



Little Learners Preschool & Hive Time Childcare



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Contact Information

Office Hours:
7 am - 3:30 pm
Fax: 263-262-8185

Address:
17901 205th Avenue
Big Lake, MN 55309
(located in Liberty Elementary)

Little Learners Preschool
Phone: 763-262-3233
Email: earlychildhood@biglakeschools.org

Hive Time Childcare
Phone: 763-262-8284
Email: hivetime@biglakeschools.org

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Little Learners Preschool

Welcome to Little Learners Preschool!

Dear Parents/Guardians,

We are happy to welcome you to the Big Lake Schools Little Learners Preschool! We believe that preschool years are a period of rapid growth for young children when skills, abilities and attitudes develop, which they carry with them their entire lives.

Little Learners is a school readiness preschool program delivered through Big Lake Schools Community Education Department. We serve children 3-5 years of age who reside in Big Lake and the surrounding communities. We offer a play-based early childhood curriculum that focuses on the needs of the “whole” child with an emphasis on social skills and early literacy development. Several classrooms provide inclusion opportunities for children with special needs and include teachers and support staff from Early Childhood Special Education.



Our staff shines at helping your child succeed! All of our teachers are licensed early childhood teachers with four year education degrees or higher. Our program strives to offer the best in early education! That is why we have received the highest possible rating from Parent Aware – four stars!

Our preschool program is designed to provide an enriched environment in which your child can learn and develop in an atmosphere of love, warmth and acceptance. The program and the environment are the result of careful planning and structuring to meet individual and group goals.

This handbook contains program goals, policies, typical daily activities and other pertinent information. Please read these pages carefully, and save it for future reference. Feel free to ask questions about anything that is unclear.

Big Lake Early Childhood Programs
763-262-3233

Philosophy and Goals



Little Learners provides a clean, safe, healthy environment where every child can develop emotionally, physically, intellectually and socially. The program encourages learning and growth through play. We believe that children grow at their own pace, and we support their development in ways that help them become confident in themselves as learners. It is our goal to create an environment and program where the child's natural desire to learn is stimulated through meaningful, appropriate and playful learning experiences; one that meets the needs of each child as an individual.

Student Goals:

- Promoting a positive attitude toward learning.
- Building trust, security, and a positive self-esteem.
- Developing healthy social and emotional skills, including appreciation for people of different abilities and backgrounds.
- Promoting physical and emotional well-being.
- Building important early math and literacy knowledge.
- Encouraging creative thinking and problem solving.
- Respect toward self, others and the environment.

Curriculum and Assessment

The Little Learners Preschool program is structured around daily activities including outdoor play, nutritional snacks, stories, music and movement, teacher-directed small and large group activities, and child-directed time in learning centers. Learning centers include art and creativity, science, math and manipulatives, language and literacy center, block and building center, dramatic play, sensory center, and technology center. Lesson plans are focused on objectives derived from the [Minnesota Early Childhood Indicators of Progress](#).

Learning Objectives center on helping children develop:

- Social skills
- Emotional regulation
- Self-help skills
- Early language and literacy foundations
- Early mathematics knowledge
- Fine motor development
- Creativity
- Critical thinking
- Problem solving

Individual student progress is monitored and guided by formal and informal observations with the Teaching Strategies Gold authentic based assessment model.

PROGRESS REPORTING

Progress is shared formally twice a year with families during parent/teacher conferences, and as needed informally through phone calls, emails, notes home and an end-of-year summary report.

Parent/Teacher Conferences

These meetings are held three times a year:

- Before preschool starts in September (Getting to Know You Conferences)
- November (Fall Conference)
- March (Spring Conference)

Communication

Our teachers strive to establish partnerships with parents to support student learning. Strong communication is fundamental to this partnership and to building a sense of community between home and school. Therefore, beyond parent/teacher conferences, we will do our best to make sure we are informing parents about what is happening at school. We ask that you do your best to carefully read information we send home to inform you about your child, your child's class, and other school events and activities.

Seesaw

Each classroom will use a parent communication tool called SEESAW. This app allows teachers to share via a smart phone, iPad or other electronic device.

- Newsletters
- Calendars
- Classroom Activities
- Special Events
- Reminders

Your child's teachers will provide you with information on how to sign up to use this tool. We have found it to be an incredible resource for teacher and parent communication!

Parents are strongly encouraged to contact classroom teachers with any questions, comments, or concerns. If you are having any issues, changes in your family situation or routines, etc. please bring them to our attention as soon as possible so that we may better help your child succeed.

["Big Lake Schools ECFE" Facebook Group](#)



Big Lake Schools ECFE Facebook Group



Early Childhood Classes and Events

ECFE

Early Childhood Family Education classes are classes for families with children ages birth to before kindergarten entrance. Together, families engage in activities and experiences led by licensed staff that nurture children's development. Adults join together for a discussion group led by a licensed parent educator. Contact earlychildhood@biglakeschools.org to learn more about our current opportunities.

ECFE & Me

Parent educators from our ECFE program are available to meet/talk with parents one-on-one through the ECFE & ME program. These highly trained educators can help answer any questions or concerns about child development and/or parenting. ECFE & Me visits are free. If you are interested, please contact your child's teacher or email earlychildhood@biglakeschools.org

Special Events

Our Early Childhood Department is proud to host a variety of fun and engaging events throughout the year, featuring wonderful organizations from our community. These special gatherings are designed to bring families together for quality time while also providing valuable resources to support your parenting journey. Be sure to follow our ECFE Facebook page and check teacher communications for updates on all our family-friendly events throughout the year.

Early Childhood Advisory Council

The Early Childhood Advisory Council is composed primarily of parents of young children in the community. The council's purpose is to monitor quality and provide guidance to Big Lake's rapidly growing Early Childhood programs. Members help with special events, fundraising and provide important input to guide our programming and resources. The council meets 4-5 times throughout the school year.

If you would like to visit a meeting or serve on the council, please call our office at 763-262-3233, email biglakeecfepac@gmail.com, or email our Early Childhood team at earlychildhood@biglakeschools.org. We would love to have you join this important group!

Separation Anxiety

We recognize that separation can be hard for both parent and/or child! Please know we are ready to deal with tears and our teachers are skilled at helping ease children's anxieties. Parents can help with this transition by reading and following the suggestions below.

WAYS TO SAY GOOD-BYE

Saying goodbye can be the hardest part of having your child in preschool. Especially if this is your child's first group experience, separating the first few times may be difficult. This separation anxiety is a natural part of children's emotional development.

Remember, if your child cries, it's usually only for a short time. Your child's teacher can update you through the SEESAW app on how their day progresses. Establish a routine for saying goodbye to your child and be consistent. Here are some ideas for saying good-bye:

- Tell your child in advance she/he will be going to school, and when she/he will be going.
- Tell your child what you will be doing while they are at school, and remind your child what they will be doing at school.
- Talk about activities your child will do after preschool.
- Show that you are comfortable about leaving them at school.
- Say a firm, loving, short goodbye when it's time for you to leave, and reassure them you will see them when preschool is over.

Remember, children will take their cues from you. The more calm, confident and relaxed you can be, the more comfortable they will be also.

Guidance and Discipline



"BEE" Your Best Way!

We understand that young children need clear, simple, easily understandable expectations. So, as a precursor to the "Hornet Way" expectations used in grades K-12, we have developed the "Bee" Your Best Way. "Bee" Your Best Way, in conjunction with our social and emotional curriculums, helps young children learn what they should do in regard to behavior. The children are taught these rules and are able to follow them successfully. If a child is struggling to follow "Bee" Your Best Way, positive behavior guidance techniques will be used to guide them back to more appropriate behavior.

Take-A-Break & The Calm Down Safe Space

We recognize that young children are in the process of developing their self-control and self-regulation skills. We understand that young children may from time to time just need a break in order to regain their composure. Therefore, we have a safe space in each classroom for taking a break and calming down.

The idea of the safe space is not to be a punishment but rather to act as a safe place for a child to go where they can still remain a part of the group without being a distraction to the other children. The children are taught these are places to go to regain their self-control and they are free to rejoin the group when they feel they are ready.

We want all children to feel safe and accepted in the school environment, while guiding them towards the development of positive self-control. Self-control enables children to feel comfortable, valued and liked.

When self-control is absent and children are unable to regain it on their own, the following strategies may be suggested to meet the child's needs:

Redirection towards constructive activity
Tutoring/modeling constructive social strategies, problem solving skills and empathy

Providing immediate logical and natural consequences for unacceptable behavior

Separation

On rare instances, if a child is endangering self and/or others, he or she will be removed from the group. An adult will remain with the child until he or she is ready to reenter class. Parents will be informed of behavioral issues and the positive guidance methods used to help children with challenging behaviors. If these behaviors persist, parents and teachers will meet as a team to develop an action plan for supporting the child's positive behavior development. If a child is unable to be successful after continued support is in place we may reevaluate if the setting is the best fit for the child, and if necessary, ask parents to seek alternative programming.

Policies and Procedures

ELIGIBILITY

Preschool is open to all children who are at least 3 years old by Sept. 1st of the current school year. Children are required to be independent in the bathroom (including the ability to dress, clean themselves, and wash their hands), complete required immunizations, and participate in Early Childhood Screening. Children need to complete screening within 90 days of beginning our program. Please let us know if you have questions about any of these requirements or if your child has not yet been screened.

TUITION PAYMENTS

Tuition is due the 1st of every month, and can be paid online at biglakece.com. Tuition will not be prorated for missed days including family vacations, snow days, sickness, etc. \$15.00 late fee assessed if payment is received after the 10th of the month. Scholarships are available if needed, contact our office for more information.

ALLERGIES & MEDICATIONS

If your child has any food or environmental allergies, please note it during registration. If your child has an EPI PEN or other medication needs, please contact the school nurse prior to beginning preschool to set up a health action plan.

IMMUNIZATIONS

State law requires that you provide dates of immunization and that your child's immunizations are up-to-date in order to participate in classes. Forms are available from the early childhood secretary. Please notify the secretary when your child has additional immunizations. If you wish to exempt your child from the immunization requirement, you must [submit this form](#) (with notarization) to the Early Childhood office upon enrollment.

FIRST AID & EMERGENCIES

If a minor injury or accident occurs the school nurse or a teacher qualified in first aid will administer treatment. We will notify parents verbally by calling or speaking to you in person, or by sending a note via email or home with your child. If an injury is more severe, we will follow procedures for medical emergencies.

If your child is injured (more than a minor injury) or becomes ill during preschool, the student will be brought to the school nurse for further evaluation. We will contact you by calling your home, work, or the emergency numbers listed in your child's account. If no one can be reached, emergency services may be called.

In the event of an emergency at the Monticello Nuclear Generating Plant, students will be evacuated directly from Big Lake Schools to Princeton Schools. Parents/ guardians will be notified via email, text and/or television stations.

ABSENCES

Please SEESAW message your child's teacher if your child won't be coming to class.

ILLNESS

A child should remain home if he or she has any of the following:

- A contagious disease such as chickenpox, strep throat, pink eye, or impetigo
- Vomiting, diarrhea, upset stomach within the past 24 hours
- Draining ears or eyes that are reddened
- An undiagnosed rash
- Severe cough, sore throat, runny nose, or cold symptoms
- Lice, ringworm, or scabies
- A temperature of 100° or over (children should remain home for 24 hours after it decreases without fever reducing medication.)
- If your child is taking antibiotics, he/she must not come to class until they have taken the medication for at least 24 hours

Please let the teacher know of any contagious disease your child has so we have the option of notifying other parents of potential exposure (we do not name your child), and so we can be on the lookout for other children developing symptoms.

OUTDOOR PLAY

We value the benefits of outdoor play and have students go outside every day unless weather or air quality restricts us otherwise. Please help ensure your child comes to school every day with weather-appropriate clothing. Unless a parent/guardian provides a doctor's note outlining outdoor restrictions, the student will be required to participate in outdoor recess.

CLOTHING & ACCESSORIES

We kindly ask that you dress your child in comfortable, durable, kid-friendly clothes that are outside-weather appropriate. We do many activities that may cause clothing to get messy or wet (despite encouraging the use of protective smocks). We also suggest the use of tennis shoes as our floors can be slippery. Please mark each removable clothing item with your child's name. We will go outside to play everyday (weather permitting), so please ensure your child has appropriate outside gear.

SCHOOL CLOSINGS

In the event of inclement weather or other emergency events that cause the school to be closed, we will follow the same procedures as the rest of the school district.

- **If school is two hours late** there will be no morning classes; afternoon classes will still meet.
- **If school is released two hours early** there will be no afternoon classes.
- **If school is closed**, both morning and afternoon classes will be canceled.

Announcements will be made via:

- Website - an announcement will be posted on the main district site
- Social Media - a post will be made on the district's Facebook page

- SEESAW - a message will be sent out to classes attending on the day a closure occurs.
 - District Student Information System (IC): email/text message will be sent out.
 - Local Media Outlets - WCCO 4, KSTP 5, FOX 9 KMSP and KARE 11
-

SCHOOL DRILLS

We follow state guidelines for required safety drills. We expect our students will have many questions and concerns when we are participating in these drills. We will do our best to help the children remain calm and explain the process. Parents will be notified when we participate in these drills so that you can further discuss this at home.

GETTING TO AND FROM SCHOOL

Dropping Off and Picking Up

When dropping off or picking up your child, families will use the East parking lot at Liberty Elementary. Families will enter the lot through the far east entrance by the Liberty Fields. When entering the east lot, turn right and follow the flow of the parking lot until you are within the drop off zone with the east Liberty entrance on the passenger side of your vehicle. You may then step out and assist your child out of the vehicle. Teachers will meet all classes outside. Arrive no more than 5 minutes before your scheduled class time. A “how to” video will be sent out to all families in August.

Late Pick Up

If you do not pick up your child within 5 minutes of the end of class, your child will be escorted to our main Community Education Office OR to our on-site Hive Time childcare program (only if they are a registered student) and you will be responsible for childcare fees. Please simply give us a call at 763-262-3233 if you’re running a few minutes late to avoid fees.

Late Drop Off

If you arrive for the start of class and no staff are outside, you must bring your child to the main Community Education Office. Our friendly office staff will assist your child in getting to their preschool class.

Busing

Midday busing is available for children who are 4 years old by Sept. 1st of the current school year. A child may be picked up or dropped off at one address only. Preschoolers are required to sit in the front seats and will be escorted by early childhood staff from the bus to the classroom and vice versa. Please visit our early childhood office for more information on busing fees and to register. Busing fees will be charged monthly with preschool tuition.

TOYS FROM HOME

We ask that toys from home are not brought into the classroom. If items are brought, we will ask your child to leave the items in his/her backpack. If your child has something to share, please bring it to your child's teacher. Toys and "prized possessions" seem to cause conflict in the classroom and bring out feelings that we don't want associated with children's early learning experiences.

LOST AND FOUND

If you believe you are missing or have lost an item, please connect with your Little Learners teacher and/or the site supervisor for Hive Time.

SNACKS

Parents are asked to supply a snack for the class a few times per year. Teachers will assign "Snack Days" to students and indicate the days on the class calendar that will be shared on SEESAW. Suggestions for snacks from our LANA curriculum will be given and parents are asked to provide enough snacks for 20 students and two to three teachers. In an effort to provide a healthy/safe snack avoid items such as cookies, chips, cake, and any products containing peanuts or other high allergens. Unable to provide a snack? No problem! Please just let the teacher know and we'll take care of it - no questions asked!

CELEBRATION DAYS

In our desire to celebrate differences, embrace all people, and to prepare students for the diverse world, we are intentional about cultivating strong school families. This process starts with our students and families first! Our staff utilize Getting to Know You Days and Family Conferences to learn all about their students and families. Information collected may include such things as: what each student likes and dislikes, what the students strengths are, what their areas for growth are, their future goals, who makes up their family, important people in their lives, celebrations, and other information the teacher should know in order to set up the most welcoming, supportive, and engaging classroom environment possible.

Sharing and learning about each other, as well as having shared experiences is important when increasing awareness and accepting differences. When continuing to develop a classroom family, we may decide to have a celebration connected to a changing season, a common experience, or a holiday. The focus of the celebration will be on a proactive trait like gratefulness, generosity, kindness, or just plain fun! All staff are responsible to ensure that any celebration has an educational purpose and is inclusive to all students. Families can decide to opt out of any community building celebration.

BIRTHDAYS

Please let us know if your child would rather not have us acknowledge his/her special day. Save gifts, treats, etc. for home as it may create a disruption to the learning day.

Hive Time Childcare Program



Hive Time is an extension of our Little Learners program that offers before and/or after preschool childcare. Children must be independent in the bathroom (including the ability to dress, clean themselves, and wash their hands) to be eligible for the program.

CLASSROOMS

Hive Time classrooms are located close to the Little Learners classrooms to help make transitioning between programs go smoothly for your child. Hive Time classrooms will follow all of the same program policies and procedures as the Little Learners program, which makes it easier for our learners to remember things like “rules” and helps them feel more secure.

Classrooms will follow Hive Time curriculum, which has been developed to connect to and enhance learning taking place in Little Learners classrooms.

STAFF

All Hive Time staff members are caring, friendly and well-trained people who have experience and a genuine love for working with young children. They are under the direction of our Childcare Coordinator who ensures the curriculum is fluid across both programs.

DAYS/HOURS OF OPERATION

Hive Time is open from 6 a.m. to 6 p.m.

Please be aware that our preschool calendar has additional “Preschool” non-school days beyond those for students K-12. These days are clearly marked on the LL calendar and on the district-wide printed calendar. Non-school days are billed separately and parents must register by the 20th of the month prior. Hive Time is closed for most holidays including Labor Day, Thanksgiving, Christmas, New Years, Presidents Day, Good Friday, Memorial Day, Juneteenth and July 4. Summer care is also available. [See current “Rates and Dates”.](#)

CONTRACT OPTIONS

<i>School Year</i>	<i>Summer</i>
<p>Consistent Contract: School year contracts must be the same schedule week-to-week with the exception of non-school days. Taking a vacation? Provide written notification by the 20th of the month prior and we won’t bill you for those days. Our program considers a vacation to be a minimum of 5 consecutive days (maximum of 10 total vacation days per season). Families are required to sign up for at least one day of care per week.</p>	<p>Pick Your Day Contract: This contract allows you to pick and choose individual days throughout the summer. The schedule can vary week-to-week. Families must submit a calendar indicating days Hive Time is needed by the 20th of the month prior. Late submissions will not be accepted.</p>

REGISTRATION PROCESS

School year registration opens the same day as Little Learners Preschool in March and is due by August 1. Summer registration opens in Feb. and is due by May 1. There is a \$35 non refundable registration fee for each contract period (school year and summer).

Late registrations incur an additional \$25 late fee and may be placed on a waiting list. Hive Time is an extension of our Little Learners Preschool program, participants MUST have a current enrollment in Little Learners in order to register in Hive Time during the school year.

HIVE TIME BILLING

Hive Time utilizes the same account used for preschool; however, billing is processed separately.

Billing options include:

- Monthly: invoices emailed on the 25th of each month prior and due by the 1st of each month
- Auto-Pay: monthly payments will be processed on the 1st of the month
- Self-Pay: available for families needing to setup a special payment plan (please contact our office)

Any days added outside of contracted days will be billed separately. Payments received after the 10th of the month will be subject to a \$20 late fee.

You are responsible for all costs incurred for your contracted days whether your child attends or not, unless we have received a contract change/withdrawal request with sufficient notice.

Hive Time charges a \$30 processing fee for all bank-returned checks. If a check is returned, you must make a cash, money order or credit card payment within three days of notice. Failure to make payment on uncollected checks could result in termination of childcare services.

An outstanding balance over 10 business days may result in the termination of care. Any balance over 60 days outstanding will be forwarded to a district-approved collection agency for recovery. If forwarded, collection fees may be added to the current balance.

CONTRACT SCHEDULE CHANGES / WITHDRAWAL

Contracts can be changed online or by submitting a change in writing.

Drop-Ins: Due to staff/child ratio requirements, we are unable to accommodate “drop in’s” or late schedule requests. We will NOT be approving any drop in requests.

Change Request: Parents are responsible for entering schedules into our system by the 20th of the month prior to the requested change; Requests will be approved based on space availability.

Withdrawal: We must receive notice at least two weeks before your child’s last planned attendance day. You are responsible for fees based on the current contract until the new contract goes into effect.

FINANCIAL ASSISTANCE

Parent Aware Pathway Early Learning Scholarships provide income eligible families financial support to attend a high quality early care and education program. Parents whose children qualify for the Educational Benefits Program, Child and Adult Care Food Program, Head Start, Minnesota Family Investment Program, Child Care Assistance Programs, Supplemental Nutrition Assistance Program, or placement in foster care are encouraged to apply.



County Childcare Assistance is accepted for our program. Contact Sherburne County Health and Human Services at 763-765-4000 (or your county of residence) to find out if you qualify. Written authorization for families receiving financial assistance must be received by Hive Time before childcare can begin. If financial assistance is cancelled, you will be responsible for all expenses incurred. If you receive financial assistance, you assume responsibility for fulfilling county requirements (provide information and child care schedules, submit timely reports and make payments not covered by the assistance program).

Additional Resources: we understand that short-term financial hardships occur and we may be able to assist you. Please call our office to talk about available options.

LATE PICK UP PROCEDURES & FEE

If your child isn't picked up by the end of your scheduled day, a staff member will call you and any other person(s) listed on your authorized pick up list. If no one answers or the child isn't picked up by 6:30 p.m., local authorities will be called and your child will be put into their custody. An automatic fee of \$1 per minute per child will be incurred for pick ups after your scheduled day. If continued late pick ups occur, removal from the program may occur.

MEALS

Just like other childcare options, Hive Time will provide breakfast, lunch and snacks on school days (depending on what time your child is in our care). A light morning snack option is available for children dropped off before 7:15 a.m., and school provided breakfast is served around 8:45a.m. Snacks are provided mid-morning and mid-afternoon. Lunch is provided for children in our care during the afternoon (11:00am-12:00pm). We kindly ask that food from home is not brought to school (unless on a non-school day). Accommodations will be made for children with allergy or dietary restrictions. A lunch from home is needed on

non-school days (when K-12 students do not have school). We will let you know of these days in advance.

**During the registration process, ensure you are listing any food dietary restrictions or allergies your child may have. For your child to be served school provided breakfast and lunch, you will need to contact the school nurse to set up a health plan (requirement of LL) and the district food service manager to set up a Special Diet Statement before your child starts in Hive Time. Hive Time may ask families to provide safe snacks for their child to be served when at care.*

ABSENCES

Fees are not refunded for sick days or other absences. If an illness extends beyond 5 consecutive days, contact the Hive Time billing office. Credit may be given if a medical certificate from a physician is provided indicating the extended absence was due to an illness. All parents are responsible for paying for time reserved, not time used. If you choose for your child not to attend on a day scheduled for care, you are still responsible for that day's charges.

SPECIAL NEEDS

Hive Time may be able to provide additional staffing support for students if the student receives the additional support in the Little Learners classroom and/or has a behavior plan developed by the early childhood team and additional care has been deemed necessary upon review by the staff. However, the child's start date in Hive Time may be delayed (or childcare services paused) until additional staff can be hired with the skills necessary to meet the child's needs. Information regarding a student's needs will not be used to prohibit a child's enrollment in Hive Time; unless it is determined they will need significant assistance beyond program capabilities. Parents must provide a written schedule that indicates drop off/pick up times specific for your child in order for Hive Time to staff appropriately.

ONLINE ACCOUNT MANAGEMENT

Go to <https://biglake.ce.eleyo.com/> and sign in to your account. From here you are able to:

1. Register for a new Hive Time and/or Little Learners contract
2. Make payments & review invoices
3. Manage Authorized Pickups
4. Change your schedule
5. Add Non-School Days
6. Withdraw from the program

Each number above references where to access items in the online portal pictured below. Items 4-6 can be accessed only after selecting a contract indicated by the arrow below.

The screenshot displays the 'Little Learners Hive Time' account management interface. At the top, there is a search bar and a link to 'Explore All Programs'. The main header shows the account name and number. Below this, the page is divided into several sections:

- Account Management:** Contains buttons for 'Register a New Contract' (1), 'Register Drop-in Days', 'Register Non-School Days', and 'Manage Authorized Pickups' (3). Below this is a 'Latest Invoice' section with a '\$ Pay' button (2) and a status message: 'Your account is current. Your next due date has not been scheduled yet.'
- Current and Upcoming Contracts:** Shows a contract for 'Your Child' with a schedule of 'Mon-Fri AM'. A red text box says: 'Select here to make contract changes such as adding days. Selecting the contract opens a new menu'. A red arrow points to a dropdown menu icon.
- Contract Management:** Contains buttons for 'Change Schedule' (4), 'Register for Drop-in Days' (5), 'Register for Non-School Days', 'Manage Authorized Pickups', and 'Withdraw Contract' (6).
- Calendar:** A calendar grid showing the current month. The 1st is highlighted in green, and the 8th, 15th, 22nd, and 29th are highlighted in purple.

Manage Authorized Pickups

Login to your account to access your Dashboard. Under Your Accounts select on your Hive Time and/or Little Learners account > select Manage Authorized Pickups button on the left side and add additional people you are allowing to pick up your child.

Withdrawal

Login to your account to access Your Dashboard. Under Current and Upcoming Contracts, select on the contract you would like to change and then on the left side choose your option (such as Withdraw Contract).

Schedule Change:

Login to your account to access Your Dashboard. Under Your Accounts select on your Hive Time and/or Little Learners account > select the contract you would like to change under Current and Upcoming Contracts > select the Change Schedule button on the left. You will be able to add/remove dates and submit for approval. You will need to do this for each child's contract individually.

Mobile Devices

If using a mobile device, use the Compass icon on the left to access Your Dashboard and view the same items explained above.

Year-End Tax Statements

The Federal Tax ID number and total fees paid for the calendar year is available in a PDF document through the online billing system. This document is available after January 1st for the previous tax year.

Dependent Care/Flex Reimbursement Forms

Receipts and invoices are easily downloaded by selecting Your History in the footer of your account and can be submitted with your form to your provider.