

## Ashley Levesque

Owner&Director

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The Hive LLC. Is a childcare facility that caters to the needs of every individual child and family. We as a team, work together to create a fun, safe, and nurturing environment. We believe that all children should have positive relationships with the children and adults around them and we strive to provide that. Communication and patience are a very large part of childcare; with the team, with the families, and of course with the children. We are so glad to have you as part of the family.

This handbook was developed to describe some of the expectations we have for all of our employees and to outline the policies, programs, and expectations available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, as it will answer many questions about employment with The Hive.

Welcome to the family!

### Management

At The Hive management is always available to assist you to make sure things are running smoothly. If you have any questions, Need help with covering a shift, Need help fixing your clock in etc. We ask that you first contact management that is on shift but in any circumstance you are welcome to contact the owner.

Ashley Levesque - Owner

Cassandra Kirkwood - Manager

Emily Agate - Preschool Director

### Attendance

Working in a childcare facility requires employees who are responsible when it comes to attendance. Showing up for scheduled shifts is highly important considering ratio requirements. Attendance will be taken very seriously and will be monitored closely. We understand that people get sick, things interrupt your daily lives. You will be asked to have a shift covered by other staff if it is absolutely needed. Multiple call-ins will not be tolerated. You must call-in to a shift at least 4 hours before you are scheduled to work. This leaves time for staff to prepare for an unscheduled shift. If calling in or having shifts covered becomes a pattern management will give a warning, if the problem continues it will result in termination. It is asked that you put in for any scheduled time off as far ahead as possible to allow for appropriate staffing.

### Caring for children

Everyone cares for children differently but it is required that we use patience and kindness. All children learn differently and take discipline differently. We do not under any circumstance use corporal punishment. It is also extremely important that NO child is EVER unattended. Children must always be supervised. A sure way to make sure you always have your children is to keep a count on your group and check very often.

## **Cell Phone use**

Cell phone use is to be kept to a minimum. Children require constant attention and phones take away from that. I ask that all phones be kept away as much as possible. Sending a quick message and putting it away is acceptable. During nap time if all cleaning etc. has been done is a great time to use your phone. If using your phone becomes an issue the Director will have to give you a warning.

## **Dress Code**

There is a lot of movement when working with kids so dressing comfortably is appropriate. I have no problem with leggings, nice joggers, nice sweats, t-shirts as long as they are appropriate. Please no inappropriate logos, showing your bra, underwear etc. If you show up for a shift dressed inappropriately you will be asked to change. It is expected that you follow good hygiene, keep your body clean and free of odor. Tattoos are acceptable as long as they are appropriate, if you have an inappropriate tattoo I ask that it is covered daily however you see fit.

## **Drugs and Alcohol**

You are expected to show up to every shift sober. If for some reason a co-worker/director feels that you are under the influence of alcohol or drugs you will be asked to go do a drug analysis/breathalyzer at your own cost. If you feel that a co-worker has shown up to a shift under the influence, smelling of alcohol or drugs please contact your director immediately.

## **Approved Pick-up Person**

Every child attending The Hive will have a list of approved pick-up people. It is required that we I.D at pick up time. These can be found on Brightwheel under the child's profile.

## **Appropriate relationships with families**

If there is anything that you feel needs to be shared with a parent/family about a child it has to be run by the director or management first. Please keep your relationships with parents professional. These families are expecting a high quality childcare for their children and an inappropriate comment, joke, relationship will potentially risk this. Parent to "customer/family" relationships are to be kept professional. Sharing your personal lives, any information about the childcare facility that is not pertaining directly to their child will not be tolerated. Speaking of other employees or their personal lives to families will also not be tolerated. If you are found to be having inappropriate relationships with family this will lead to termination.

## **Mandated reporter**

Montana state law requires

- (1) The director, assistant director or any staff member of the day care facility who has reason to suspect that any child is or has been abused or neglected is required to personally report the matter promptly to the department child abuse hotline at 1 (866) 820-5437. The day care provider or staff member shall make the report within 24 hours of receiving information concerning suspected child abuse or neglect.

## **Food**

Food that is brought in by staff needs to be labeled if it is in the fridge. If you did not buy or bring something in it is not yours and is considered stealing. Do not take things that are not yours.

## **Cleaning**

It has come to my attention that staff is taking an extremely long time to get done with their cleaning. During the day cleaning needs to be done as you go, your chore can get partially done during nap time and can be done in a timely manner. Everyone will be clocked out at 4:20 on a daily basis regardless of what time you leave. Unless it is approved by management. Along with that, everyone is leaving messes through the entire day, messes left around the facility will not be tolerated. We as a team need to keep a very high standard of cleanliness at the facility.

## **Drama**

Your home life needs to stay at the door, everyone has things going on but it should not affect your job. Also, talking about each other at work, complaining about how someone is doing their job is absolutely unacceptable and will not be tolerated. If you are making a staff uncomfortable because you are bad mouthing them you will be written up which could lead to termination. If you are having issues with an individual please reach out to management so it can be addressed professionally.

## **Employee relatives and personal relationships**

As an employee of The Hive you are required to disclose any relation; relationships; with any Child, Parent, Family at The Hive. A conflict of interest could hurt the success of the business. The director will decide if the relationship is appropriate as a childcare employee.

## **Background Checks**

The Hive is a licensed childcare facility which requires a background check through the State of MT.

You have been given a background check release form to fill out and return to your director.

You will need to schedule fingerprinting with spark MT.

### **Kalispell Fingerprinting Details:**

☐ **Location:** Kalispell- 322 2nd Ave W Unit B

☐ **Day:** Thursdays

☐ **Time:** 9:00 AM – 2:00 PM

*Appointments are required.*



**Schedule an appointment:**

<https://sparkmontana.com/fingerprinting/>



**Need help or have questions?**

Contact the SPARK Montana Help Desk at **406-481-2873**

## **Brightwheel**

Brightwheel is the app that is used for parent communication, clocking kids in and out, and incident reports, diaper log, bathroom log, food log etc. This app can be downloaded onto your phone. If you have any issues or questions using this app please let management know so we can solve this together. Management will send you an invite to this app!

### **Brightwheel - Messages**

Staff is not to answer messages on Brightwheel unless it is for your group only. Management will make sure all Brightwheel messages are answered correctly and that information is passed on correctly.

## **Photo policy**

The employees at The Hive are encouraged to take photos of the children doing activities. All photos must be sent directly to the Director and then deleted off of your personal devices. You may not ever post these photos to social media etc. as you do not have a release to do so. Photos of employees will also be included with photos of the children. They may be used on social media or for advertising.

## **Breaks, Meal times, Rest**

Meal breaks are an important time for you to rest and refuel. Taking them will help boost your health and productivity. To the extent that MT does not require meal breaks, all breaks will require the employee to remain available to the children in attendance. During nap time, as long as all children are sleeping and cleaning duties are complete, employees may take a paid break while supervising the sleeping children.

## **Child/family handbook**

You will be given a copy of The Hive family handbook, it is required you read over this to see policies etc. that we require of families.

## **Probationary period**

The probationary period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. We use this period to evaluate employee capabilities, work habits, and overall

performance. During the probationary period, the employment may be terminated for any reason that is not illegal or against written policy.

All new and rehired employees work on a probationary basis for the first 6 months after the date of hire. Any significant absence will automatically extend a probationary period by the length of the absence. If the owner/director determines that the designated probationary period does not allow sufficient time to thoroughly evaluate the employee's performance, the probationary period may be extended for a specified period. Upon satisfactory completion of the probationary period or at the end of the first 6 months of employment, an employee who receives a successful performance appraisal will automatically be assigned to "regular" employment classification.

### **Equal Employment Opportunity**

The Hive is committed to valuing diversity. We believe that all employees and applicants should be treated with dignity and respect. At The Hive we do not discriminate in employment based upon race, color, national origin, age, physical or mental disability, marital status, religion, creed, sex, or political beliefs. Any applicant or current employee who believes that he or she has been subjected to discrimination based upon any of these factors should immediately contact our Owner/Director. You may also contact the Montana Human Rights Bureau and/or the federal Equal Employment Opportunity Commission for more information or to file a complaint. We will not retaliate against anyone for making or participating in a complaint of discrimination.

### **Employee discipline**

We expect our employees to follow our rules, policies, and instructions. If an employee violates any of our rules or policies, or fails to follow our instructions, there are a variety of disciplinary actions management may implement. The Hive reserves the right to implement any of these actions, including starting with termination, as we see appropriate. The following describes options that may be used in the disciplinary process. Disciplinary action may call for any of four steps: verbal warning, written warning, suspension with or without pay, or termination of employment.

### **Safety in the workplace**

The Hive is committed to providing a safe and productive workplace for the employees, and to develop awareness and appreciation of safe work practices. Employees are expected to work in a safe manner and observe safe working procedures. Employees shall report all unsafe conditions, inoperable equipment, or safety hazards to the Director/Owner. All incidents, accidents and injuries shall be reported immediately to the Director/Owner and appropriate paperwork completed within 24 hours.

### **Guns/Weapons at facility**

We understand that Montana has a right to carry; Childcare licensing does over rule this law and makes it illegal to carry any gun into a childcare facility. This is something there will be no warnings about.

### **Tobacco Use-Smoking-vaping**

The use of tobacco is prohibited. If you smoke before a shift please make sure you wash your hands and use perfume/body spray. Eliminate the smell as much as possible so parents and children cannot smell it on you.

### **Conflicts of interest**

A conflict of interest occurs when an employee's personal goals are no longer in line with their responsibilities. They can be a serious issue that, aside from leading to termination of employment when discovered, can also lead to serious legal jeopardy, depending on the circumstances.

It's up to all of us to be vigilant about circumstances that can lead to conflicts of interest for ourselves, close colleagues and direct reports. Make sure you're always acting in accordance with ethical business practices and in the best interests of the company.

### **Harassment, discrimination or violence**

Having a happy and productive workplace means making everyone's safety and comfort a priority. We take workplace harassment and violence very seriously. It can come in several forms.

**General workplace harassment** includes intentional sabotage of someone else's work, derogatory ethnic or religious commentary, rumormongering or subjecting others to public ridicule or demeaning demands.

**Workplace violence** is an extremely serious form of harassment. Physical or sexual assault, threats of harm, destruction of property and verbal and psychological abuse fall into this category. Verbally threatening other employees will lead to serious disciplinary action. Employees found to have committed acts of violence will be immediately terminated and may face criminal charges.

### **Sexual Harassment**

It is the policy of The Hive to provide a work environment free from sexual harassment of employees, customers, clients and any other persons. At The Hive we prohibit unwelcome sexual conduct that unreasonably interferes with an employee's job performance or creates an intimidating, hostile or offensive working environment. This includes displaying sexually suggestive emails, objects, pictures, cartoons or posters. The Hive prohibits verbal abuse of a sexual nature, sexually oriented jokes, innuendoes, or obscenities. Sexual conduct sought in return for job benefits or opportunities, such as the threatened loss of a job for failing to comply with a supervisor's sexual demands is considered discrimination. This may include situations that began as mutual attractions, but later ceased to be reciprocal. Harassment not involving sexual activity or language is also discriminatory if it is pervasive and directed at employees because of their sex. For example, hazing an employee based on gender may well constitute discrimination.

To report an incident, employees should contact Director/Owner. Employees may also file a complaint with the Montana Human Rights Bureau and the federal Civil Rights Center at the addresses listing in the Grievance Procedure.

### **Unlawful Harassment**

The Hive policy is to provide employees with a work environment free of harassment. Harassment of employees, clients, customers, and any other persons doing business with The Hive because of a person's race, color, national origin, age, physical or mental disability, marital status, religion, creed, or sex is prohibited.

Examples of other prohibited harassment include, but are not limited to: coercion of employees, clients, or customers in the participation or nonparticipation in religious activities; or ethnic slurs, repeated jokes, innuendoes, or other verbal or physical conduct because of a person's nationality, race, color, age, physical or mental disability, marital status, religion, creed or sex if these actions create an intimidating, hostile, or offensive working environment.

### **What to do about harassment or violence**

You should always feel free to contact your Director/Owner as soon as you're aware of any dynamic of harassment developing, no matter how minor. You can also reach out to your manager for advice as soon as you're aware of a potential problem with a customer, stakeholder or team member.

If witnessing violence on The Hive's premises, discreetly contact the Owner/Director and don't get directly involved. If you suspect or know someone is being violent, contact Owner/Director. We keep reports confidential and investigate them discreetly.

### **Exit policy**

Every employee's time with the company comes to an end eventually. This section discusses The Hive's policies for handling that process

### **Disciplinary actions**

The Hive takes a measured and progressive attitude toward discipline. Our goal is usually to work with employees to resolve problems positively, and only in very specific circumstances mentioned in the above sections do we terminate employment immediately.

Disciplinary measures otherwise start with verbal warnings and informal meetings before escalating to formal reprimands, formal disciplinary meetings, penalties and termination.

### **Employment termination**

Termination may occur with cause—through employee breach of contract, legal standards or the code of conduct—or without cause, such as layoffs that are no direct fault of the employee.

### **Resignation**

Voluntary resignation is considered to be automatic if an employee doesn't come to work for 2 consecutive days without notice. You can resign without advance notice, but we request notice in writing 2 weeks before or 2 months prior for highly specialized positions.

### **Returning company property**

Final payments, whatever the circumstance of the employee's leaving, are made on the return of all company property in good condition. Including key fob f. Last paycheck will not be given until this is returned. If your key is not returned you will have a \$30 deduction for every key that you signed out.

## **References**

The Hive is happy to provide references for employees who leave in good standing.

## **Last Payday**

When an employee is separated from employment for cause or laid off by the The Hive, payment of final wages will be made on the employee's next regularly scheduled payday for the pay period. If the key fob for Peterson Elementary is returned along with all properties of The Hive or Peterson Elementary.

## **Grievance Procedure**

If you believe you have been subjected discrimination in violation of our policies, immediately report the incident to your Director/Owner. The Hive Equal Employment Officer will begin an investigation as soon as possible and make a factual report no later than 10 working days after receiving notice of the alleged violation. The investigation will include interviewing as many persons as possible that have knowledge of the matter and reviewing any relevant documents. Upon receipt of the complaint alleging harassment, Director/Owner will take all appropriate steps to prevent the alleged conduct from continuing pending completion of the investigation. Director/Owner will determine the steps to be taken by balancing the rights of the alleged victim, including the severity of the alleged conduct, and the rights of the alleged harasser. Within two working days of receiving the factual report, [Organization Name] will, in writing, inform the complainant, any other employees directly involved, and their immediate supervisor of the results of the investigation.

Otherwise, the results of the investigation will remain confidential and will be disseminated only to persons having a need or right to know. If the results of the investigation establish that there is insufficient evidence to find that a policy violation occurred, Director/Owner will inform all parties involved that the matter is concluded. If the results of the investigation establish that a policy violation occurred, The Hive will take appropriate action, including, but not limited to, disciplinary measures pursuant to our disciplinary policy – which may include termination.

The Hive will not retaliate against any employee for filing a discrimination grievance or for participating in any way in a grievance procedure. If, in addition to following the grievance procedures described above, employees may contact:

Montana Human Rights Bureau  
1625 11th Avenue, P.O. Box 1728  
Helena, Montana 59624-1728  
(406) 444-2884 or 1 (800) 542-0807

United States Equal Employment Opportunity  
Commission  
Washington, DC 20507  
1 (800) 669-4000 or [www.eeoc.gov](http://www.eeoc.gov)

## What is Abusive Head Trauma?

Abusive head trauma (AHT), which includes shaken baby syndrome, is a preventable and severe form of physical child abuse that results in an injury to the brain of a child. AHT often happens when a parent or caregiver becomes angry or frustrated because of a child's crying. It is caused by violent shaking and/or with blunt impact. The resulting injury can cause bleeding around the brain or on the inside back layer of the eyes. Data show:

- AHT is a leading cause of physical child abuse deaths in children under 5 in the United States.
- Babies less than one-year-old are at the greatest risk of injury from AHT.
- AHT accounts for about one-third of all child maltreatment deaths.

Crying, including long periods of inconsolable crying, is a **normal behavior in infants**. Shaking, throwing, or hitting a baby is never the right response to crying. For more information about abusive head trauma definitions please see [Pediatric Abusive Head Trauma: Recommended Definitions for Public Health Surveillance and Research pdf icon](#)[1.6 MB, 56 Pages, 508].

## What are the consequences?

Nearly all victims of AHT suffer serious, long-term health consequences. Examples include:

- vision problems
- developmental delays
- physical disabilities
- hearing loss

At least one of every four babies who experience AHT dies from this form of child abuse.

## How can we prevent Abusive Head Trauma?

Anyone can play a role in preventing AHT. Understanding the dangers of shaking or hitting a baby's head against something, knowing the risk factors and the triggers for abuse, and finding ways to support parents and caregivers in their community are all ways to prevent AHT. CDC has developed a resource, [Preventing Child Abuse and Neglect: A Technical Package for Policy, Norm, and Programmatic Activities pdf icon](#)[3.90 MB, 52 Pages, 508] that identifies a number of strategies to help states and communities prioritize prevention activities based on the best available evidence. This resource is also available in [Spanish pdf icon](#)[21 MB, 52 Pages, 508].

## If you are a parent or caregiver

Parenting is hard work! We know that every child and every parent is unique. You may face many different situations and challenges every day. **It's ok to ask for help.**

- Understand that infant crying is worse in the first few months of life, but it will get better as the child grows.
- Try calming a crying baby by rocking gently, swaddling in a blanket, offering a pacifier, holding your baby against your bare skin, singing or talking softly, taking a walk with a stroller, or going for a drive in the car.
- If the baby won't stop crying, check for signs of illness and call the doctor if you think the child is sick.
- If you are getting upset, focus on calming yourself down. Put the baby in a safe place and walk away to calm down, checking on the baby every 5 to 10 minutes.
- Call a friend, relative, neighbor, [parent helplineexternal icon](#), or your child's healthcare provider for support.
- Never leave your baby alone with a person who is easily irritated, has a temper, or a history of violence.

**If you are a friend or family member of a parent or caregiver or live in their community**

- Be aware of new parents in your family and community who may need help or support.
- Offer to give a parent or caregiver a break when needed.
- Let the parent know that dealing with a crying baby can be very frustrating, but infant crying is normal and it will get better.
- Encourage parents and caregivers to take a calming break if needed while the baby is safe in the crib.
- Be sensitive and supportive in situations when parents are dealing with a crying baby.
- Be supportive of work policies (e.g., paid family leave) that make it easier for working parents to stay with their infants during the period of increased infant crying (i.e., between 4-20 weeks of age).

## Shaken baby syndrome

### Overview

Shaken baby syndrome is a serious brain injury resulting from forcefully shaking an infant or toddler. It's also known as abusive head trauma, shaken impact syndrome, inflicted head injury or whiplash shaken infant syndrome.

Shaken baby syndrome destroys a child's brain cells and prevents his or her brain from getting enough oxygen. This form of child abuse can cause permanent brain damage or death.

Shaken baby syndrome is preventable. Help is available for parents who are at risk of harming a child. Parents also can educate other caregivers about the dangers of shaken baby syndrome.

## Symptoms

Shaken baby syndrome symptoms and signs include:

- Extreme fussiness or irritability
- Difficulty staying awake
- Breathing problems
- Poor eating
- Vomiting
- Pale or bluish skin
- Seizures
- Paralysis
- Coma

While sometimes there's bruising on the face, you may not see signs of physical injury to the child's outer body. Injuries that might not be immediately seen include bleeding in the brain and eyes, spinal cord damage, and fractures of the ribs, skull, legs and other bones. Many children with shaken baby syndrome show signs and symptoms of prior child abuse.

In mild cases of shaken baby syndrome, a child may appear normal after being shaken, but over time they may develop health or behavioral problems.

## When to see a doctor

Seek immediate help if you suspect your child has been injured by violent shaking. Call 911 or emergency medical help, or take your child to the nearest emergency room. Getting medical care right away may save your child's life or prevent serious health problems.

Health care professionals are legally required to report all suspected cases of child abuse to state authorities.

## Causes

Babies have weak neck muscles and can't support the weight of their heads. If a baby is forcefully shaken, their fragile brain moves back and forth inside the skull. This causes bruising, swelling and bleeding.

Shaken baby syndrome usually occurs when a parent or caregiver severely shakes a baby or toddler due to frustration or anger — often because the child won't stop crying.

Shaken baby syndrome isn't usually caused by bouncing a child on your knee or minor falls.

## Risk factors

The following things may increase the risk that parents or caregivers are more likely to forcefully shake a baby and cause shaken baby syndrome:

- Unrealistic expectations of babies
- Young or single parenthood
- Stress
- Domestic violence
- Alcohol or substance abuse
- Unstable family situations
- Depression
- A history of mistreatment as a child

Also, men are more likely to cause shaken baby syndrome than are women.

# Complications

Even brief shaking of an infant can cause irreversible brain damage. Many children affected by shaken baby syndrome die.

Survivors of shaken baby syndrome may require lifelong medical care for conditions such as:

- Partial or total blindness
- Developmental delays, learning problems or behavior issues
- Intellectual disability
- Seizure disorders
- Cerebral palsy, a disorder that affects movement and muscle coordination

# Prevention

New parent education classes can help parents better understand the dangers of violent shaking and may provide tips to soothe a crying baby and manage stress.

When your crying baby can't be calmed, you may be tempted to try anything to get the tears to stop — but it's important to always treat your child gently. Nothing justifies shaking a child.

If you're having trouble managing your emotions or the stress of parenthood, seek help. Your child's doctor may offer a referral to a counselor or other mental health provider.

If other people help take care of your child — whether a hired caregiver, sibling or grandparent — make sure they know the dangers of shaken baby syndrome.

[By Mayo Clinic Staf](#)

## EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about The Hive. I understand that I should consult with my Director/Owner regarding any questions not answered in the handbook.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only our Director/ Owner has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is not an employment contract and is not intended to create contractual obligations of any kind. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

Please return this sheet signed to Owner/Director