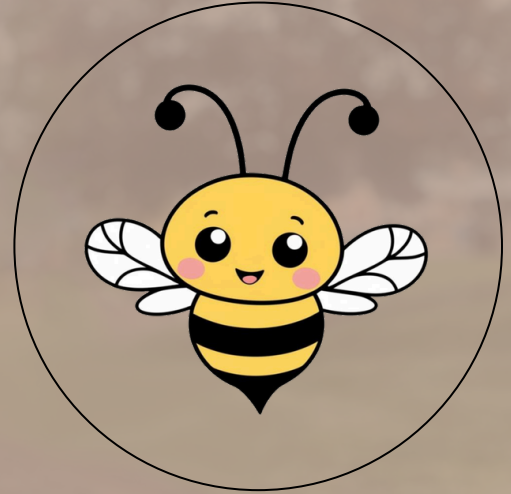




Family Handbook

Hello Honeybees
Childcare

www.hellohoneybees.net

4343 Beasley Way
Lake Oswego, OR
408-891-7761

5626 Fernbrook Way
Lake Oswego, OR
408-891-7761

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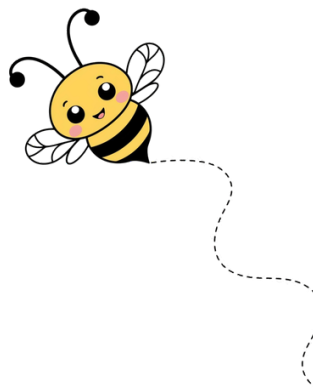
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A photograph of a young child with brown hair, wearing a white long-sleeved shirt, playing with several smooth, light-colored wooden toys in a white plastic tub. The toys include a small wooden bowl, a wooden ring, and several wooden discs or rings of different sizes. The child's hands are visible, reaching for the toys. The background is a light-colored wooden surface.

Welcome to Hello Honeybees Childcare

Welcome to our in-home childcare! We are thrilled to have you and your child join our loving community. This family handbook has been thoughtfully prepared to provide you with all the essential information you need to familiarize yourself with our childcare policies, procedures, and philosophy.

At **Hello Honeybees Childcare** our primary goal is to provide a safe, nurturing, and stimulating environment where your child can learn, grow, and flourish. We believe that early childhood is a precious time for exploration and discovery, and we are committed to creating an enriching experience that promotes holistic development.

Within these pages, you will find detailed information about our enrollment process, daily schedules, curriculum, health and safety protocols, parent/guardian responsibilities,

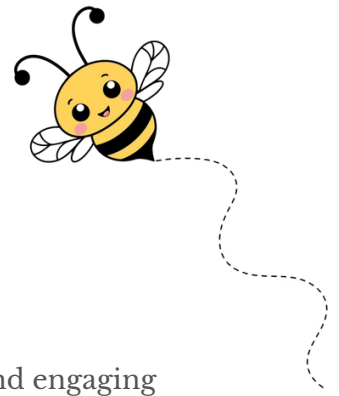
communication channels, and much more. It is designed to serve as a valuable resource throughout your child's time with us, helping you navigate and understand the various aspects of our program.

We value open and transparent communication, and we encourage you to reach out to us with any questions, concerns, or feedback you may have. We firmly believe that a strong partnership between parents/guardians and caregivers is essential for your child's well-being and growth.

Thank you for entrusting us with the privilege of caring for your child. We look forward to embarking on this wonderful journey together and creating cherished memories.

Warm regards,
Cindy Torode, Owner
Hello Honeybees Childcare

Mission & Vision



At Hello Honeybees Childcare, our mission is to provide a safe, nurturing, and engaging environment where children can learn, grow, and thrive. We are committed to promoting holistic development by fostering each child's social, emotional, cognitive, and physical well-being.

① Foster a Safe and Nurturing Environment

Our primary goal is to create a secure and nurturing environment where children feel safe, supported, and loved, promoting their overall well-being and sense of belonging.

② Promote Holistic Development

We aim to provide a comprehensive approach to development by fostering the growth of each child's social, emotional, cognitive, and physical abilities through carefully designed activities and curriculum.

③ Encourage Curiosity and Lifelong Learning

Our goal is to instill a love for learning and promote curiosity in children by offering a stimulating environment that encourages exploration, problem-solving, and critical thinking skills.

④ Establish Strong Partnerships

We strive to build meaningful partnerships with parents/guardians, ensuring open lines of communication, active involvement, and collaboration in their child's education and development.

⑤ Provide Quality Care and Education

Our childcare setting is dedicated to maintaining high standards of care and education, constantly evaluating and improving our practices to ensure that every child receives enriching experiences that fosters their curiosity and growth.



Philosophy

At Hello Honeybees Childcare, we believe every child is a precious gift from God, wonderfully created with unique talents, interests, and potential. Our mission is to foster a nurturing environment where children feel safe, loved, and deeply valued. We are committed to helping children grow not only in their academic learning but also in their understanding of God's love, grace, and kindness.

Play is central to our approach to learning, as we recognize it as a natural way for children to explore, build life skills, and develop their understanding of the world around them. Through creative play, problem-solving, and hands-on experiences, children gain confidence, form meaningful friendships, and lay a strong foundation for future learning. We also thoughtfully integrate Christian values into their day, sharing Bible stories, prayer, worship songs, and lessons that reflect Christ's love and compassion. These moments inspire children to grow in gratitude, kindness, and respect for others and the world God has entrusted to us.

At Hello Honeybees Childcare, we view parents/guardians and caregivers as partners in nurturing each child's spiritual, emotional, and intellectual growth. We joyfully welcome families from all walks of life and strive to create an environment where every child is encouraged to embrace their unique value and potential.



About Us

Our dedicated and compassionate staff form the heart of our nurturing environment. We take great pride in our team of experienced and qualified caregivers who are passionate about early childhood education and the well-being of each child in our care. Our staff undergoes rigorous background checks and training to ensure the highest standard of care and safety for our children. They strive to create a warm and welcoming atmosphere, fostering positive relationships with the children and their families. Our caregivers are skilled in guiding children through age-appropriate activities that promote social, emotional, cognitive, and physical development.



Cindy Torode | Owner of Hello Honeybees
Provider | Beasley Location | Responsible for Daily Operation

With ten years of home childcare experience, I bring a warm, hands-on approach to child development. As a former preschool director and high school teacher, I'm dedicated to nurturing young minds with a blend of structure and creativity. I'm also a proud parent of three grown children and a grandparent to three, which deepens my commitment to family-centered care and education.



Alyssa Valenciano
Provider | Fernbrook Location | Responsible for Daily Operation

Hi! I'm Alyssa, and I serve as the Lead Infant Teacher at Hello Honeybees Childcare. I have over three years of experience teaching in preschool and daycare settings, and I love creating a warm, nurturing environment where children feel safe, loved, and encouraged to learn and grow. I'm excited to continue serving our families and look forward to becoming the provider at our new Fernbrook location as we grow.

Non-Discrimination Policy

At Hello Honeybees Childcare, we are committed to fostering an inclusive and diverse environment that celebrates the uniqueness of every individual. We firmly believe in providing equal opportunities and maintaining a non-discriminatory atmosphere for children, families, and staff members. Discrimination based on race, color, ethnicity, religion, gender identity, sexual orientation, national origin, disability, or any other protected characteristic will not be tolerated within our childcare facility.



Operating Details

Hours of Operation

MONDAY	7:30 am - 5:00 pm
TUESDAY	7:30 am - 5:00 pm
WEDNESDAY	7:30 am - 5:00 pm
THURSDAY	7:30 am - 5:00 pm
FRIDAY	7:30 am - 5:00 pm
SATURDAY	Closed
SUNDAY	Closed

**There is a \$2 per minute late pick up fee.*

Contact Information

-  (408) 891-7761
-  cindy@hellohoneybees.net
-  www.hellohoneybees.net
-  Hello Honeybees Childcare

Oregon Department of Early Learning & Care
Beasley License #CF504992
Fernbrook License #
Phone: 800-556-6616

Licensing Information

Hello Honeybees Childcare LLC is licensed by the State of Oregon Early Learning Division (ELD) and is inspected annually by a licensing specialist. We comply with all ELD rules and a copy of these rules and regulations are available at the check in center for your reference.



Holidays + Closures

Hello Honey Bees Childcare will be closed for all major holidays.

These holidays are:

- New Year's Day (January 1)
- MLK Jr. Day (Third Monday in January)
- President's Day (Third Monday in February)
- Good Friday (Varies, March or April)
- Memorial Day (Last Monday in May)
- State Inservice Day (Typically in October)
- Juneteenth (June 19)
- Fourth of July (July 4)
- Summer Break (2 weeks) (Typically in March and July)
- Labor Day (First Monday in September)
- Veterans Day (November 11)
- Thanksgiving Day and day after (Fourth Thursday and Friday in November)
- Christmas Break (1 week) (Typically the last week of December)
- Three floating days per year, will be announced in July

In addition, Hello Honeybees will be closed for two weeks each year for scheduled vacation periods. We value the importance of advanced planning, and to ensure convenience for our families, we will provide at least four weeks' notice prior to these closure dates.

Regular fees apply to all holidays and closures, with the exception of the two-week vacations. For these two weeks, tuition will be prorated to 50% of the normal weekly rate. This adjustment allows families the flexibility to arrange alternative care if needed or align their family vacations with our scheduled closure dates.

In the unfortunate event that our primary care provider falls ill, our dedicated team will make every effort to secure a suitable replacement to ensure continuity of care. However, if we are unable to find a qualified replacement, the daycare will regrettably remain closed for the day. You will not be charged for these days. We understand the inconvenience this may cause and will promptly communicate any closures due to staff illness. We appreciate your understanding and cooperation as we prioritize the health and safety of our childcare community.



Enrollment

Our enrollment process is designed to be efficient, welcoming, and tailored to meet the needs of each child and family. We prioritize creating a warm and supportive environment where children can flourish and parents/guardians can feel confident in the care and education provided at Hello Honeybees Childcare. Our enrollment process is as follows:

①

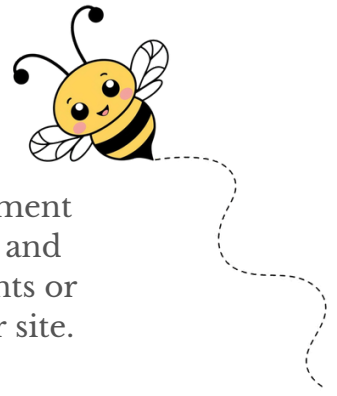
Initial Inquiry

Parents/guardians interested in enrolling their child at Hello Honeybees Childcare are encouraged to make an initial inquiry by contacting us via phone or email. Our friendly staff will provide information about our program, availability, and answer any initial questions.

②

Schedule a Visit

We invite interested families to schedule a visit to our program. During the visit, parents/guardians will have the opportunity to tour our facility, meet our caregivers, and observe our daily activities. This is a chance for families to get a firsthand experience of our nurturing environment and see if it aligns with their child's needs.



3 Application Submission

After the visit, interested parents/guardians can complete our enrollment application form. The form includes essential details about the child and family, emergency contact information, and any specific requirements or preferences. The application form can be submitted in-person at our site.

4 Enrollment Meeting

Upon receipt of the completed application, we will arrange an enrollment meeting with the child's parents/guardians. During this meeting, we will discuss specific details about the child's routine, dietary preferences, health concerns, and any other relevant information to ensure a smooth transition and personalized care.

5 Enrollment Offer and Agreement

Following the enrollment meeting, if space is available and both parties feel that it is a good fit, we will extend an enrollment offer to the family. The offer will include details about the child's start date, schedule, and tuition fees. Parents/guardians will be required to review and sign an enrollment agreement, which outlines our policies and terms of service.

6 Documentation and Paperwork

Prior to the child's start date, parents/guardians will need to provide certain required documents, including the child's immunization records, health forms, and emergency contact information. We may also request any additional documentation, as needed, to ensure compliance with local regulations.

7 Orientation and Transition

On the child's first day at Hello Honeybees Childcare, we will conduct an orientation to acquaint them with their new surroundings, caregivers, and fellow peers. We will work closely with parents/guardians to ensure a smooth transition and provide updates on the child's progress during the initial settling-in period.

Our enrollment process is designed to be efficient, welcoming, and tailored to meet the needs of each child and family. We prioritize creating a warm and supportive environment where children can flourish and parents/guardians can feel confident in the care and education provided at Hello Honeybees Childcare.



Required Documents

As part of our enrollment process, we require the following documents and forms to ensure that we have the necessary information to provide the best possible care for each child.

Parents/guardians must keep this information up to date and notify us of any changes as they occur.

☐ **Child Enrollment Form | PR-0185**

This form gathers essential information, including emergency contacts, medical history, authorized pick-up persons, and any special needs or accommodations. Completing this form ensures we can provide the best possible care and respond appropriately in case of an emergency.

☐ **Infant & Toddler Enrollment Information Form (if applicable) | PR-0184**

The Infant and Toddler Additional Enrollment Information Form helps us meet the unique needs of children under two. It includes details on feeding, sleep routines, and special care instructions to ensure a consistent, nurturing environment. Parents/guardians should update this form as needed.

☐ **Health and Immunization Records | 53-05A**

These forms include details about the child's medical history, allergies, any ongoing medical conditions, immunization records, and medication administration instructions.

☐ **Emergency Contact and Authorized Pickups | PR-0607**

Names and contact methods for emergency contacts, and a list of those authorized to pick your child up from Hello Honeybees Childcare.

☐ **Written Care Plan (if applicable) | PR-0491**

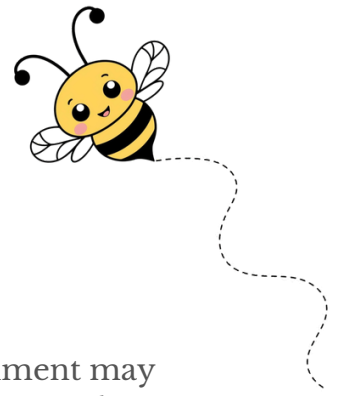
☐ **Allergy Care Plan (if applicable) | PR-0482**

☐ **Contract Agreement**

The Contract Agreement outlines the fees for services, payment schedule, payment methods, and any other applicable fees.

☐ **Handbook Acknowledgement**

Upon enrollment, parents/guardians are required to review and sign an acknowledgment of receipt of the family handbook. This ensures that parents/guardians are familiar with our policies, procedures, and guidelines.



Waitlist

At Hello Honeybees Childcare, we understand that demand for enrollment may occasionally exceed our available capacity. As a result, we have implemented a waitlist process to ensure fairness and transparency in admitting children when spaces become available.

To join our waitlist, interested families are required to submit a waitlist application form, indicating their preferred start date and any specific requirements or preferences. As spots become available, we review the applications on our waitlist and prioritize admissions based on a variety of factors, including the child's age, program preferences, and the order in which families joined the waitlist.

We strive to maintain open communication with families on our waitlist, providing regular updates regarding their status and estimated wait times. We encourage families to keep us informed of any changes in their enrollment plans or contact information to ensure that they remain up-to-date throughout the waitlist process. While we understand that waiting for a spot can be challenging, our team is dedicated to accommodating families as soon as possible while maintaining the highest standards of care and quality at Hello Honeybees Childcare.

Termination + Withdrawal

We understand that circumstances may change, and families may need to withdraw their child from our childcare facility. In the event that you wish to withdraw your child from our program, notice must be submitted in writing via email or a physical letter, clearly stating the child's name, last day of attendance, and the reason for withdrawal (optional). Parents/guardians are required to provide a minimum notice period of thirty days before withdrawing their child from the childcare facility. This allows us to make necessary arrangements and inform our staff about the impending change. Please note that parents/guardians are responsible for settling any outstanding payments or fees owed to the childcare facility before the child's last day.



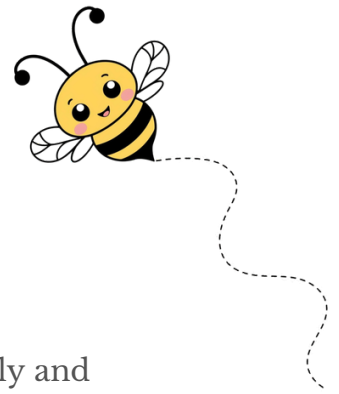
Tuition and Fees

Fees for care at Hello Honeybees Childcare are as follows:

Age Group	Full-Time	4-Days	3-Days	2-Days
Monthly Infant (under 2 yrs)	\$2150.00	\$1800.00	\$1400.00	\$1200.00
Monthly Preschooler (over 2 yrs)	\$1650.00	\$1400.00	\$1175.00	\$850.00
Application Fee	\$50.00	\$50.00	\$50.00	\$50.00
Yearly Supply Fee- due Aug 1st	\$150.00	100.00	\$100.00	\$75.00
Tuition Deposit	\$750.00	\$500.00	\$500.00	\$350.00
Half-Day/1-Day Schedules	Contact for availability and tuition			

Tuition fees are due on a monthly basis. Fees are due in full before the first of the month (for example, fees for May are due on or before the last day of April).

*The tuition deposit rolls over annually while your child remains in the program. This deposit is refundable with a 30 days' notice. This policy ensures a smooth transition for all families and allows us to plan accordingly.



Late Payment Fees

At Hello Honeybees Childcare, we emphasize the importance of timely and consistent fee payments to ensure the continued provision of high-quality care and educational experiences for all children. We kindly urge parents/guardians to make every effort to avoid late payments to prevent any inconvenience or additional charges. In the event of a late payment, a late fee of \$50 will be applied to the outstanding balance. Childcare services will be discontinued immediately if payment is not received by the 1st of the month unless a payment plan has been implemented.

Should you encounter any challenges or foresee potential delays in making payments, we urge you to communicate with our director promptly. We are committed to working with families to find suitable solutions and support your child's continued participation in our program. Your cooperation and adherence to our payment schedule are vital in maintaining a nurturing and enriching environment for all children, and we appreciate your understanding of the significance of timely payments in sustaining the quality of our services.

Adjustments

We understand that families may occasionally require adjustments to their child's schedule. In such cases, we are committed to providing fair and transparent fee adjustments to accommodate your needs. If you need to modify your child's schedule, please submit a written request for a schedule change. The request should include the desired changes, the effective date, and the reason for the adjustment. Fee adjustments are subject to availability and approval based on space availability and program capacity. We will make every effort to accommodate your request, depending on the availability of space. Upon approval of the schedule change, we will calculate the revised fee based on the new schedule. Any applicable adjustments will be reflected in your next billing cycle. Refunds, if applicable, will be issued within 30 days of the child's last day of attendance. Refunds will be made using the original payment method, unless otherwise specified.



Program Overview

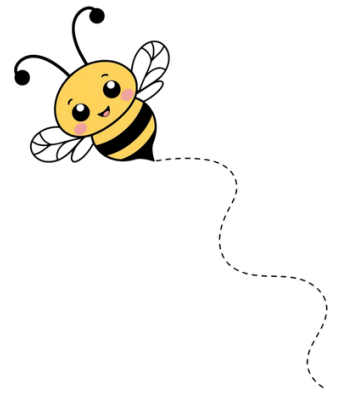
Preschool

7:30 AM	Arrival & Greeting
8:00 AM	Free Play & Exploration Centers
8:30 AM	Breakfast
9:00 AM	Circle Time - Welcome & Group Activity
9:15 AM	Story Time & Language Development
9:30 AM	Art & Creative Expression
10:00 AM	Outdoor Play or Gross Motor Activities
10:45 AM	Clean-up and Lunch Prep
11:00 AM	Lunch
11:30 AM	Rest & Quiet Time
2:45 PM	Snack
3:00 PM	Music & Movement
3:15 PM	Outdoor Play or Gross Motor Activities
4:00 PM	Learning Centers & Free Play
5:00 PM	Departure

School-Age

7:30 AM	Arrival
8:00 AM	Centers
8:30 AM	Breakfast
9:00 AM	Group Activity
9:15 AM	Language
9:30 AM	Art
10:00 AM	Outdoor Play
10:45 AM	Clean Up
11:00 AM	Lunch
11:30 AM	Rest/Quiet time
2:45 PM	Snack
3:00 PM	Homework
3:15 PM	Outdoor Play
4:00 PM	Free Play
5:00 PM	Departure

Please note that this schedule is just a sample and may vary depending on the age group and specific activities offered at Hello Honeybees Childcare. We aim to provide a well-balanced day that incorporates play, learning, outdoor time, rest, and social interactions.

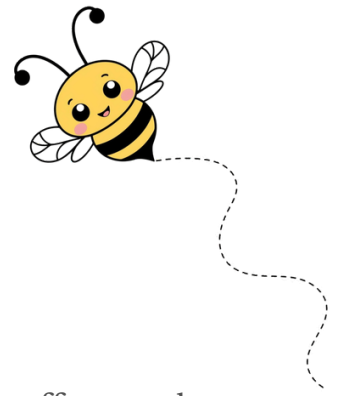


INFANT

7:30 AM	Drop-off + bottles/breakfast
8:30 AM	Diapers
9:00 AM	Circle time (books + songs + puppets/finger plays)
10:00 AM	Bottles/morning snack
10:15 AM	Diapers/clean up
10:30 AM	Nap time
11:30 AM	Bottles/lunch
11:45 PM	Story time (books + songs)
12:00 PM	Diapers
12:30 PM	Nap time
2:00 PM	Diapers
2:15 PM	Bottles/snack
3:00 PM	Sensory or art activity
4:00	Diapers
5:00	Departure

Please note that this schedule is just a sample and will vary depending on the needs of each infant. We aim to provide a well-balanced day that incorporates play, learning, outdoor time, rest, and social interactions.

To ensure the safety of non-crawling infants when sharing space with older children, we use a dedicated enclosed area near the caregiver. Infants remain in age-appropriate seating or on soft floor mats for supervised tummy time. Only soft, infant-safe toys are allowed in this space. Older children are taught to respect the boundaries of the infant zone and may engage from outside under supervision. This setup promotes safety, visibility, and gentle social interaction across age groups.



Pick-up and Drop-off

Drop-off Procedure

Parents/guardians must accompany their child to the designated drop-off area, where a staff member will greet them. Please share any important updates at that time. For safety, parents/guardians must sign in and provide the expected pick-up time, and remain within the drop-off/pick-up area. To support our daily schedule and activities, all children must arrive by 9:00 a.m. unless an alternate drop-off time has been approved in advance.

Pick-up Procedure and Authorized Persons

Parents/guardians or authorized individuals must arrive on time at the designated pickup area and present valid ID. Any changes to pickup arrangements require advance written notice. For safety, only those on the approved list may pick up a child. Unauthorized individuals will need identity verification and parental/guardian approval before a child is released.

Nap/Quiet Time

To support rest and well-being, we include a daily nap or quiet time. The state of Oregon requires that all children be given the opportunity to rest. Younger children may nap in a calm, supervised environment. For those who do not sleep, quiet activities will be provided to help them relax. We accommodate individual needs and routines to ensure all children feel comfortable and secure.

Clothing

Please dress your child in comfortable, weather-appropriate clothes suitable for play, both indoors and out. Expect messes- play can get messy! Send a full extra outfit (including socks and underwear) labeled with your child's name to keep in their cubby. This helps us handle any accidents quickly and keeps your child comfortable all day. See the supply list for additional items needed for your child's age group.

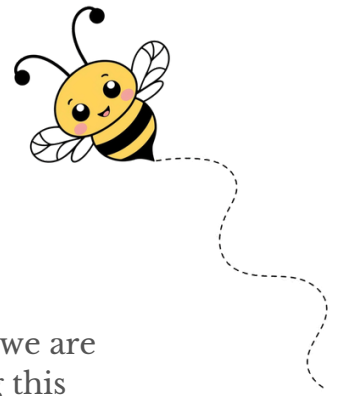


Toys

We request that parents/guardians refrain from allowing their child to bring personal toys or belongings from home, except for comfort items such as a small blanket or stuffed animal for nap time. Our aim is to promote fair and equal play among the children, as well as to prevent potential disputes or loss of personal belongings. Our program is well-equipped with a diverse range of age-appropriate toys, games, and learning materials to engage and entertain the children throughout the day. By adhering to this policy, we encourage social interaction, and aim to foster a sense of belonging within our close-knit community at Hello Honeybees Childcare. We do understand that there are times children will bring in items from home that are needed to transition into our space. Once they are adjusted, we will place the item in their cubby for pick up at the end of the day.

Media

We prioritize active engagement, creativity, and hands-on learning experiences over passive media consumption. Therefore, children in our program will have limited exposure to screens and digital media. Instead, we offer a diverse range of age-appropriate activities and materials that stimulate imagination, curiosity, and critical thinking. Our program incorporates a variety of educational materials, books, arts and crafts, music, and outdoor play to foster holistic development. Occasionally, we may include videos, recorded music, or other digital components that compliment our curriculum and educational goals.



Potty Training

Potty training is a significant milestone in a child's development, and we are committed to supporting both children and parents/guardians during this process. Our caring and experienced staff work closely with parents/guardians to ensure a consistent and positive approach to potty training while in our care. We follow the child's cues and readiness for potty training, providing encouragement and gentle guidance throughout the journey. Our caregivers regularly communicate with parents/guardians to understand the child's progress and any specific potty training techniques used at home. We maintain a child-friendly and hygienic environment in our restroom, with pottys and step stools to promote independence. Our caregivers assist and supervise children during potty visits, ensuring their safety and comfort. We respect each child's pace and readiness, allowing them to transition at their own pace without pressure. Our goal is to make the potty training experience a positive and successful one for both the child and their family.

Birthdays

When a child's birthday approaches, we create a fun and inclusive celebration to make them feel cherished and valued. Parents/guardians are welcome to recommend a simple treat or healthy snack for the class to enjoy during the celebration.

Field Trips

Field trips are valuable opportunities for hands-on learning and exploration beyond the walls of our program. However, due to safety concerns, we are unable to provide those options.

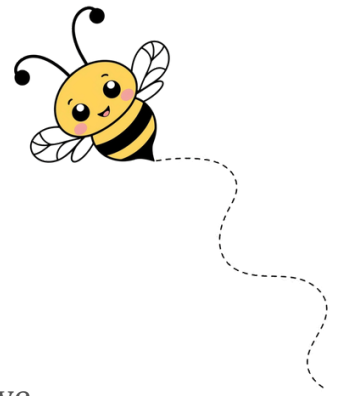


Health + Safety

We maintain a comprehensive health and safety policy to ensure a secure and nurturing environment for everyone at our childcare program. Our facilities are routinely inspected, and we adhere to all local and provincial regulations related to health and safety in childcare settings. Our staff members undergo rigorous training in first aid, CPR, and emergency procedures, and we maintain up-to-date health records for all children and staff. We have implemented thorough sanitation and hygiene practices, including regular hand washing, sanitizing of toys and surfaces, and maintaining a clean and hygienic environment. Additionally, we closely monitor and promptly address any health concerns or illness to prevent the spread of communicable diseases. Our aim is to create a safe and healthy space where children can thrive, explore, and learn, while parents/guardians can have peace of mind knowing their child's well-being is our top priority.

We encourage a culture of open communication with parents/guardians and caregivers to stay informed about any health issues or concerns. We require parents/guardians to keep their child at home if they show signs of illness or have a contagious condition to prevent the spread of infections. Our health policy includes guidelines for handling medication administration if required, and we work closely with parents/guardians to ensure that all medical needs are addressed appropriately. In the event of an emergency, we have established clear procedures for immediate action, and our staff is well-prepared to respond promptly and effectively. Please review our Health + Safety policies closely and feel free to let us know about any questions or concerns you may have.

Absence Due to Illness



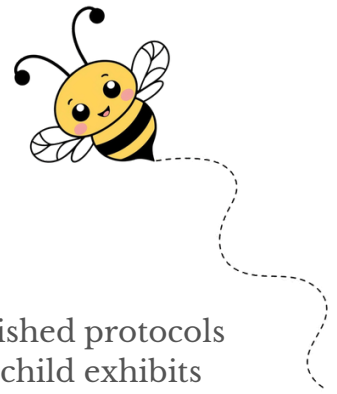
To maintain a safe and healthy environment, we have a comprehensive policy regarding absences due to illness. If your child is feeling unwell or exhibiting any of the following symptoms, they need to stay home to rest and recover.

- **Fever:** A temperature of 100.4°F (38°C) or higher indicates a fever, and the child should remain at home until they are fever-free for at least 24 hours without the use of fever-reducing medications.
- **Vomiting or Diarrhea:** If your child has vomited or had diarrhea within the last 24 hours, they should stay home to prevent the spread of infection.
- **Contagious Illness:** Children with contagious illnesses, such as chickenpox, strep throat, conjunctivitis (pink eye), or any other infectious condition, should remain at home until they are no longer contagious, as advised by their healthcare provider.
- **Severe Cough or Difficulty Breathing:** Persistent or severe coughing, difficulty breathing, or signs of respiratory distress require immediate attention, and the child should stay home until symptoms improve.
- **Rash or Skin Infections:** If your child has a rash with an unknown cause or a suspected skin infection, they should stay home until the rash is evaluated and treated by a healthcare provider.
- **Sore Throat:** A severe or persistent sore throat, especially with fever or swollen glands, should prompt the child to stay home and seek medical evaluation.
- **Lethargy or Extreme Fatigue:** If your child is unusually tired or lethargic, keeping them home to rest is essential for their recovery.

Children who are sent home due to illness may not return the following day and must meet all illness policy requirements before returning to care.

To report an absence due to illness, please contact the director by phone or email. Upon your child's return to childcare, we may request a note from their healthcare provider, clearing them to return to the facility if they have been diagnosed with a contagious illness. Your cooperation in adhering to our absence due to illness policy is crucial in maintaining a healthy and supportive environment for everyone at Hello Honeybees Childcare.

Illness While in Care



In the event that a child becomes ill while at childcare, we have established protocols to promptly address the situation with utmost care and attention. If a child exhibits symptoms of illness, such as fever, vomiting, diarrhea, severe cough, or any other contagious signs, our experienced caregivers will take immediate action to ensure the child's well-being and prevent the spread of infection.

Isolation/Separation Protocols

If a child shows symptoms of illness while in childcare, we will immediately separate them from other children to minimize the risk of transmission. The child will be placed in a designated isolation area under the supervision of a caregiver until their parent/guardian can pick them up. Throughout this period, our staff will provide compassionate care and comfort to the child, closely monitoring their condition.

Communication With Parent/Guardians and Caregiver

As soon as symptoms are observed, we will notify the child's parent/guardians or guardian promptly. We kindly request that parents/guardians keep their contact information up to date to ensure efficient communication during such situations. It is essential that parents/guardians or authorized emergency contacts are reachable and able to arrange for the child's prompt pickup from childcare.

Parents or authorized emergency contacts must pick up an ill child within 60 minutes of the initial phone call notifying them that their child needs to be picked up.

First Aid

Our caregivers are well-trained in basic first aid and are prepared to respond effectively to various health situations. In case of minor injuries or non-emergency illnesses, our staff will administer appropriate first aid and provide necessary care until parents/guardians arrive. For more severe or emergent health concerns, we will activate our emergency response plan and contact emergency medical services immediately.

We follow universal precautions by treating all bodily fluids as potentially infectious and using protective barriers, including gloves, when handling spills or injuries. Any contaminated surfaces are promptly cleaned and disinfected, and exposure incidents are documented and reported according to health and safety guidelines.

Illness Policy from Childcare Licensing Division



414-360-1010 Illness:

(l) A provider must not accept a child into care who:

(a) Is diagnosed as having or being a carrier of a child care restrictable disease, as defined in Oregon Health Authority administrative rules, except with the written approval of the public health administrator or licensed health care provider; or

(b) Has one or more of the following symptoms of illness, except with the written approval of the public health administrator or licensed health care provider:

(A) Fever over 100.4°F. A child with a fever over 100.4°F may return if fever free for 24 hours without the aid of medication.

(B) Diarrhea, which means three or more watery, bloody, or loose stools in 24 hours, the sudden onset of loose stools, or a child is unable to control bowel function when previously able. A child with diarrhea may return 48 hours after diarrhea resolves or with written clearance from a licensed healthcare provider.

(C) Vomiting at least one time, where there is no explanation for the vomiting. A child who vomits without explanation may return 48 hours after the last episode of vomiting or with written clearance from a licensed healthcare provider.

(D) Severe or persistent coughing. A child with severe or persistent coughing may return after symptoms are improving for 24 hours or with written clearance from a licensed healthcare provider.

(E) Unusual yellow color to skin or eyes. A child with unusual yellow color to skin or eyes may return to care with written clearance from a licensed healthcare provider.

(F) Open sores or wounds discharging bodily fluids. A child with open sores or wounds discharging bodily fluids may return to care after rash is resolved, when sores and wounds are dry or can be completely covered with a bandage, or with written clearance from a licensed health care provider.

(G) Stiff neck and headache with one or more of the symptoms listed above

Illness Policy from Childcare Licensing Division



414-360-1010 Illness (continued):

- (1) A provider must not accept a child into care who: part (b) continued
- (H) Uncharacteristic lethargy, decreased alertness, increased irritability, increased confusion, or a behavior change that prevents active participation in usual school activities. A child with any of the above symptoms may return to care when symptoms resolve, return to normal behavior, or with written clearance from a licensed health care provider.
 - (I) Difficulty breathing or abnormal wheezing. A child with difficulty breathing or abnormal wheezing may return to care after symptoms are improving for 24 hours.
 - (J) Complaints of severe pain. A child with complaints of severe pain may return to care after symptoms are improving.
 - (K) Eye lesions that are severe, weeping, or pus filled. A child with eye lesions that are severe, weeping, or pus filled may return to care after symptoms resolve or with written clearance from a licensed healthcare provider.
- (2) If a child who has been admitted into care shows signs of illness, as described in this rule, a provider must:
- (a) Separate the child from the other children in a location where the child can be supervised by caregivers and carefully observed at all times;
 - (b) Notify the parent/guardian to remove the children from care as soon as possible; and
 - (c) Until the parent/guardians arrives, provide the child with an individual cot, mat, or bed that can be easily cleaned and disinfected after use.
- (3) If any child, caregiver or volunteer has a restrictable disease, as defined in Oregon Health Authority, Public Health Division Chapter 333, Division 19 Investigation and Control of Diseases: General Powers And Responsibilities, a provider must:
- (a) Immediately report the incident or illness to the local health department;
 - (b) Follow the health department's recommendations on exclusion and readmission of children and caregivers; and
 - (c) Post a notice for the parents/guardians of all children who attend the home.



Medications

Some children may require medication to manage specific health conditions while in our care. We follow strict procedures to ensure the safe and responsible administration of medications. Our policy includes:

Authorization and Documentation

Before any medication can be administered at our childcare facility, we require written authorization from the child's parent or legal guardian. This authorization must include specific details such as the child's name, the name of the medication, dosage, frequency, and any additional instructions provided by the healthcare provider. Additionally, the authorization form should outline any potential side effects or adverse reactions that our staff should be aware of during medication administration.

Safety Storage + Handling

All medications brought to childcare facility must be properly labeled with the child's name, the name of the medication, and the dosage. Medications should be provided in the original container from the pharmacy or manufacturer. Our staff will store medications in a secure and designated location, inaccessible to children, to ensure the safety and integrity of the medications.

Communication With Families

We believe in open communication with parents/guardians regarding their child's health needs. Our caregivers will maintain a detailed medication log, recording each instance of medication administration, including the date, time, and dosage given. Parents/guardians will receive regular updates on their child's medication schedule and any relevant observations

Emergency Preparedness



At Hello Honeybees Childcare, we prioritize safety with thorough emergency and evacuation procedures. These plans are regularly reviewed and updated to ensure a secure, prepared environment for all children and staff. In the event of an emergency, caregivers and children are alerted using a whistle. Children in attendance are always supervised and accounted for during and after any emergency.

Notifying Parents/Guardians, Evacuation Location, and Plan of Transportation

In the event of an emergency, parents/guardians will be notified via text message as quickly as possible until a phone call can be made.

In the event of an evacuation due to a fire, hazard, or natural disaster, Hello Honeybees Childcare will walk children and relocate to:

Beasley Location: Lake Grove Presbyterian Church at 4040 Sunset Dr, Lake Oswego.

Fernbrook Location: next door neighbors house

Parents/guardians will be notified as soon as possible to pick their children up from this location.

For emergency medical care:

Legacy Meridian Park Medical Center, 19300 SW 65th Ave, Tualatin 503-692-1212

Emergency Supplies and Contact Information

In the event of an emergency, children will remain under supervision until they are safely reunified with their families. In the case of an evacuation, an emergency backpack will be taken, containing essential supplies including diapers, wipes, baby food, formula, bottles, water, and snacks. Emergency supplies are stored near the evacuation wagon for quick and easy access if needed. Brightwheel provides ongoing access to important records, including emergency contact information, medical authorizations, and caregiver details. This ensures easy access for families and caregivers during and after an emergency, supporting smooth operations and preparedness.

Infant and toddlers will be placed in the evacuation wagon while older children will walk to the location site.

In the event phones are not working, call the out of area contact at (408) 891-2569 for information. Carsyn Torode will have next step information for families.

Shelter in Place, Lockdown, Natural, and Man-Caused Events (including power outages)

- Call 9-1-1 as needed
- Gather all children inside into the main living room.
- Close and lock all windows and doors.
- Position children in a safe place against walls or on the floor; position children behind a bookcase or turn a table on its side to use as a buffer.
- Maintain as calm an atmosphere as you can. Provide quiet toys/items to help keep children quiet.

Emergency Preparedness



Children with Special Needs or Other Conditions

For children with special needs or chronic medical conditions, individual needs will be met by maintaining a special emergency bag provided by their family. This ensures that necessary supplies and medications are readily available. If additional assistance is required, a trusted neighbor will be contacted to help.

In the event of an emergency, our staff is trained to administer emergency medication (e.g., epinephrine auto-injectors for severe allergic reactions) to a child with a known medical condition, as specified in the child's medical authorization form. Parents/guardians will be informed immediately of any emergency medication administration.

Response to Serious Illness, Injury, or Death

To maintain a healthy environment, children or staff with acute illness must stay home until symptom-free for 24 hours without medication. If a child becomes ill in care, parents/guardians will be notified for prompt pickup. Backup care will be arranged if a staff member is ill. Emergency authorities, including medical or poison control, will be contacted if necessary.

In case of a serious illness, injury, or death, immediate action will be taken to ensure safety. Emergency services will be called if needed, and parents/guardians will be notified. An incident report will be completed, and procedures reviewed. Support services, including counseling, will be referred to families and staff as needed.

Response to a Lost or Missing Child

In the event a child is unaccounted for, an immediate search of all indoor and outdoor areas will be conducted. If the child is not located promptly, emergency services will be contacted, followed by notification of the child's parent/guardian. The caregiver will continue to ensure the safety and supervision of all other children while coordinating with first responders. A written incident report will be completed, and safety procedures will be reviewed and adjusted as needed.

Allergy Management

Information and Communication

Prior to enrollment, we request parents/guardians to inform us of any known allergies or dietary restrictions their child may have. This information is carefully documented and shared with our caregiving staff, ensuring that everyone is aware of specific allergy concerns. We encourage parents/guardians to provide written details about the child's allergies, including the specific allergens, symptoms, and emergency response procedures.



Nutrition and Mealtimes

Snack and Meal Schedule

Our meal and snack policies are rooted in promoting healthy nutrition and fostering a positive mealtime experience for all children in our care. We adhere to a thoughtfully planned meal and snack schedule, providing balanced and nourishing options throughout the day. We maintain a nut-free and allergy-aware environment to prioritize the safety and well-being of all children. Our dedicated staff actively engages with the children during mealtimes, modeling healthy eating habits and creating a positive atmosphere that encourages exploration of new foods. We aim to create lifelong habits of healthy eating, while also fostering a love of exploring new foods!

Children are offered a snack at 2:45 pm. Meals are served at 8:30 am and 11:00 am. Water is always available to children.



Behavior Management

We use a positive approach to behavior guidance, focusing on nurturing social and emotional development while creating a respectful and supportive environment. Our staff actively engage with children, using strategies that promote positive behaviors, encourage self-regulation, and build valuable life skills. Some of these techniques include:

Clear and Consistent Expectations

We establish clear and age-appropriate expectations for behavior, ensuring that children understand what is expected of them.

Encouraging Kindness and Empathy

We actively promote kindness and empathy among children. Our caregivers encourage acts of kindness, such as sharing, comforting, and helping others.

Respecting Boundaries and Personal Space

We teach children the importance of respecting personal boundaries and personal space.

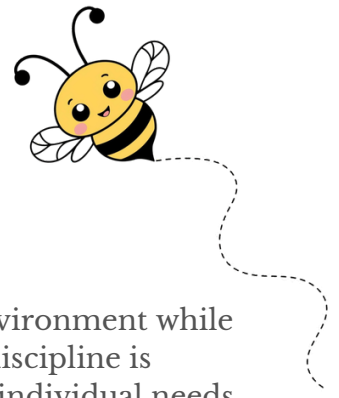
Teaching Conflict Resolution Skills

Conflict is a natural part of social interactions, and we see it as an opportunity for learning. Our caregivers model effective conflict resolution techniques and encourage children to communicate their feelings and needs. We guide them in finding constructive ways to resolve conflicts and collaborate in finding solutions that respect the needs and feelings of all involved parties.

Learning How to Be a Friend

We understand that sharing can be challenging, especially for young children, as it may not always align with their developmental stage. Instead of forcing sharing, we guide children in learning how to take turns, express their needs, and develop empathy through structured activities, games, and group interactions. Our approach focuses on modeling patience, cooperation, and respect for others, helping children build social skills in a way that feels 29
natural and supportive.

Discipline Policy



Our discipline policy is rooted in promoting a positive and respectful environment while guiding children towards making responsible choices. Our approach to discipline is developmentally appropriate, taking into consideration each child's age, individual needs, and understanding of consequences. Our day follows a predictable pattern so children know what to expect, while we model teamwork and caring for one another.

Developmentally Appropriate Discipline

We recognize that discipline techniques should align with each child's developmental stage and ability to comprehend consequences. Our caregivers employ discipline strategies that are gentle, nurturing, and age-appropriate, taking into account a child's cognitive and emotional development.

Natural and Logical Consequences

When appropriate, we utilize natural consequences to allow children to experience the direct outcomes of their actions. For instance, if a child refuses to wear a jacket on a cold day, they may feel cold, experiencing the natural consequence of their decision. Similarly, we implement logical consequences that are directly related to a child's behavior, offering opportunities for learning and growth.

Bee Calm Space

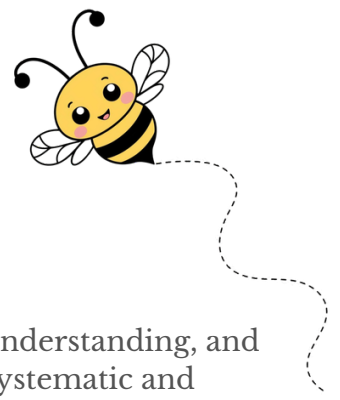
In certain situations, we provide a supervised calming space where a child can take a break, regain composure, and practice self-regulation. This quiet and comforting area is designed to help children manage their emotions in a supportive way, encouraging reflection and self-soothing rather than punishment.

Redirection and Alternatives

Our caregivers use redirection techniques to guide children towards more appropriate behaviors. When a child engages in challenging behavior, we gently redirect their attention to a more suitable activity or behavior, encouraging positive choices.

Involving Children in Problem Solving

We believe in empowering children to participate in problem-solving discussions. In situations where challenging behaviors arise, we engage children in age-appropriate discussions, encouraging them to express their feelings and find solutions together. This collaborative approach fosters a sense of ownership and accountability in children for their actions.



Challenging Behaviors

Our approach to addressing challenging behaviors is rooted in empathy, understanding, and proactive measures to support each child's individual needs. We follow a systematic and compassionate process to address and manage challenging behaviors, ensuring the well-being and success of every child. The steps taken for challenging behaviors are as follows:

Understanding Underlying Causes of Challenging Behaviors

Our caregivers closely observe and assess children's behaviors to identify any underlying factors that may contribute to challenging behaviors. These factors may include frustration, emotional stress, communication difficulties, or changes in routine or environment. By understanding the root causes, we can develop targeted strategies to address these challenges effectively.

Biting

We recognize that biting can be a normal part of early childhood development, especially when children are still learning communication and emotional regulation skills.

If a biting incident occurs, caregivers will respond calmly and provide care and support to both children involved. We will help children learn appropriate ways to express emotions and communicate needs.

Parents/guardians of both children will be notified promptly following a biting incident. If biting becomes an ongoing concern, we may work with families to develop individualized behavior support strategies using positive guidance techniques.

Additional Information

There are no exemptions for the use of corporal punishment in our child care program. Parents/guardians may not authorize or grant permission for the use of any prohibited punishment practices.

The following practices are prohibited in our program:

- Hitting, spanking, slapping, shaking, pinching, or any form of physical punishment
- Yelling, shaming, threats, ridicule, or humiliation
- Withholding food, water, rest, bathroom access, or comfort
- Punishing children for toileting accidents
- Confining a child in a locked or enclosed space

Our program uses positive guidance techniques that support children's social-emotional development, self-control, and respect for others.



Communication

At Hello Honeybees Childcare, we prioritize clear and effective communication between parents/guardians and caregivers to ensure the best possible care and support for each child. We understand that open lines of communication are essential in building a strong partnership between parents/guardians and caregivers. We offer various methods of communication to keep parents/guardians informed and engaged in their child's daily experiences. The following are the primary methods we employ to facilitate communication:

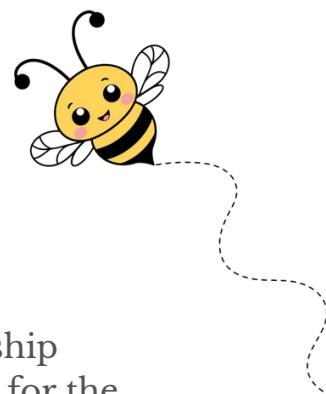
Daily Notes and Communication

We use daily reports and communication through our Brightwheel app to share highlights of a child's day with parents/guardians. These reports provide valuable insights into the child's activities, behaviors, and milestones during their time at care. Our caregivers ensure that these updates are readily available before pick-up, allowing parents/guardians to stay connected with their child's daily adventures.

Email Communication

We maintain open lines of communication through email, providing parents/guardians with a convenient means of reaching out to caregivers. Parents/guardians can use email to share any concerns, inquiries, or important information about their child.

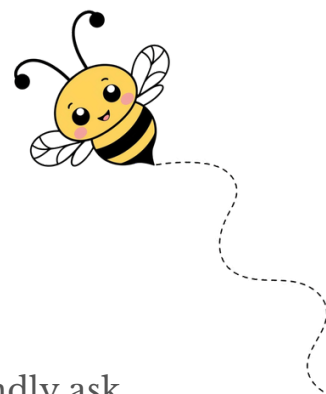
Parent Responsibilities



At Hello Honeybees Childcare, we believe that a strong partnership between parents/guardians and the childcare facility is essential for the well-being and growth of each child. By adhering to the outlined parent/guardian responsibilities, we can work together to create a nurturing and enriching environment for all children in our care.

Attendance Parents/guardians are responsible for ensuring their child's regular attendance. If a child will be absent, parents /guardians should notify the facility by 9:00 am to help with planning.	Be On Time Parents/guardians are expected to drop off and pick up their child at the agreed-upon times. If unforeseen circumstances arise, parents/guardians should communicate with the facility to make appropriate arrangements.	Communication Parents/guardians are encouraged to maintain open communication with caregivers. Sharing important information about a child's well-being, changes in routine, or relevant events at home is crucial to provide comprehensive care.
Provide Supplies Parents/guardians are responsible for keeping an adequate supply of necessary items at childcare. This includes diapers, formula, extra clothing, comfort items, and anything else the child may need while in care.	Update Forms Parents/guardians are expected to update their child's registration forms whenever necessary. Please make sure we have accurate contact numbers, pickup lists, allergies or health information, and other important information.	Tuition Payments Parents/guardians are responsible for making timely payments for their child's tuition and any additional fees as outlined in the contract agreement. Late payments are subject to fees and additional charges.

Parent Responsibilities



To help us care for your child with love and consistency, we kindly ask families to send a few items each day and refresh supplies as needed monthly. Please be sure all items are clearly labeled with your child's first and last name.

Infants	Toddler	Preschool
To be kept on-site: • 2-3 seasonally appropriate changes of clothes, including socks • A sleeper or sleep sack for nap time • Pacifiers or comfort items, if needed • Diapers for the month • Diaper ointment	To be kept on-site: • 2 seasonally appropriate changes of clothes, including socks • A small stuffed animal/comfort item for nap time • Diapers for the month (if needed) • Pull-Ups for the month (when potty training) • Diaper ointment (if needed)	To be kept on-site: • 2 seasonally appropriate changes of clothes, including socks • A small stuffed animal/comfort item for nap time
Daily Items	Daily Items	Daily Items
• Prepared bottles of formula or breastmilk (enough for the full day) with child's full name and date • Extra bottle (in case of spills or increased hunger) • Bottle caps • Bottle Bag labeled • Diaper Bag	• Coat or sweater for outdoor play • Children should wear shoes that they are able to put on by themselves	• Coat or sweater for outdoor play • Children should wear shoes that they are able to put on by themselves



Confidentiality and Abuse Policies

Our policies and procedures are designed to ensure the protection of personal information and the well-being of every child in our care. We understand the gravity of our duty to report child abuse and the importance of adhering to data protection measures. Our staff is trained to handle sensitive information responsibly and to act promptly and appropriately when concerns arise. We value the trust placed in us by parents/guardians and are dedicated to upholding the highest standards of confidentiality and privacy at all times.

Confidentiality

All staff members are required to handle any information related to children and families with the utmost care and discretion. Confidential information should only be accessed by authorized personnel on a need-to-know basis. Personal information should not be disclosed or shared with unauthorized individuals or entities. We obtain written consent from parents/guardians before sharing any child-related information outside of the childcare facility, except as required by law or for the child's safety and well-being. Parents/guardians have the right to specify their preferences regarding the sharing of their child's photos, activities, or artwork on public platforms, and we respect these choices. All staff members are bound by this confidentiality policy and are required to sign agreements to acknowledge their responsibility in safeguarding information.



Duty to Report

To report suspected child abuse or neglect in Oregon, call Oregon Child Abuse Hotline at 1-855-503-SAFE (7233)

In cases where there are concerns for a child's safety or well-being, confidentiality may be waived to ensure the child's best interests. Our duty to report child abuse policy outlines the steps and responsibilities of our staff when they suspect or become aware of any signs of child abuse or neglect. The following are the key aspects of our duty to report child abuse policy:

Recognizing Signs of Abuse

We provide comprehensive training to all staff members to help them recognize the physical, emotional, behavioral, or environmental signs that may indicate child abuse or neglect. Staff members are encouraged to be vigilant and attentive to any changes or patterns in a child's behavior that may raise concerns.

Reporting Procedures

If a staff member has reasonable cause to believe that a child is experiencing abuse or neglect, they are required to report it immediately to the designated child protection authority or the local child welfare agency. Staff members who make a report in good faith are protected by law from retaliation or adverse consequences. We maintain the confidentiality of staff members who report suspected child abuse or neglect, and their identity is not disclosed, except as required by law.

Collaboration with Authorities and Families

We cooperate fully with child protection authorities, law enforcement, and other relevant agencies in any investigations related to child abuse or neglect. While reporting is a legal obligation, we also recognize the importance of open and transparent communication with parents/guardians.

Acknowledgement Form

It is important that parents/guardians and families are aware of Hello Honeybees Childcare's policies and guidelines for care. Please read and familiarize yourself with these and use them as a reference for situations like tuition fees, illness, meals, and other day-to-day questions.

Acknowledgement

My/our signature(s) below verify that I/we have read the Hello Honeybees Childcare Family Handbook and agree to follow and abide by the guidelines and policies within.

Please return the form to be kept with your child's file. All forms and documents as listed below must be submitted before your child may begin care.

Modification/Amendment Policy:

Any changes to tuition rates, policies, or terms will be communicated in writing at least four weeks in advance to allow families time to prepare.

Signature

Date

Signature

Date

Required Documents

- ☐ #1 Child Enrollment Form | PR-0185
- ☐ #2 Infant & Toddler Enrollment Information Form (if applicable) | PR-0184
- ☐ Health and Immunization Records | 53-05A
- ☐ Emergency Contact & Authorized Pickups | PR-0607
- ☐ Written Care Plan (if applicable) | PR-0491
- ☐ Allergy Plan (if applicable) | PR-0482
- ☐ Contract Agreement
- ☐ Family Handbook Acknowledgement

