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The Hive Family Handbook

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.

“How much fuller and richer life would be if we saw the child in all his greatness, all his beauty, instead of focusing on all his little mistakes?”

- Maria Montessori

Licensing

- Registered, compliant and thoroughly inspected by DPHHS.
- All employees, volunteers have to pass background checks, federal fingerprinting and drug testing.
- All employees must complete several trainings before employment begins and continue education throughout their employment.

Age Requirements

The Hive accepts children aged 4 weeks and up, openings are based upon age.

Waiting List

If you are interested in utilizing The Hive for your childcare needs please reach visit our website at www.hivechildcare.com and fill out a childcare interest form. If you have any questions please reach out to management at thehivekidscare@gmail.com

The waiting list will run in order by sign up date, first come first serve. You are not guaranteed a spot until you have paid your tuition

Arrival

The earliest arrival will be at 7:30am. Your child is expected to be dressed and clean, ready for the day. Your drop off time will be discussed when signing the contract, if for some reason you are going to be late it would be greatly appreciated if you could send a quick message to brightwheel letting staff know. Drop offs can be difficult sometimes, we ask that you say your goodbyes and give love and let staff calm your child down if they are upset. You are more than welcome to message on brightwheel and check in anytime of the day. If for some reason your child does not get comfortable or jump into the day we will absolutely reach out. Drop off needs to be done by 10am please. We understand sometimes families have appointments or important things to do in the morning. If you have to drop off after 10 occasionally

please reach out over bright wheel. We have found that dropping off after this time does cause disruption in schedule and it also does affect state subsidy.

Departure

The day is over at 4pm and all children will be expected to be picked up. (Unless you utilize and pay for the day extension) no exceptions, we expect all children to be picked up belongings gathered and leaving by that time. If for some reason you find yourself running a minute behind its expected that you reach out through brightwheel and let staff know you're running behind. If this becomes a constant issue it will lead to dismissal of the program. A late fee will be charged anytime a parent/pick-up person is late. Late fee will run \$5.00 a minute per child until someone arrives to pick them up. If a parent/guardian/pickup person does not show up before 630pm the Kalispell Police Department and Child Protective services will be reached.

A pick up time will be discussed when signing contract, if you are picking up your child significantly earlier please communicate with staff so we have the child ready and not in the middle of an activity. We do ask that you don't pick up during nap time as to not affect other children. In case of emergency and you must pick up during naptime please contact staff and we will meet you outside of room.

Authorized Pick Up

When enrolling your child you will give a list of authorized adults to pick up. ID will be required at pick up even if you are a parent/guardian. Remember this is only for your child's safety. If for some reason you need to take someone off of the pick-up list that is your responsibility to communicate with the director. If that person happens to be a custodial parent you will need to show proof of parenting plan/restraining order.

Brightwheel

The Hive uses Brightwheel for parent and staff communications, sending photos of your children, billing and payments, keeping track of tuitions and diapers and much more! This is something that the director supplies for the families to use. It is an app that can be downloaded on your phone, you will be sent an invitation once your child is enrolled at The Hive. If you ever have any questions about the app at all please feel free to reach out and we can work together to solve any issues. Billing is set up through Brightwheel, if you pay with a bank account, or debit card there is a .90 cent fee, if you pay with credit card there is a 2.9% fee. This is a processing fee and goes straight to Brightwheel not the director. Brightwheel is always the suggested use of communication, that is to ensure whoever you are reaching is at the location with your child.

Drop-Ins

Drop-Ins are allowed for registered students or registered students' siblings. If The Hive has open space for children (still complying with ratio state regulations) you may sign up to use a drop-in spot for your children. All paperwork must be filled out for this child before attending. Drop in will be charged at the age appropriate rate and must be paid before drop off or at the time of drop off.

Discipline

Parents/Guardians will be contacted if their child's behavior is not appropriate for daycare. Any time a child deliberately inflicts physical harm on another person and/or shows a pattern of aggressive or disruptive behavior parents will be informed and we will work together to create a plan. If the behavior does not improve within two weeks, and the safety of the class is threatened, we reserve the right to terminate care. We require a safe, nurturing and fun-loving environment for every child.

If a child breaks or damages any property of The Hive the child's parents will be responsible for the cost to fix or replace the items. After three incidents, we reserve the right to terminate care.

Every adult who cares for children has a responsibility to guide, correct and socialize children toward appropriate behavior. These adult actions are often called child guidance and discipline. Positive guidance and discipline are crucial because they promote children's self-control, teach children responsibility and help children make thoughtful choices. The more effective providers are at encouraging appropriate child behavior, the less time and effort adults will spend correcting children's misbehavior.

Responding to misbehavior

Redirection: This strategy should be used most frequently when working with young children. If a child is not following the rules or being uncooperative, get the child's attention and introduce another activity.

Logical Consequences: These are structures consequences that follow specific misbehaviors. The child should be able to see how the behavior and the consequence are directly related.

Participate in the solution: If a child damages something, they need to help in fixing it or in cleaning it up. If a child causes someone distress, they should help in relieving that.

Natural consequences: allowing children to experience the consequences of their behavior is also called learning the hard way. Use natural consequences when they will not endanger the child's health/safety.

"Take a break": in some instances, a child may need to be removed from a particular situation in which they have become overwhelmed or violent. The child should be directed to "take a break." This strategy gives the child a chance to calm down. Regain control, and reflect quietly on their behavior away from others. Once the child has calmed down, the provider should walk with the child about the actions that led up to and resulted in needing a break.

Biting policy

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. Children bite for a variety of reasons. Biting is not something to blame on children, their parents or the provider. There are a variety of strategies we will use at The Hive to prevent and stop biting.

- The biting child is stopped and told, "Stop biting, Biting hurts" in a firm voice. Providers should remain calm, being careful not to show anger or frustration towards the child.

- The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include re direction or meeting the child's needs. As little attention as possible is placed on the biting child to avoid reinforcing the behavior.
- Appropriate first aid will be provided to the child who was bitten. The bite will be washed with soap and water; cold compress will be applied to reduce pain and swelling. A bandage will be applied if necessary.

Celebrations

The Hive will have celebrations throughout the year. We would love for all children to attend but understand that each family has their own beliefs, if you do not want your child to attend celebrations we ask that you communicate your wishes in advance so we can accommodate. The Hive family loves to celebrate Birthdays, an important day for your child. You are more than welcome to send treats, or goodies with your child on their Birthday. Please communicate any plans so it can be scheduled into the day.

Emergency Closures

The Hive takes safety very seriously for our children and families. There is a possibility of closures or early closures. If weather becomes a serious threat there is a possibility that The Hive will close early. If weather becomes dangerous for families and staff to travel in, management may reach out the night before or morning of and cancel the day. If The Hive is to lose power/water; have flood/fire; The Hive will contact parents and expect all parents to pick up in a timely manner.

The Hive will follow SD5 closures, If the school district closes down for any reason The Hive will also close.

Meals

Lunches and snacks are provided by The Hive through the CACFP Program. Your responsible for filling out correct paperwork for the program and ensuring your child's allergies and substitutes are communicated correctly. You are not responsible for payment of these meals as they are reimbursed by the state.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

fax:
(833) 256-1665 or (202) 690-7442; or

email:
Program.Intake@usda.gov

This institution is an equal opportunity provider

Tuition

Age group	Part time 4 days a week or less	Full time 5 days a week	Drop in Pre-approved
Infants Newborn - 24 months	\$62 daily rate	\$57 daily rate	\$52 daily rate
Toddler 24 months and up	\$60 daily rate	\$55 daily rate	\$50 daily rate
School age children Summer care or school vacation care	\$55 daily rate	\$50 daily rate	\$45 daily rate

Military, law enforcement, healthcare, teacher discount 10%

Sibling discount monthly 5%

Childcare tuition rates to ensure quality care for your children will be as follows. A daily rate will be age appropriate, if you are a full time employee through the school district, healthcare, law enforcement, or military we would like to offer you a 10% discount on childcare for your entire length of enrollment. A sibling discount will be offered at 5% a month for each additional child, these children must all reside in the same home. If a child is enrolled they are responsible for payment for every operating day they are contracted to regardless of absence. If your family takes a vacation, is out because of sickness etc. you are still responsible for payment. If Best Beginnings does not cover these days you will be responsible. These are your contracted spots and you are paying for your spot.

Childcare daily hour extension

Hours of operation are 7:30 am – 4:00 pm if your family needs child care later than 4pm you may choose to pay for extended hours. If your family decides to use this extension it will be assumed you need it every month. It is your families responsibility to communicate with owner/Ashley Levesque before tuition is sent out to drop the extension.

Hour extension is until 6pm max

Care is 5\$ an hour after 4pm if it is pre approved by management. Time is billed to the closest hour meaning if you pick up at 4:30pm you will be billed for the first hour. If you pick up anytime after 5pm you will be charged for the next additional hour.

Part time care and tuition policy

If your family is only needing part time care you must contract what days you need but it must be the same days every week. Regardless of attendance your tuition will follow that contract.

Example: Your family needs Mondays, Wednesdays, and Thursdays. Those will be your contracted days, every month you will be charged for those 3 days if the Hive is open for operation on those days. This is regardless of attendance, sickness, vacations etc.

You may request more days or to change days but this cannot be guaranteed.

Best Beginnings Scholarship

The Hive welcomes families who are eligible for The Best Beginnings Scholarship. If your scholarship does not cover your entire month's tuition you are responsible for any remaining balance. Your tuition is due by the 20th of each month, if your scholarship has not been applied to your account by then you are responsible to pay the entire tuition. It is the parents responsibility to make sure your account is always paid in full in a prepay status. Best Beginnings is billed out at the end of the operating month and is usually received within the first week.

Late Tuition

Tuition will be prepaid meaning it will be due the month before attendance by the 20th in full. Tuition can be paid in cash, check or through your brightwheel app. If tuition is not paid on the 20th you will be charged a late fee on the 22nd of the month in the amount of 50% of the late paying month's tuition. If your tuition is not paid within 10 days after the due date your child will be dismissed from the program.

Emergency

For a serious injury requiring medical attention the following steps are taken:

- Provide any first aid and/or Cpr as needed
- If needed 911 will be contacted
- Parents will be notified, parents will also be responsible for all costs involved in emergency treatment, transportation or any associated costs.
- The owner of The Hive will not be held responsible for any injury or sickness of any parent, child, family member, or pick up person.

For an injury that may require medical attention:

- First aid will be provided if needed.
- Parents will be notified.
- If parents cannot be reached emergency contacts and pick-up person will be called. If nobody can be reached the child's physician will be contacted and emergency services if necessary.
- Incident report will be put onto child's brightwheel account.

For a minor injury that does not require medical attention:

- First aid will be provided if needed.
- Incident report will be put onto child's brightwheel account.

Sick policy

State regulations require the following MINIMUM exclusion criteria be met: If a staff member reaches out to you to let you know your child is sick we ask that the child is picked up within a 30 minute window as to not expose the other children and staff to unnecessary germs. The child either shows no symptoms of illness; the child has been symptom free for 24 hours; or the child has been on antibiotics for at least 24 hours for bacterial infections.

- Children must be without fever (100 or higher) for 24 hours before returning to care.
- Children must be without vomiting and diarrhea for 24 hours before they return to care. Vomiting includes 2 or more episodes in the last 24 hours. Diarrhea is defined as an increased number of stools, increased water in the stool, and/or stool that cannot be contained;
- Children with any of the following bacterial infections must be treated with antibiotics for 24 hours before they return to care: Strep throat; Scarlet fever; Impetigo; Bacterial conjunctivitis (pinkeye); and skin infections such as draining burn or infected wounds or hangnails. A doctor's release note will also be required.
- Generalized rashes, including those covering multiple parts of the body, must be evaluated by a health care provider to determine their cause before the child can return to care. A doctor's release note will also be required.
- Children with hand, foot, and mouth disease or chickenpox may not return to care until their sores dry up, usually 5 – 7 days.
- Children with lice or lice eggs found in hair will be sent home. Child cannot return until hair is bug and egg free. You must do another Lice shampoo a week after original shampoo.
- Children who are jaundiced must be excluded until a health care provider authorized the return;
- Children with symptoms of severe illness, such as an uncontrolled cough, breathing difficulty or wheezing, irritability, poor appetite, or a seizure, must be cleared by a physician.

The current covid policy

If your child test positive for covid he/she is required to stay home for 5 days after the day of testing and may return on the 6th day with no symptoms. If a family member has covid we do ask that a child is monitored closely and the family member does not come into the facility. If you feel your child has covid, testing is decided upon the family. Please communicate any illnesses to management so we can take extra precautionary measure.

If a sickness is in question the Director will make final decision regarding child's possible attendance.

Allergies

If your child has a known allergy the following steps must be followed:

- All allergies must be noted on intake paperwork
- A completed Emergency Health Care Plan that is signed by your child's primary physician.
- An extra prescription to be kept at The Hive.
- If it is a food allergy you must supply a substitute.

Medication Policy

Medication will not be administered by staff. If a child is needing medication administered throughout the day it is the parents responsibility to come and administer to their child.

Immunizations

Before a child can be completely enrolled and attend at The Hive your child must be up to date on immunizations for their age group and The Hive must have a copy of immunization records.

If there is a medical reasoning for not being current on immunizations a signed Medical Exemption form will be required from a physician.

If for any reason a child contracts any disease for which an immunization is required the child, along with any other child who is too young for that immunization will be excluded from care until the local health department sees it fit for the children to return.

Mandatory Reporters

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.

Outside play

Outside play will happen as frequent as possible. Living in Montana there will be days we will not go outside. It is the parent's responsibility to make sure their children are prepared and have anything they may need.

- Sunblock must be applied in the morning before drop off, we will re-apply later in the day.
- You must supply a sunblock you are comfortable with your child using to be kept at The Hive.
- A jacket that is appropriate for the weather must be provided daily, if it is easier to leave one at daycare that is encouraged.
- During the winter months a large coat, snow pants, hat, boots, gloves will all be required.

If for some reason it becomes an issue that your child does not have required equipment the director will purchase it and add it to your tuition.

New Students

Before admission, anyone on the waiting list is required to meet with the director in person. The child who is applying to attend must also be present for this meeting. The director will then select the next family to move onto the enrollment process.

Once a family is selected they will have 48 hours to confirm their spot and sign the child care contract and make tuition. This is when your start date will be selected, set up your schedule needs. All paperwork must be turned in before child attends, including paperwork from physicians.

Potty Training

We encourage potty training and are on board with assisting your child during the day with potty training. If your child is in the process we ask that multiple back up clothes are sent. Consistency is key while potty training so everyone needs to be on the same page on the process your family wants to use. During nap time at The Hive a pull up/diaper will be required during nap time until your child has woken up from nap for a solid 3 weeks with no accidents.

Diapers

Parents are required to supply diapers, wipes and diaper cream for their children. The supplies you bring in will only be used for your child. When your child is running low we will communicate what is needed to parents. If a child runs out of diapers/wipes and it has been prior communicated you will be charged \$1.00 a diaper and \$6.00 for a package of wipes.

Nap time

Nap time at The Hive will be the same time every day. We will start laying down and tucking children in around 12:45pm and official nap time will be from 1pm – 3pm. We understand that some children do not nap, this will be quiet time and the child will be expected to relax, lay and read books etc. The Hive offers children their own individual cot or “crib.”

Withdrawal or Dismissal from program

If for some reason you decide you want to withdraw your child from The Hive, it is required you give a 30 day notice. When you put your 30 day notice in, the 30 day tuition will be due regardless of attendance. This also applies to dropping days from your contracted amount. (If your contracted 4 days a week and need to drop to 2 days) If you do not pay the last day tuition or you pull from the program owing any balance you will be sent to collections for your debt to be collected.

The Hive reserves the right to dismiss a child from the program. The director will provide you with a 30 day notice of dismissal; you are still required to pay tuition for the 30 days regardless of attendance. Possible circumstances for dismissal.

- Failure to complete required forms.
- Lack of parental cooperation.
- Lack of compliance with handbook regulations.

- Child experiencing difficulty adjusting after a reasonable amount of time.
- Physical/verbal abuse of any person/property.
- Our inability to meet your child's needs.
- Failure to pay.
- Or any reason seemed appropriate.
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Required Documents

Montana DPHHS, CPS and County Health Dept. require that all registered or licensed child care providers maintain a file for each child enrolled. Each file is required to include the following documents and must be updated as needed.

- Immunization forms
- Pediatric Health Statement (under 24 months)
- Emergency contact and parental consent form
- Non-Ingestible over the counter medication authorization form
- CACFP Enrollment form
- Current parenting plans or court orders.

Photo Release

Photos of the facility, your child, and employees will be taken during hours. These photos will be possibly used for advertisement, social media, website, and/or posted in the daycare.

Weapons

There are under no circumstance any guns/weapons allowed on the property or in the building. We understand MT has a right to conceal and carry but there is a law stating there are no guns allowed in Licensed facilities.

We cannot wait to meet your families!

Please reach out if you have any questions or concerns

-Ashley Levesque/owner

Handbook Acknowledgement

I, the undersigned, acknowledge that I have received a copy of the "Hive Family Handbook." I recognize that it is my responsibility to read, understand and adhere to the policies, provisions and procedures contained in the "Hive Family Handbook." Failure to do so can result in suspension or termination of care. In addition, I understand that the contents of the "Hive Family Handbook" are subject to change. I acknowledge that the "Hive Family Handbook" will be revised in accordance with the rules or regulation of state, federal, and accrediting entities, best practices for child care service

providers, or at the discretion of the owner and/or director. I recognize that any such revisions will supersede, modify or eliminate the current contents of the "Hive Family Handbook."

I acknowledge that it is my responsibility to stay informed of policy and procedure revisions to the "Hive Family Handbook," which will be posted in the daycare room.

Moreover, I recognize that it is my responsibility to contact The Hive Owner and/or Director for any questions I might have about the contents of "Hive Family Handbook." Now and in the future at any time.

- I understand that my child may only be picked up by an authorized individual listed on the Emergency contact and Parental Consent form.
- I understand that if my child is picked up after 4:00pm, a late fee will be assessed and included in the following tuition. If my child has not been picked up by 5:00pm I understand that KPD and CPS will be notified and the child will be released into their custody.
- I understand that a 30 day written notice is required to temporarily or permanently withdraw from the program along with a month's tuition regardless of attendance.
- I understand that if I do not supply The Hive with personal supplies my child needs such as but not limited to diapers, wipes, diaper cream, jackets, gloves, boots, snow pants, hats, sunblock that the director will purchase these items and the price will be added to tuition.
- I understand that I must adhere to all policies and procedures outlined within the handbook. If I am unclear on a policy/procedure, it is my responsibility to ask for clarification.

Parent/Guardian Signature

Print

Date

Photo release

Photographs are taken of enrolled children and will be posted in the program. These photos may also be used for advertisement, social media, and/or shared with parents. Do you approve of your child's photo being used on social media or for advertising purposes?

Yes ☐ No ☐