



## **Busy Bees Parents Handbook**

### Your Child's Well-being is Our Top Priority

Please ensure that you provide all necessary information regarding your child's allergies or any chronic illnesses that we should be aware of. We are committed to offering inclusive care for all children; however, please note that our center may have limitations in providing specialized educational services.

If your child has special needs or requires additional support, we will do our best to accommodate them. This may involve additional costs. In cases where we are unable to provide the necessary support due to our limitations, we may need to unenroll your child. If this happens, your deposit will be fully refunded. Our priority is the well-being of every child, and we will work closely with parents to find the best possible solutions.

We are dedicated to maintaining a healthy preschool environment. If your child is unwell, please keep them at home under your care. Kindly refer to our Health Policy for guidance on illnesses and the necessary steps to follow.

**Special note:** Special Education Need (such as ADHD, Dyslexia etc) We are committed to inclusive care for all children, but please be aware that our centre may have limitations in providing special education services. If your child has special needs or shows signs of requiring extra support, we will do our best to accommodate them, which may involve additional costs. If we can't provide the necessary support due to our limitations, we may need to unenroll your child. Your deposit will be fully refunded. We prioritize the well-being of every child and will work with parents to find suitable solutions.

● **Food:** Busy Bees will provide breakfast, lunch, and afternoon snacks. We do not allow outside food or snack unless children have (intolerance or other medical need) – (If you have specific milk please leave at our administration office-nutritionist to take care). School menu is subject to change without notification. Menu is available upon request.

● **Holidays:** We follow Thai Public Holidays and observe the Christmas-New Year Holiday. Tuition fees are charged at the normal monthly rate. Thai Public Holidays may occur throughout the year, and you can refer to our calendar for information on closure days. The Centre is open all year round.

● **Vacation / Emergency HOLDS:** Apply for one time per 12 months contract

If your child will be absent for a family vacation (outside our announced holidays), we offer a courtesy hold for a maximum of 20 working days (within 1 month) with 40% fee

charge to reserve child space. If the absence exceeds mentioned period, charges will be prorated. If you do not submit a vacation by written to show your intention to keep the space, please note that space upon return is subject to availability, and we appreciate your understanding of our space limitations.

Family Emergency-Serious Health issue please discuss with administration office regarding tuition fee.

- Sick leave: Parents are required to agree that sick leave taken by their child will not be considered for a discount on the tuition fee for the following month. This agreement is necessary to prevent any conflicts between the centre and parents in the future. However, we understand that wellbeing for the whole centre is importance, and we have strict rule to follow. If your child has taken continually more than 2 weeks sick leave with doctor note. It will be considered 15% discount credit for the next bill.

- Bedding: We will provide bed for each kid. However, parents must provide mattress – pillow – blanket -bedsheet set for your own specific need. If you are doing potty training and wish to have your child train for no diapers during nap time, please provide their personal mattress from home. There will be return the bedding set to parents on Friday for laundry. We do have spare set-in case of any dirty stain. Or if you wish to leave spare set with us for your child you are very welcome.

- Hours of Care/Late Pickups: We are open Monday- Friday from 8:00 - 15.30 Hrs. The fee is including services and 3 meals. (15:00-15:30 Hrs. is the schedule time of the afternoon snack and free play waiting for pick up)

Pick up time is between is between 15:30-16:00 Hrs.

It is important and necessary for you to pick up your child on time. A child whose ride is late experiences great anxiety and worries.

We understand that emergencies happen. If an emergency occurs, take time to give us a call. It is necessary for us to make sure we can arrange the nanny for their working overtime to do nanny service to your child.

Please refrain from leaving voicemails for late pick-ups. In case of an emergency, contact our administration office directly via phone. For nanny service if you cannot make the pickup on time, please make sure you contact the centre 30 minute before your pickup time. We care for your child wellbeing as much as we do respect our staff working hours. We would like to make sure our staff can arrange the time to support you child during needed.

Your child's safety is our top priority, and we take it seriously. Busy Bees Preschool Phuket provides a Parent Handbook with more information.

There is fee to reassure that you leave your child with a good care during your necessary time.

Late pick up the first 15 minute (16:00-16:15 Hrs.) will be charge at 50 THB

16:00 – 17:00 Hrs. is THB 250 charge for the first child / the second sibling is THB 150 charge.

17:00-18.00 Hrs. is THB 350 charge for the first child / the second sibling is THB 250 charge.

17.00 Hrs onward are required confirmation of availability from school.

After 18:00 Hrs. is THB 450 charge for the first child / the second sibling is THB 350 charge.

(After 18:00 Hrs. your child will be provided a light meal before parents to pick them up)

- Sign in & Out: All children must be signed in and out daily with a full signature of an authorized adult. When enrol your child in, please state who will be picking up your child if other than you. Your child will not be released to anyone who is not on the emergency form and with proper ID. No exceptions.

- Drop off: Establishing a routine for drop-off at preschool is indeed crucial for children's security, understanding, independence, and adjustment.

Building Independence: Gradually transitioning from drop-off to independent play encourages children to become more self-reliant. This is an important skill for their development.

Facilitating Adjustment: While it's natural for children to feel some initial difficulty adjusting to a new environment, a structured routine can help them settle in more easily over time.

Absolutely, cooperation between preschools and parents regarding the drop-off policy is crucial. When both parties are aligned and understand the rationale behind the policy, it can create a smoother transition for the children. Clear communication about the expectations and reasons for the drop-off routine can help parents support their children's adjustment and help the preschool staff provide the necessary care and guidance during this transition period.

- Pick up: Once signed out from the administration office, your child is under your care. If you wish to extend playtime from 15:30 to 16:00, please ensure your supervision and responsibility during that period.

## Health Policy

### Symptoms of Illness Notification

**Rules:**

1. If a child is put on antibiotic therapy, the child must be on medication for a full 24 hours, and no longer contagious before returning to the centre.
2. Doctor Note info: To return to the centre, all doctor's note must state that your child is Not Contagious and or when child can return to the centre.

No.	SIGNS AND SYMPTOMS	GUIDELINES FOR RETURN TO PREESCHOOL
1	<p><b>FEVER</b> of 37.8 degrees or above taken under the arm or in the ear (add a degree if taken under the arm.) Parent will be Notified Immediately. Child's temperature will be taken two more times during the next 30 minutes. If fever rises above 38.5 degrees parent is called to pick up child within one hour.</p> <p>Time:.....Temp:.....</p> <p>Time of notified parent: .....</p> <p>Time to notified parent to pick up .....</p> <p>By staff name:.....</p>	<p>May return to preschool only when child's temperature has been normal for at least 24 hours (without a fever reducing medication) and if all symptoms are gone</p>
2	<p><b>CONJUNCTIVITIS/PINK EYE:</b> Runny eyes, watery, yellow or green discharge. After being cleaned up once, if symptoms reappear, child is sent home.</p> <p><b>NOSE:</b> ANY volume and continuous nasal discharge-clear, white, yellow, or green child is sent home.</p> <p><b>MOUTH:</b> Sores, blisters, weepy or scaly, child is sent home.</p>	<p>May return to school after a full day of antibiotics, and if symptoms are no longer contagious per doctor's note.</p> <p>** See doctor's note info above</p> <p>May return after at least one full day following the day the child went home and when symptoms are gone.</p> <p>May return after at least one full day following the day the child went home and when symptoms are gone and are no longer contagious.</p>
3	<p><b>SKIN RASH/SORES:</b> Red, itchy, welts, circular, raised, ringworm OR any undiagnosed rash or sore on any body part, child is sent home.</p>	<p>May return to preschool after at least one full day following the day child went home after All symptoms are gone and only if sores are crusted over and dried and are no longer contagious per doctor's note.</p>

4	<p>VOMMITTING: Any vomiting, a child will be separate with other children. If there is any repeating vomiting within 30-minute administration staff will call parents to pick up immediately.</p> <p>ABDOMINAL PAIN: First complain is observed. If it continues and increases in severity for the next 30 minutes, child is sent home.</p>	<p>May return to preschool after at least one full day following the day the child went home and after ALL symptoms are gone and the symptoms are no longer contagious.</p>
5	<p>LICE/HAIR INFESTATION: (any sign of nits or eggs in the hair) child is sent home immediately.</p>	<p>May return after at least one full day following the day child went home and ALL signs of infestation are gone and are no longer contagious.</p>
6	<p>RESPIRATORY: Coughing or sneezing, difficulty breathing, wheezing, child is sent home.</p> <p>STIFF NECK: CHILD IS SENT HOME IMMEDIATELY!</p> <p>CHILD IS BEHAVING ILL:        May return after at least one full day following the day child went home and after ALL symptoms are gone and are no longer contagious.</p> <p>Lethargic, sleepy, headache, stomach-ache. Child is pulling the ear, or ear is draining, or any other symptoms of illness child is sent home.</p>	<p>May return after at least one full day following the day child went home and after ALL symptoms are gone and are no longer contagious.</p>
7	<p>DIARRHEA: that occurs twice (parent will be called for pick up). After first bout of diarrhoea teacher will look for symptoms of flu, cold, etc. If symptoms are present after the first bout parent will be called for pick up. Diarrhoea that does not make it to the toilet, parent will be notified for pick up.</p>	<p>May return to preschool when child has been diarrhoea free for a period of 24 hours, and or if symptoms flu, etc., are no longer present.</p>
8	<p>Chickenpox: The chickenpox is a varicella-zoster virus. Chickenpox is highly contagious, which means it is very easy to catch. It can be spread by having direct contact with the person who has chickenpox, especially by touching the liquid from the blisters. Chickenpox is also spread by the fluids that are coughed</p>	<p>Our policies require children with chickenpox to stay home until the rash has crusted over or cleared at least minimum 2 weeks' time or more depend on each child. If we have doubt of accepting your child back to the centre, doctor note may require for confirmation upon return.</p>

	<p>or sneezed into the air. However, it can still be passed on for a few days after the spots have crusted over.</p>	
9	<p>Cold, flu, and other not-so-fun bugs!!! If you're a parent, you probably aren't looking forward to the first morning your child wakes up not feeling well and you must decide if they should stay home from school or not.</p> <p>Persistent Cough: Coughing spreads germs and can be distracting for a child and their classmates. Keep your child at home</p> <p>Keep your child home if they: Are having trouble breathing. Have consistent drainage from their nose. Have discoloured mucus May return to school when child has been free symptoms for cold, flu, etc., are no longer present.</p> <p>if they have a persistent cough that's causing mucus (a productive cough) or shortness of breath.</p> <p>Running nose: If your child's nose is dripping nonstop or they frequently need to blow their nose, they've probably got a cold or another respiratory. If your child is constantly using tissues, those little germ balls are going to get spread around the classroom—and so will the illness.</p>	<p>Keep your child home if they: Are having trouble breathing. Have consistent drainage from their nose. Have discoloured mucus May return to school when child has been free symptoms for cold, flu, etc., are no longer present.</p>
10	<p>Must follow Public Health Officials Hand Foot Mouth (HFMD) After contact with HFMD, Children need to stay home for at least 7 days. Children with widespread blisters may need to stay home until the blisters dry up. It's crucial to take immediate measures to control the spread. If more than 2 children infected in the same class within one week. This includes closing the affected classroom for at least 5 working days</p>	<p>Doctor Note info: To return to the centre, all doctor's note must state that your child is Not Contagious and or when child can return to the centre.</p>

	<p>to thoroughly clean and disinfect surfaces that may have been touched by sick children. Additionally, notifying public health officials is important for tracking and controlling the spread of the disease.</p>	
--	---	--

**Special Note:**

Due to Health Policy, The centre must follow Public Health Officials regarding **Hand Foot Mouth (HFMD) disease**. If the childcare centre must temporarily close due to public health protocols related to HFMD, tuition fees may still apply. To compensate for lost time, we may offer two extra days of extracurricular activities on the weekends within the same month or the following month. The rest of illness policy parent must follow strictly for the whole centre wellbeing.

**COVID / other Pandemic** will strictly follow Ministry of Health rules and regulation upon announcement.

Thank you for reaching out to us and we are looking forward to providing your child a safe environment and great experience at Busy Bees Preschool Phuket

Busy Bees Team

I have read, understand, and agree to abide by all or the above policies and conditions.

Parent/Guardian

Signature \_\_\_\_\_ Date \_\_\_\_\_