The Hive.

Illnesses and Absences

Please notify the staff of any illnesses or circumstances indicating an absence. When a child comes to school, he or she should be well enough to participate in all activities. The children go outside each day, weather permitting. Children who are not well enough to play outside should be kept at home until they are able to participate fully in the school day. Exclusion from the school will be based on the needs of the sick child and the other children in the classroom.

In case of a communicable disease, and at the discretion of the Director, other parents will be notified to watch for symptoms in their children.

When the child arrives at school, the parents are asked to provide the following information to the teacher:

- If the child has not slept well the night before
- If the child's mood and/or demeanor is unusual
- If the child is not eating well
- If there is any change in routine/activities for the family at home which may have an impact on the child
- If there have been any signs of the symptoms as stated under Illness (see C below)
- If the child has been exposed to any communicable disease
- If the child is taking any medication. This is especially important if the child is taking a new medication or in the event medication has been given in the morning prior to arriving at school

Please try to manage your child's illnesses promptly and with consideration for others in the classroom. The Hive makes every attempt to practice good preventive measures such as careful hand washing and cleaning toys.

The following exclusion guidelines apply to The Hive as recommended by the following institutions: American Academy of Pediatrics, Mayo Clinic, Center for Disease Control, Children's Healthcare of Atlanta, National Institute of Health, and Texas Children's Hospital:

Children will not be admitted or readmitted to school if the following illnesses are present or have been present within the past twenty-four hours:

- The illness prevents the child from participating comfortably in school activities including outdoor play;
- The illness results in a greater need for care than teachers can provide without compromising the health, safety, and supervision of the other children in care;
- The child has one of the following, unless written medical evaluation by a physician indicates that the child can be included in the school's activities:
 - (A) Oral or forehead scan of 100.4 degrees or greater, accompanied by behavior changes or other signs of symptoms of illness;
 - (B) Armpit temperature of 99.4 degrees or greater, accompanied by behavior changes or other signs of symptoms of illness;
 - (C) Symptoms and signs of possible severe illness such as:
 - Diarrhea
 - Vomiting
 - Severe Cough
 - Listless, cranky or tired behavior
 - Undiagnosed skin bumps, rash, or breaking out on the skin
 - Sore throat, red throat, pustules on the back of the throat
 - Runny nose with copious yellow or green discharge
 - Red or watery eyes, or eyes showing a yellow discharge
 - Complaining of ear pain or ear leaking fluid
 - A physician has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious.

Children must remain symptom free for 24 hours without the use of symptom relieving medication (i.e. Tylenol) before returning to school. This is a licensure requirement in order to minimize the spread of illness in a group care setting. The Hive enforces the same standards in preventing employees from working while sick.

Parents will be notified if their child becomes ill while in our care and must make arrangements for picking up their sick child in a timely manner.

Injury to a Student, Emergency Treatment, and Incident Reports

Children are under direct supervision by an adult at all times. Staff will be proactive in making sure that the areas occupied by children are free from preventable hazards. Staff will promptly intervene if children are observed engaging in unsafe play.

The Authorization for Emergency Medical Attention must be signed annually by parents.

If a student is injured, the staff member(s) who witnessed the injury will assess the extent of the injury. If the injury is determined by the staff member to be minor, first aid will be administered and the child comforted. If needed, the teacher will notify the parent as soon as possible prior to pickup time. An incident report will be completed by the classroom teacher or by the person having knowledge of the facts when any accident, injury or significant event occurs. The report will be completed *within 24 hours* and will be filed in the child's records.

Staff members administering first aid will wear gloves if the injury involves broken skin, bleeding, and/or potential exposure to bodily fluid. If the staff member determines that the injury is serious and that professional help may be needed, the staff member will notify the Director immediately. The team will decide the appropriate action to take including calling the parent to take the child to the doctor or calling 911. A staff member is not permitted to transport an injured child home or to a medical facility.

If 911 is called, the caller will give the following information:

- Self-identification
- Identity of injured person and nature of injury
- Time of injury
- Location of injured child
- Pre-existing medical conditions or allergies to medications
- Current medications taken

If 911 is dispatched following the above consultation, the parent will also be called immediately thereafter. A staff member will be selected to accompany the student in the ambulance if the student is taken from school to a medical facility for treatment. The parent will be notified of the medical facility destination. The student notebook will be taken to provide necessary information. The staff member will stay with the student at least until the parent has arrived.

Health and Safety Procedures

The following health and safety procedures are followed at The Hive:

- Fire drills are conducted monthly and severe weather drills conducted three times a year.

- All classrooms maintain a first aid kit and it travels with them at all times in the red backpack.
- Teachers conduct a mandatory “Health Check” as each child arrives to school daily. A health check is a visual or physical assessment of a child to identify potential concerns about a child’s health, including signs and symptoms of illness and injury.
- Children and staff wash their hands as often as necessary according to health and safety guidelines
- Mouthed and handled objects/toys are washed and sanitized between uses by the children.
- All electrical outlets are covered and inaccessible by the children.
- Diaper changing and toileting are performed in a separate area of the classroom. Non-latex gloves are always worn by staff when diapering or assisting children with toileting. Soiled diapers and clothing are kept in separate, closed containers. Changing tables are sterilized after each use.
- All staff are certified in adult, child and infant CPR and First Aid and use of an AED.

Evacuation Procedures

- In case of fire or danger of fire or explosion, the staff’s first responsibility is to evacuate the children to a designated safe area.
- Emergency exit plans are posted in each classroom.
- Staff and students will exit the building in the same manner as for a fire drill and proceed to the far end of the parking lot. If needed, parents will be called using cell phones to pick up their children.
- In the event of a building evacuation the children are re-located to the McDonalds.

Unscheduled Closings

We reserve the right to close or delay opening due to severe weather. Decisions impacting operating hours will be made by 6am and announced on our website.

Payments

Fee structure is outlined in the enrollment paperwork. Parents are required to purchase prepaid hours in advance OR keep a credit card on file. Parents will be billed for hours used, rounded up to the 10 minute mark. Payment is due at the time of service.

We currently do not charge a cancellation fee.

Confidentiality of Students Records

A child’s records are open only to the parent(s) or legal guardian, The Hive staff and the Child Care Division of the Texas Department of Family and Protective Services. Records will only be released to others with written authorization from the parent or legal guardian.

Biting Policy

When a bite occurs, an incident report will be written for the biter and the victim to inform the parent and the director of the incident. A write up will be issued and signed by the parents and the teacher. This will allow us to document any additional incidents while looking at the date, time, antecedent, and name of the victim to determine if there is a pattern or external factor that could be contributing to the behavior. Using this information, a behavior intervention plan will be put in place to address the behavior within the classroom setting.

Challenging Behaviors

If a child presents with challenging behavior that is not responsive to the traditional classroom management system in place, the director or assistant director will conduct an observation based informal behavior assessment. A conference will be scheduled with the director/assistant director, classroom teacher and parents. Using this information, a behavior intervention plan will be put in place to address the behavior within the classroom setting. The behavior plan must be signed by all parties. This may include a recommendation for outside therapy or intervention. A write up may be used to document extreme behaviors.

Personal Technology/Cell Phone Policy

Students are strongly encouraged **not to bring** personal communication devices to the after-school program. If brought, PCDs must remain turned off (not on silent) and **stored securely** for the duration of program hours. Devices may not be used, accessed, or visible during program activities, unless explicitly in the event of an emergency.

First offense: Verbal warning, Second offense: device confiscated and returned only to the parent/guardian at pick up. Third offense: Write up, parent signature required.

Termination of Services

A child may be terminated from The Hive if a pattern of disregard for the established policies and procedures is demonstrated by parents. **We will enforce a 3 strike policy – If a child or parent violates a policy, written notice will be provided. After 3 write ups, we reserve the right to discontinue care.** In the event of termination, parents are responsible to pay for care that has been provided.

Examples of reasons for a write up: (a) disregard of the school's operating hours and established policies and procedures; (b) failure to complete or maintain required documentation; (c) disregard of the illness policy; (d) violating our technology policy; (e) lack of payment at time of service; (f) extreme behaviors that are not responding to intervention. We reserve the right to discontinue care if we determine that we are unable to meet the needs of the child.

If a policy violation jeopardizes the health and safety of children or teachers, we reserve the right to terminate care immediately.

Public Awareness

We are very proud of The Hive and are happy to tour interested families, professionals and supporters of the school. As part of our marketing strategies, we also utilizes a variety of photographs and videos of the children and of the classes in accordance with written parental consent. Tours of the program will be conducted as needed for prospective parents and others interested in the program. Visitors will be supervised at all times.

Privacy Policy

The Hive is required to collect the following types of personal information: Parent/guardian name, Child's name and age, Email address, Phone number (including mobile number for SMS communication if you opt in), Emergency contact information, Billing and payment information

We only collect information necessary to provide childcare services, process payments, communicate with families, and improve our services.

SMS Communications

If you opt in to receive SMS communications from The Hive, you may receive messages related to: Drop-in confirmations, Schedule updates, Program updates, emergency alerts, updates regarding your child and their care

Messaging frequency may vary. Message and data rates may apply.

You can opt out at any time by texting **STOP**.

For assistance, text **HELP** or visit www.dropinathehive.com.

SMS consent is not shared with third parties or affiliates.

Data Security: We implement reasonable administrative, technical, and physical safeguards to protect your personal information.

Children's Privacy: Because we operate a childcare facility, we collect information about children strictly for enrollment, care, and regulatory compliance purposes. We do not use children's information for marketing purposes.

Your Rights: You may request access to, correction of, or deletion of your personal information by contacting us in writing at: dropinathehive@gmail.com

SMS Terms of Service: By opting into SMS during the online enrollment process, you agree to receive SMS messages from The Hive regarding your child's care.

These messages may include:

- Updates regarding your child and their care
- Emergency Alerts
- Program updates

Messaging frequency may vary. Message and data rates may apply. To opt out at any time, text **STOP**. For assistance, text **HELP** or visit www.dropinathehive.com.

You may also review our Privacy Policy at:

<https://dropinathehive.com/wp-content/uploads/2025/10/Family-Handbook-Hive.pdf>

Parent Resources

Parent and community resources are available on the parent board and in the directors office.

Odds and Ends

- No child, including students and/or siblings, should ever be left unattended in an automobile in the parking lot.
- Unenrolled Siblings who come to drop off are to remain with the parent at all times.
- Children will not be released if there is not a properly installed car seat in the vehicle they will be traveling in.
- A full copy of the Emergency Preparedness Plan is available in the Director's office and can be reviewed upon request.
- Parents are not permitted to request teachers personal cell phone numbers. All communication should be handled through The Hive phone and/or email.

Parent Input, Suggestions, and Concerns

Parent input and feedback is always welcome. Parents are invited to discuss any questions or concerns about the policies and procedures of the school with the Director. An anonymous parent survey is sent to all parents each spring asking them to evaluate the program and make suggestions. Every effort is made to accommodate parent requests.