MISSION
Enriching lives by providing exceptional services through an individualized approach.

VISION
Creating communities where everyone is empowered to take meaningful steps toward reaching their fullest potential.
Contents

ABOUT MERAKEY ............................................................................................................................... 4

PHILOSOPHY ........................................................................................................................................ 4

ACCREDITATION AND LICENSING ........................................................................................................ 4

   Staff.................................................................................................................................................. 4

GENERAL INFORMATION ........................................................................................................................ 5

   Registration/Enrollment...................................................................................................................... 5
   Tuition and Fees.................................................................................................................................. 5
   Hours of Operation............................................................................................................................... 6
   Withdrawing....................................................................................................................................... 6
   Arrival and Dismissal............................................................................................................................ 6
   Attendance and Schedule Changes..................................................................................................... 6
   Early Dismissal/Cancellations.............................................................................................................. 7
   Dress Code......................................................................................................................................... 7
   Discipline ......................................................................................................................................... 7
   Field Trips and Water Activities ......................................................................................................... 8
   Safe Sleep.......................................................................................................................................... 8

EDUCATION ........................................................................................................................................ 8

   Classroom Profiles............................................................................................................................. 8
   Curriculum and Assessment ............................................................................................................... 9
   Conferences ....................................................................................................................................... 9
   Toilet Training.................................................................................................................................... 10

HEALTH SERVICES .............................................................................................................................. 10

   Food Service Program....................................................................................................................... 10
   Medication Administration................................................................................................................ 10
   Illness and Accidents.......................................................................................................................... 11
   Allergies and Serious Medical Conditions ....................................................................................... 11
   Biting and Scratching........................................................................................................................ 11
   Immunizations ................................................................................................................................. 11
   Outdoor Play Areas ............................................................................................................................ 12

SCHOOL SAFETY ................................................................................................................................. 12

   Duty to Protect Policy....................................................................................................................... 12
   Confidentiality................................................................................................................................... 12
   Visitation........................................................................................................................................... 14

PARENT INVOLVEMENT ....................................................................................................................... 14

   Volunteering.................................................................................................................................... 14
   Special Events................................................................................................................................... 14
   Compliment or Complaint ................................................................................................................ 14
ABOUT MERAKEY

Merakey, through its subsidiaries, is one of the nation’s leading non-profit providers of education and community-based human services. With nationally recognized programs in multiple states, Merakey offers a full range of integrated services to children and adults in the areas of mental health, addictive diseases, autism, intellectual and developmental disabilities, treatment foster care, education, and other specialized services.

Merakey offers a variety of services and operates under three divisions to meet the unique needs of Education and Autism, Behavioral Health, and Intellectual Developmental Disabilities. The Education and Autism Division operates education programs, preschool and childcare centers, Applied Behavioral Analysis (ABA) therapies, SLP/OT services as well as other programs to assist families in need. We welcome you to Bee Me Center and are extremely grateful you chose our facility to meet your family’s needs. Merakey looks forward to learning and growing with your loved one.

PHILOSOPHY

Welcome to the Bee Me Center, a Merakey Preschool and Childcare Center! The Bee Me Center is an early childhood education program for students of all abilities. Our staff believes in developing the whole child in a nurturing and engaging environment while honoring each child’s creativity and respecting their critical role to make learning exciting! Much different from programs focused solely on childcare, the Bee Me Center offers the forward-thinking, comprehensive, research-based and research-proven Creative Curriculum. The best and most powerful way to improve child outcomes is through effective teaching. At our program, you will find the most committed, qualified individuals to provide quality education to your child. Our teachers create a high-quality learning environment through hands-on, project-based activities to assist in building a child’s confidence, creativity and critical thinking skills to promote positive outcomes.

ACCREDITATION AND LICENSING

Our centers are licensed through the Texas Health and Human Services Commission (HHSC) and regulated through Department of Family and Protective Services (DFPS). The Bee Me Center provides exceptional services in early childhood education and recognizes the importance of continuous quality improvement. We invite you to schedule a tour to see what makes our childcare center/preschool unique from other providers.

Staff

The early childhood education teachers and support staff at the Bee Me Center are passionate about each child’s happiness and development. They are dedicated to providing a safe, nurturing environment that cultivates learning through imagination, exploration and discovery.
GENERAL INFORMATION

Registration/Enrollment
The Bee Me Center provides services to children of all abilities between the ages of 3 years old to Kindergarten entry. The Bee Me Center accepts private pay. There will be a one-time $75.00 registration fee. The registration fee is non-refundable and any placeholder fees to prepare for upcoming enrollments are non-refundable.

The enrollment process includes an application for admission and accompanying documents that are required to be submitted prior to the first day of enrollment. This information helps to ensure the safety of your child and includes:
- An admission form with important information about the child, including but not limited to days and times needed for care, their physician and medical information, emergency contacts, and special needs.
- A health statement for all preschool children
- A current immunization records
- Vision and hearing screen starting at age 4
- State law requires vision and hearing screens for 4-year-old children. Please provide copies of your child’s screening results within four months of their fourth birthday.

We ask that updated information to be provided throughout the year whenever a change occurs. After the initial admission form is completed, we will request an updated form be completed annually during the month of August to ensure that we have the most up to date information.

Tuition and Fees
One-time, non-refundable registration fee: $75
Weekly Tuition: $175 per week
Late Tuition Fee: $15 per business day | Late Pick-up Fee: $2 per minute

The Bee Me Preschool is private pay and accepts payments by credit card, debit card or money order. The registration fee is due at the time of enrollment. Tuition is due every Friday for the following week. The first week’s tuition is due by Friday of the week prior to the first day your child is to attend. Your child will not be eligible to start at the Bee Me Preschool until full payment is received. Tuition is not prorated in the event of an observed holiday occurring on a week day (Monday through Friday).

A late tuition fee of $15 per business day will be charged for tuition not paid by the due date. Late tuition fees are due at the time of payment. For example: Tuition for week of August 5th would be due on Friday, August 2nd. If the tuition is paid on Wednesday, August 7th, a total of $220 would be due. (Weekly Tuition $175 + $45.00 in late tuition fees= $220). A 1-day grace period may be granted on a case by case basis before incurring late tuition fees. After 5 consecutive days with late charges, student may be discharged from Bee Me services. After 3 separate occurrences of late charges, student may be discharged from Bee Me services (example: late charge 1 week in May, 2 weeks in June)
Tuition is based off full day and full week attendance, which would be 9:00 am to 3:00 pm, Monday through Friday. Children may be dropped off as early as 8:00 am and picked up no later than 5:00 pm at no additional charge. There will be a $2 per minute late pick up charge after the first 5 minutes. For example, if the child is picked up at 5:15 pm, there would be a $20 late pick up charge. Shortened schedule rates, such as partial week or half-day rates, are not offered. You may choose to bring your child on a shorten schedule, however, the tuition rate would not change.

**Hours of Operation**

The Bee Me Center operates year-round, Monday through Friday from 8:00am to 5:00pm. Structured curriculum teaching occurs between the hours of 9:00am and 3:00pm. The Bee Me Center will be closed on New Year’s Day, Memorial Day, Martin Luther King Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If a holiday falls within a week and the center is closed, the full tuition for the week is still expected to be paid.

**Withdrawing**

The parent must provide written notice to the Bee Me Center two weeks prior to taking the child out of the program. If notice is not given, please be advised parents/guardians will be responsible for two weeks of additional payments after the last date of attendance. If you choose to withdraw your child, you are more than welcome to re-enroll; but you will be responsible for paying the $75 registration fee and The Bee Me Center cannot guarantee a spot for your child.

**Arrival and Dismissal**

The Bee Me Center does not provide transportation and requires parents to arrange transportation for their child. If you are dropping off/picking up your child before 9:00 am or after 3:00 pm, please use the Bee Me entrance located at the back of the Merakey Autism Center building. If you are dropping off or picking up between the hours of 9:00 am and 3:00 pm, please use the main entrance of the building.

Parent/Guardian must provide contact information and signed permission within the initial intake packet for anyone picking up or dropping off a student. Parents may add additional designees in writing by submitting an updated Request for Release of Child form. When a child is picked up by listed designee, the designee must sign the child out after providing his/her state issued picture ID/Driver’s License. A copy of the state issued picture ID/Driver’s License will be maintained on file within the student’s file. A child will not be released if prior notification was not given.

In the event of custody arrangements, we will abide by the custody arrangements within the current legal divorce decree. A copy of the divorce decree agreement must be provided to the Bee-Me Preschool.

**Attendance and Schedule Changes**

All Bee Me students are scheduled to attend 5 days a week. Parents are required to submit their child’s schedule to the director at least two weeks in advance to be mindful of ratios and
staffing needs. If a child is unexpectedly unable to attend a day, the office must be notified immediately.

The Bee Me Center understands your family may go on vacation or not need childcare over a holiday break. To relieve your family of the childcare costs during this time, each family will be granted one week of vacation they can use throughout the year. This week of vacation will be granted August 1st of each calendar year and cannot be rolled over to the next year. The week must be used at one time (meaning the 5 days cannot be split across weeks of attendance). If you do not use your week of vacation, it will expire.

If you use your week of vacation and require additional time off, you will be billed according to the 5 day a week schedule. Parents and guardians are responsible for tuition costs if a child enters hospitalization unless the parent or guardian notifies the center of a use of their vacation week ahead of time.

**Early Dismissal/Cancellations**

The Bee Me Center will not dismiss early or cancel unless there is an emergency. Emergencies may be severe weather conditions, declared states of emergency, facility damage/repair issues impacting program space, etc. In the event of an emergency, the center will notify all parents and/or guardians via School Messenger System (parents should complete a School Messenger System form at intake) at least one hour prior to scheduled opening and/or at least two hours prior to required early dismissal time. If a parent or guardian cannot be reached, the center will contact the individuals listed on the emergency contact form.

**Dress Code**

Please label all items with your child’s FIRST and LAST name. Children should come to the Bee Me Center dressed in appropriate and comfortable clothes. Closed toed shoes that allow for safe play, as well as clothes that are able to get dirty and messy, should be worn since children will be engaging in outside activities. An extra set of clothes, labeled with the child’s name, should be provided to the staff in the event an accident occurs.

**Discipline**

Our philosophy concerning behavior management – sometimes referred to as discipline – is based on the individual need of each child, the ability of each child to understand what he/she is doing and the consequences of their actions.

Our staff members utilize positive methods of guidance and error correction to encourage and promote self-esteem, self-control and self-direction. Methods include:

- Using positive reinforcement, praise and encouragement of good behavior instead of a focus on the unacceptable behavior.
- Preventatively ensuring that behavior expectations for each child are present throughout the day and reminding the child of the behavior expectations as needed using clear, positive statements.
- Redirecting behavior with clear, concise positive statements.

A child is never made to feel the outcome of an act will result in physical or verbal abuse.
Children are not told to “sit out” and “time out” is not used. The following types of discipline are prohibited:

1) Corporal punishment or threats of corporal punishment;
2) Punishment associated with food, naps, or toilet training;
3) Pinching, shaking, or biting a child;
4) Hitting a child with a hand or instrument;
5) Putting anything in or on a child’s mouth;
6) Humiliating, ridiculing, rejecting, or yelling at a child;
7) Subjecting a child to harsh, abusive, or profane language;
8) Placing a child in a locked or dark room, bathroom, or closet; and
9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child’s age, including requiring a child to remain in a restrictive device.

Field Trips and Water Activities
Notification of any field trips will be provided in advance, along with a request for permission for your child to participate. Your child cannot participate in any field trips without your approval and written permission. During the warmer months, we may arrange water activities such as sprinkler play. Your child cannot participate in water activities without your written approval and permission. Notification and request for permission will be provided in advance for any water activities.

Safe Sleep
In the event your child takes a nap during their time at the Bee Me Center, the following items are strictly adhered to ensure the health and safety of children napping in our care.

- Children unable to nap will be provided an alternative quiet activity to participate in.
- Preschoolers should bring a crib sheet to cover their rest mat. A blanket, pillow or comfort toy is always welcomed during nap time. Please ensure all items are clearly labeled with the child’s FIRST and LAST name.

EDUCATION

Classroom Profiles
The Bee Me Center uses the Creative Curriculum as an educational framework for planning and implementing developmentally appropriate programming. Adaptations are made for the uniqueness of each child and teachers use their own observations to implement plans based on individualized needs. The Creative Curriculum identifies 38 research-based objectives that are the heart of the curriculum and define the path teachers take with the children in their classroom.

PRESCHOOL
Our Preschool/Kindergarten Readiness classrooms focus on children’s newly emerging skills and advanced use of language, math and scientific thought. Children are physically and cognitively able to take on more challenges while still engaging in important foundational learning like friendship building and developing a strong self-concept. Multi-disciplinary learning encourages individual skills and emerging interests in academics, creative expression and outdoor learning.
Our curriculum stimulates each child’s innate curiosity and prepares them for lifelong learning to succeed in school and beyond.

- **Ages 3 years to Kindergarten entrance age (typically 5 or 6)**
  - Age 3 - Adult to child ratio of 1:15
  - Age 4 – Adult to child ratio of 1:18
  - Age 5 – Adult to child ratio of 1:22

- When children are grouped in mixed age levels, ratio is based off of “specified age group” which is determined by:
  - List the ages of the children in the group from youngest to oldest
  - Determine the total number of children in the group and divide the number by 2. This will be the core number.
  - Using the core number, start counting down the age list until you’ve reached the core number. Whatever age you land on is the specified age group number.

**Curriculum and Assessment**

**THE CREATIVE CURRICULUM**
The Creative Curriculum is an award-winning, research-based curriculum featuring exploration and discovery as a way of learning, enabling children to develop confidence, creativity and critical thinking skills. Our teachers will implement a developmentally appropriate, content-rich program for children with diverse backgrounds and skill levels.

The Creative Curriculum is based on 38 objectives for development and learning. The curriculum offers opportunities to individualize instruction by helping the teachers meet the needs of every learner, with a particular focus on language development. Just like the Common Core State Standards which provide a consistent, clear understanding of what students are expected to learn, The Creative Curriculum’s 38 objectives include progressions of development and learning that identify widely held expectations for children of particular ages or classes/grades.

When children enter kindergarten, their learning has already focused on the skills that are essential for success.

**TEACHING STRATEGIES GOLD**
Authentic, ongoing observational assessment is critical to planning appropriate learning experiences and helping children thrive. Teaching Strategies GOLD is a seamless system for assessing children from birth through kindergarten. It helps teachers to observe children in the context of everyday experiences which is an effective way to learn what they know and can do. Grounded in 38 research-based objectives for development and learning that include predictors of school success and are aligned with the Common Core State Standards. Teaching Strategies GOLD guides teachers on what matters most for school readiness. This assessment can be used to support all types of learners, including children with developmental delays and children with advanced knowledge and skills. It supports teachers through every step of the ongoing assessment cycle, helping teachers understand what to focus on, why it’s important, how to gather and interpret assessment information and how to use that information to plan meaningful learning experiences.
Conferences
Parent-teacher conferences are held twice per year to discuss your child’s progress, adjustment to the center and other issues of concern to both parents and teachers. Teachers will send home a quarterly Development and Learning Report generated from the observations and data entered into Teaching Strategies Gold.

The purpose of the Development and Learning Reports and conferences is to identify the child’s interests and needs, to improve curriculum decisions, to adapt teaching practices and the environment, as well as to plan for program enhancements.

Toilet Training
The Bee Me Center does not require that children are “potty trained” prior to enrollment. Bathroom breaks are scheduled every two hours for all the children. The Bee Me Center will support and work with the family during the toilet training process by implementing reinforcement strategies to ensure consistency and success.

HEALTH SERVICES

Food Service Program
The Bee Me Center educates students about healthy eating habits. Morning and afternoon snacks should be provided by the parent. The Bee Me Center does not provide breakfast or lunch, so please pack these items for your child every day and ensure items are labeled with the child’s first and last name. Refrigerators are available to maintain food.

- Morning Snack is at 10:00 am
- Lunch is at 11:55 am
- Afternoon snack is around 1:45 pm, after naptime and outdoor choice time have been completed

Medication Administration
The Bee Me Center seeks to ensure all procedures are followed when administering prescription and non-prescription medications to children. If a child requires a prescription medication on a daily basis, the parent will inform the preschool and do the following:

- Obtain a completed “Physician’s Certificate for Medication” form from the student’s physician.
- Complete a medication permission slip.
- Provide medication in original container, which must be clearly labeled by the pharmacy or physician. The parent is responsible for dropping the medication off at the school.
- Written, dated prescriptions from the physician must accompany any change in the medication prescribed.
- If your child must keep emergency medication with him or her, both the child’s physician and parent or guardian must indicate this need in writing.

Over-the-counter medication must be supplied by the parent or guardian in a clearly labeled original container and a doctor’s prescription must accompany the over the counter medication. The parent is responsible for dropping off the medication at the school.
Illness and Accidents

Students showing symptoms of illness should not be sent to school. It is important to keep a child home if there is evidence of (though not limited to):

- A fever of 100 degrees or more (or 99.4 for temperatures taken in the armpit)
- Undiagnosed Rash
- or more episodes of vomiting
- Chicken Pox
- Diarrhea
- Hepatitis A
- Ringworm
- Hib disease
- Lice
- Meningococcal disease
- AIDS (HIV)
- Pink Eye

Children presenting these conditions during the school day will be sent home. Parents or emergency contacts will be contacted to pick up their child or make arrangements for their child to be picked up. If a child is sick with one of the above symptoms, he or she will be excluded from other children in the front office of the center until parent pick up is provided. The child will be with daycare staff. The area will be cleaned and sanitized after the child departs.

Students should be free of such symptoms for at least 24 hours (without medication administration) before returning to school. If a doctor has prescribed an antibiotic, the child should be kept home for 24 hours after starting the medication. A doctor’s excuse is required before returning to school if the child has been diagnosed with a communicable disease such as chicken pox or pink eye. If a child appears to be ill or injured and staff feels hospitalization is needed, the parents or emergency contact will be immediately notified. If no contact can be made, a supervisor will exercise reasonable discretion in sending the child for emergency care.

Allergies and Serious Medical Conditions

If a child has allergies to food, drugs, insect bites/stings or other environmental factors, the parent should notify the school of such conditions. The Bee Me Center must be provided with a written diagnosis of the allergy by the child’s physician. Specific written instructions (an allergy protocol) will be provided by the physician, which includes specific information on symptoms, how to prevent allergic reactions for occurring and procedures to follow in the event of an allergic reaction. Our Center makes every attempt to be mindful of high-level allergies such as peanuts. When possible, our team will take steps to avoid direct exposure/risk to allergens; however, our facilities are not “nut free.”

There are no classroom animals. We will notify you if there are special events in which an animal will be present, such as a visit from a petting zoo. Notification will be sent prior to the animal being present and will include type of animal and the date of the special event. Please notify us if your child has an allergy or sensitivity to the special event.

If a child has seizures or other serious medical conditions, the parents must turn in a Seizure or Medical Condition Protocol to the program with specific instructions on what the symptoms are, what routine to follow when symptoms occur, and when to notify emergency personnel. Seizure and Medical Condition Protocols must be in writing from the parent or guardian and the attending physician.

Biting and Scratching

In the occurrence that a student should bite or scratch a peer, the student who injured another will be removed from the situation and away from others in the classroom temporarily until the
behavior and situation settles. Proper first aid will be used, and an incident report will be completed. The parents of the bitten/scratched child will be contacted during the day. If the child who was hurt has skin that is broken, the parents of the bitten/scratched student will be notified immediately. The parents of the student who bit or scratched will also be notified of the event that same day.

Immunizations
All students are required to be vaccinated/immunized in a manner consistent with legal requirements. For the protection of your child, as well as the other children in our care, your child must have all vaccinations/immunizations required by the Texas Department of Health. The immunization record must be provided upon enrollment. Updates to the record must be provided whenever your child receives further immunizations after the initial enrollment.

More information regarding immunizations can be found at the health departments website at https://www.dshs.texas.gov/immunize/

Outdoor Play Areas
• The outdoor play area shall be enclosed with a fence or natural barriers. The barrier shall be at least 4 feet in height and the bottom edge shall be no more than 3 1/2 inches off the ground. There shall be at least two exits from such areas with at least one remote from buildings. Gates shall be equipped with self-closing and positive self-latching closure mechanisms. The latch or securing device shall be high enough or of a type that cannot be opened by small children.
• The openings in the fence shall be no greater than 3 1/2 inches to prevent entrapment. The fence shall be constructed to discourage climbing, at least equivalent to a chain link fence.
• Outdoor areas shall be kept free of excessive dust, weeds, brush, high grass, debris, and standing water.
• Outside play areas shall be free from unprotected swimming and wading pools (both in-ground and above-ground), ditches, quarries, canals, excavations, fish ponds or other bodies of water. All water hazards shall be enclosed with a fence which is at least 5 feet high and comes within 3 1/2 inches of the ground with no openings of greater than 3 1/2 inches.
• All pieces of playground equipment with play surfaces 4 feet or higher from the ground shall have an appropriate energy absorptive surface such as wood chips at a depth of 8-10 inches or rubber mats manufactured for such use meeting A.S.T.M. Standard F-355, under the fall zone of the equipment.

SCHOOL SAFETY

Duty to Protect Policy
The Bee Me Center is required by law to notify state authorities if there is knowledge or suspicion of harm, abuse, or neglect of children or other identified vulnerable populations in or outside of the school. The Bee Me Center complies with this law and cooperate with authorities in investigations. Reports of suspected abuse will be reported immediately by telephone or online. All school personnel are MANDATED reporters and will document and report any suspicion of harm, abuse, or neglect.
Mandated reporters are professionals who, because they have regular contact with children or other identified vulnerable populations, are required to report whenever harm, abuse, or neglect may have been observed or is suspected. These professionals can be held liable by both the civil and criminal legal systems for intentionally failing to make a report. The Bee Me Center is committed to the safety and security of all children we serve and thus fully embrace our collective/individual responsibility under this policy.

We are regulated by the Department of Family and Protective Services and licensed through Texas Health and Human Services Commission. More information about the regulation of child care facilities can be found at http://www.dfps.state.tx.us/Child_Care/. The licensing office can be reached by calling (254) 526-9011.

You may report the suspected abuse or neglect of children by calling the Child Abuse Hotline at 1 (800) 252-5400 open 24 hours a day/ 7 days a week.

Confidentiality
Student records are maintained by the Bee Me Center so that each student is provided with the appropriate services. These records are kept confidential and are not released to unauthorized persons.

Emergency Forms/Releases
All children must have a current emergency form on file in the office, and it must be renewed every six months. The Bee Me Center must be immediately notified if there has been any change of address, phone number, employment, or authorized people to whom a child can be released. In the event of an emergency, the parent or guardian will be notified immediately. If the parent or guardian cannot be reached, the emergency form contact will be utilized. This form is also used to make appropriate contacts if a child becomes ill, has an accident and needs to go home, or is not reported absent by 10:00 am.

Parents will be provided with releases to be completed and updated every six months. When changes occur, the Bee Me Center must be immediately notified to ensure all releases are correct and updated.

Information regarding any individual we serve will not be shared with any requesting party unless an Authorization for Release of Confidential Information Form is filled out in its entirety and submitted to the center Director.

If caregivers/guardians need Protected Health Information of the individual we serve, they must complete a Request to Review or Copy Protected Health Information form. If caregivers/guardians need a Bee Me Center employee to complete documentation sent under a psychiatrist’s/clinical staff’s signature to an agency or agencies regarding the individual’s status and/or ability to function in the community a Form or Letter Completion Request Form and Authorization for Release of Confidential Information Form must be completed. Please provide these written requests to the center Director and he/she will be able to provide you with the correct forms to complete.
Visitation
To ensure the safety of students and staff, all visitors, including parents, must report to the school office upon entering the Bee Me Center. Visitors must read the Visitor Safety Information Document, sign the Visitor Sign-in Sheet, and present child abuse, criminal clearances and a Driver’s License. Driver’s Licenses will be kept on file until departure.

Visitors will be given a daily visitor badge, which must be worn at all times during the visit. At no time should visitors, parents or volunteers report directly to a classroom. Visitors must use the main entrance during school hours. All entrances will be secured to maintain building safety, with the exception of during large gatherings such as the Halloween Parade, Thanksgiving Feast, etc. Visitors must be accompanied and in view of Bee Me personnel at all times.

PARENT INVOLVEMENT

Volunteering
Volunteers are needed resources that help the Bee Me Center to operate more efficiently. Volunteers will be required to show proof of a satisfactory fingerprint based criminal background check (CBC). Volunteer responsibilities include:

• Be familiar with and follow all school and classroom policies including:
  o Report to office upon arrival
  o Dress appropriately, consistent with the staff dress code policy
  o Children may not accompany the individual while volunteering
• Respect the confidentiality of the school, the staff, fellow volunteers and students
• Be respectful and responsible to the assigned schedule by being prompt, and fulfill assignments
• Be sincere and show care with all students
• Be flexible
• Be positive and serve as a reliable role model

Special Events
Special events enhance the child’s learning and integrates them into the community. These events are held throughout the school year. Permission is required from parents or guardians for the student to participate in special events.

Compliment or Complaint
All Bee Me Centers have an organizational structure where each teacher and Director is supported by a Regional Director as well as an Executive Director; therefore, if a parent or guardian has a concern that has not been addressed by the center Director, he/she can request the contact information for the Regional or Executive Director.

If an individual served, caregiver or guardian has a Compliment or Complaint he or she would like to formally share, he/she can complete a Feedback, Compliment or Complaint Form: Individual Served / Representative of Individual Served and submit according to the directions within the form.
Bee Me Centers are committed to providing exceptional and compliant services to individuals in our care, where they feel safe and empowered to thrive as contributing members of their communities. Parents and guardians are encouraged to reach out to Bee Me team members if there are any questions or concerns with service delivery. Families may also reach out to the Merakey Quality and Compliance Organization if their concerns are not being met by the above-mentioned resources. The Merakey Quality and Compliance Organization (QCO) Hotline is available to all staff and family members Monday through Friday during normal business hours to easily report any concerns with non-compliance and unethical behavior. The caller may speak to an Intake Specialist or leave a confidential voicemail. If the person does not wish to call, they may use any options listed below:

- Helpline: (888)- 439- 0100
- Email: QCO@merakey.org
- Confidential Fax: 215-273-5974
- Mailing Address: 620 E. Germantown Pike, Lafayette Hill, PA 19444