



POWERHOUSE PARENT HANDBOOK

phkidstx.com | powerhouse@oaks.church

Revised September 2021

Dear Parents:

Thank you for choosing Powerhouse. It is a privilege and an honor to serve you and your child(ren). The entire Powerhouse staff is committed to providing a safe and loving environment where your child(ren) can grow, develop, and learn.

As a ministry of Oaks Church, Powerhouse is a Christ-centered program, as well as a state-licensed child care provider. We are eager to share the love of Jesus Christ through daily devotions, weekly chapel, homework time, crafts, and much more.

As we partner with you to minister to your child(ren), please do not hesitate to contact us if there is anything we can do to help you.

In His Service,
Powerhouse Executive Team

POWERHOUSE PARENT HANDBOOK

Please note, all COVID-19 adjustments will be highlighted in this book for quick reference

Non-Discrimination Policy

Powerhouse does not discriminate based on gender, race, color, religion, or national or ethnic origin in admittance, education, or other administrative policies and extends to all rights, privileges, programs, and activities generally made available to students in the program.

Communication

We believe that communication with parents is essential. Any questions and/or comments that you have are always welcome. We communicate to parents face to face, by phone, email, Sandbox, brochures, at the sign-in/out area, and items sent home with the students. As a parent, you may also review a copy of the state's minimum standards. You can find contact information for each campus below.

From time to time it is necessary to have changes or additions to this handbook. In these instances, you will be notified verbally, via email, or in writing.

Since Powerhouse is **not** a part of Life School, any communication regarding your child (i.e. absences, medication, playtime, etc.) must be communicated directly to the Powerhouse Site Leader.

Parents can schedule an appointment with the Powerhouse Pastor or their Site Director to discuss any issues or concerns.

Powerhouse Staff

Powerhouse is under the direction of the Leadership Team, which oversees multiple sites, as well as the creation and implementation of all policies, procedures, and fees. The Leadership Team is responsible for hiring, training, state license compliance, program curriculum, and overall program direction.

If you have any concerns or questions, feel free to contact the Leadership Team by emailing powerhouse@oaks.church.

Each of our campus locations is coordinated by a Site Director. Their contact information is as follows:

Cedar Hill – 469-225-1771
Lancaster – 469-505-7550

Red Oak – 469-218-1373
Waxahachie – 469-719-9601

Oak Cliff – 469-505-7688

Hours of Operation

Morning care:
6:00 a.m. – 7:25 a.m. (Life School opening)

Afternoon care:
3:15 p.m. (Life School Dismissal) – 6:00 p.m.

Extended care:
6:00 p.m. – 6:30 p.m.

Special Closings and Days of Operation

The Powerhouse calendar follows the Life School District calendar. When Life School is closed due to inclement weather, staff in-service days, and national holidays, Powerhouse is also closed. Powerhouse will send out emails and texts as a courtesy reminder to each family so please make sure we always have your MOST CURRENT information on file.

Early Release Days

Powerhouse offers a special half-day program on Life School early release days. There is no additional charge for students who are currently enrolled in a weekly program. Families must sign up their children by the deadline date, so we can prepare our staff, lunch, and activities.

Sandbox

Sandbox is the secure software we use to keep track of our enrollments and waiting list. Upon your child's enrollment into our program, you will receive a link to activate your parent portal. This will be important, as all our communication to you throughout the program days will take place in Sandbox.

In your Sandbox portal, you will be able to update your child's information, as well as the persons allowed to drop off and pick up your child. **Anyone who drops off or picks up your child must be listed in your Sandbox account.** You must list emergency contacts - *who are not the parents or primary guardians* - in case of an emergency. In addition, anyone who is paying the tuition must be listed as a primary guardian, as they will need to log into their portal to pay the account balance.

POWERHOUSE FEES

Tuition (rates are per child)

Before School Care

Flat Rate (1-5 days) - \$30 per week

After School Care

Full-Time (3-5 days) - \$55 per week

Part-Time (1-2 days) - \$35 per week

Extended Care

\$20 per week (in addition to another selected program)

Family Discount

\$5 off the tuition of every child after the first child of the same household (only applies to children enrolled in a program)

Additional Fees/Information

Registration Fee \$50 per family due at time of enrollment. (annual, non-refundable)

Child Supply Fee \$25 per child due at the time of enrollment. (annual, non-refundable)

Refund Requests No refunds will be given for any reason including overpayment, moving schools, or withdrawing from the program.

In special circumstances, refunds may be issued up to 90 days after payment is made.

Forms of Payment**Child Care Assistance**

Sandbox Parent Pay Portal using credit or debit card.

No payments by cash or check are accepted.

Payment Due Dates

Charges for the upcoming week are posted every Friday. Parents have through the weekend to clear this balance by Monday morning to avoid late fee charges and interruption of care.

Late Payment Fee

A \$10 Late Fee will be charged to all accounts that show an outstanding balance every Monday at 6:30 pm. If charges for that week are not paid by Friday at 6:30 p.m., your child(ren) will not be received by Powerhouse until the balance has been paid in full. **No exceptions.**

Late Pick-up Fee

Powerhouse will charge \$1 per child for every minute after 6:00 pm (or 6:30 if enrolled in Extended Care) to your account. This fee must be paid in full with the next tuition payment. You may not enroll in the Extended Care program when you are running late. After three offenses, this rate will increase to \$5 per child for every minute late.

Absences/Program Withdrawals/Program Changes

It is the primary payer's responsibility to notify your Site Director **by the Wednesday prior** if your child will not be in attendance. If communication is not made by the Wednesday prior, Powerhouse will charge the agreed upon tuition, and it is the primary payer's responsibility to pay in full, even if your child is absent from our program.

If you should need to withdraw your child from Powerhouse, we ask that you notify your Site Director via email or in writing one week prior to the effective date. If you discontinue our services without notice, you will be withdrawn from the program after 14 days of no communication or attendance. Re-enrollment fees are assessed to those who did not communicate their withdrawal from the program or were absent for more than 4 weeks. To re-enroll, please contact your Site Director. If our program is at capacity, you will be placed on a waiting list.

Powerhouse Safety Policies

Parents need to personally escort their child(ren) to the receptionist desk to sign in and out when their children enter and leave the facility.

Signing In/Out

As a courtesy to our staff, we ask that any/all cell phone conversations be finished before approaching the desk area to pick up/drop off your child. All parents/guardians/authorized individuals are required to sign their child in and out of Powerhouse. For security purposes, children must be picked up at the designated pick-up location. If a parent is unable to pick up their child, they may authorize another legal adult to pick up. This adult must be listed as a contact with pick up authorization on the child's enrollment sheet. Children will not be released to a minor. Any adult picking up your child must have a valid picture ID ready to show the Powerhouse receptionist upon pick up.

Pick up *must* occur at the Receptionist's desk. Your child will not be released to you if you meet them anywhere else on the campus.

Confidentiality

While your child is enrolled in our program, parents may come across confidential information about our program, our staff, and sometimes other children. All information received from Powerhouse must remain confidential. Breaching confidentiality may lead to removal from the program.

Parent Code of Conduct

Please understand, young children are present in our building. Some adult languages are not appropriate for young children. Powerhouse prohibits swearing or cursing on our property.

Threatening staff, children, or other parents will not be tolerated per Texas Department of Family and Protective Services. Powerhouse has the right to terminate care and/or call proper authorities in the event of disruptive behavior from a parent or guardian.

Powerhouse must follow rules on discipline and guidance as outlined in the Texas Minimum Standards for Before and After School Programs. All adults, including parents, must follow these rules while on our property.

Custody Situations

Powerhouse prefers not to get involved with custody disputes. Powerhouse will follow a court order exactly as written. If your family has a court order on file, please provide us with the most recent copy. **Please note; per state law, in the absence of a court order, both parents have equal rights.** It is imperative that all enrollment forms are completed with both parents' information. If a custody dispute takes place on our property, the local police will be called and asked to handle the dispute. Our staff will not be placed in the middle of such disputes. If a custody issue creates a risk for our facility or staff, Powerhouse has the right to terminate care.

Meals and Snacks

Daily snacks are served according to a campus schedule. Please check the posted snack schedule for your child's snack time. A monthly menu and schedule will be posted in the Parent Binder (located on the sign in/out table) listing the items served during Powerhouse. This is subject to change without notice, but the change will be indicated on the schedule.

Powerhouse adheres to the state nutritional guidelines: **therefore, no food will be allowed to be brought into the program other than what Powerhouse is serving that day.** If your child requires a special diet, a doctor's note **MUST** be provided stating the specific guidelines of the diet and you will be responsible to provide your child's snack. If your child has a food allergy that has been assessed by a doctor, please contact your Site Director and request a Food Allergy Plan. Please have your doctor fill this out and return it to campus so we know how to properly treat your child in case of exposure.

There will be no candy, gum, carbonated drinks, or added sugar items allowed at any time unless it is specified and approved during a Powerhouse class party or Powerhouse special event. During the holiday seasons, your child's Powerhouse teacher may have a classroom party that would include food/snacks. A permission slip containing specific information will be sent home with your child prior to the date of the party. All permission slips **MUST** be signed and received by Powerhouse prior to the party for your child to be able to participate.

Discipline

The main purpose of Powerhouse is to provide children a place to grow and develop spiritually, emotionally, and socially. Powerhouse's choice of discipline is celebrating positive behavior and redirecting negative behavior to a different activity, if necessary. We believe **"What gets celebrated, gets repeated!"** Powerhouse chooses to celebrate students that are showing positive actions, behaviors, and choices to their peers, teachers, and supervisors.

If the time comes that Powerhouse has exhausted all options of redirection, we have the right to utilize time outs, verbal warnings, and/or age-appropriate writing assignments, along with the tally system.

Tallies will be issued for negative behaviors. These include, but are not limited to:

1. Verbal disrespect to staff or another child
2. Disobedience
3. Misbehavior during a safety drill

When a 3rd tally is given within 30 days, parent(s) will be verbally notified by the Powerhouse Site Director and a mandatory conference will be scheduled within 3 days of notification. Unacceptable behavior may result in a possible suspension for a period of 3 or more days.

A copy of the Discipline and Guidance policy from the Minimum Standards for Child-Care Centers is included in this handbook.

Powerhouse has a ZERO TOLERANCE policy for any physical aggression/bullying. Upon Powerhouse management investigating and determining that your child was a part of any physical aggression/bullying, your child will be subject to suspension/expulsion. If your child is suspended or expelled, you are still required to pay for any balance due on your account.

Fun Fridays

Powerhouse believes in having fun! Fun Fridays is a tool we use to encourage kids to participate, learn, and grow in our program while earning points for their team to win team prizes at the end of every month. Prizes include special activities, special snacks, etc.

Personal Property/Lost & Found

Powerhouse will not be held responsible for any personal property that is lost, damaged or stolen. This includes cell phones, games, toys, food items, etc. Any personal property causing classroom disruption will be collected by the teacher and can be picked up by a parent at the front desk.

Any items left in Powerhouse (textbooks, backpacks, jackets, lunchboxes, etc.) will be taken to the Life School Lost & Found container at the end of each program.

Damage to Property

The Parent/Guardian will receive notice from the Site Director of any property damage that has been done by their child. This may result in the suspension of the child and/or repair fees.

Incident Reports

If, while in our care, your child should be involved in an incident or sustain an injury that requires first aid, an Incident Report detailing the specifics of the incident will be filled out. Parents will be informed upon pick up of their child from the program of any minor incident that may have occurred. Parents and/or legal guardians will be asked to sign the report, which will be placed in their child's file. By signing the incident report, you acknowledge that said injury occurred while in the Powerhouse program. You may request a copy of this report for your records.

If the parent or guardian does not pick up their child that day, the pick-up person (who is qualified in Sandbox) will sign the Incident Report, and the parent/legal guardian will be notified.

Child Abuse Reporting

Powerhouse is a state-licensed facility and is required by our Minimum Standards to report suspected child abuse and neglect. Our staff is trained yearly on how to recognize child abuse, neglect, and maltreatment.

Illness and Exclusion

Children who are ill should not attend the program. Powerhouse observes the standards set by the Texas Department of Family and Protective Services for ill children. The most common standards for exclusion are:

1. Illness that prevents the child participating in childcare activities, **including outdoor play**.
2. The illness results in greater need for care than caregivers can provide without compromising the health, safety, and supervision of other children.
3. Oral temperature of 101, armpit temperature of 100, or forehead temperature of 99.5.
4. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrollable diarrhea, or vomiting in the last 24-hour period.

If a child becomes ill while in our care, we will contact the parent immediately. We will care for the child away from the other children with proper supervision and give extra care and attention to proper hand washing and sanitation practices.

Parents need to pick up their child no later than 1 hour after notification. If a severe illness or injury occurs and a parent fails to pick up their child within that 1 hour, Powerhouse may call for an ambulance at the parent's expense.

Any child who is sent home during our program may not return to Powerhouse until the child is symptom free for 24 hours without medication, or there is a note from a medical professional stating the child can return to our program without the need for exclusion.

Due to COVID-19, all children who exhibit symptoms while in our program will have their temperature taken, and may sit out with a staff member away from other children. If a child has any of the following symptoms upon arrival, the child will not be permitted in the program: feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, loss of taste or smell, diarrhea, known close contact with a person who is lab-confirmed to have COVID-19.

Medical Emergencies

If a medical emergency should occur, Powerhouse staff will call 911. As appropriate, the staff will administer CPR or first aid measures. The parents will be notified immediately of the situation regarding their child. If the parent is unavailable, the individuals listed as emergency contacts will be notified. All children must have an emergency contact listed who is *not* the parent/guardian, in case the parent/guardian is unavailable or unreachable.

You will be notified of any incidents other than minor scrapes or bumps with a phone call. We will also give you a written report at pick up time. First Aid will be applied to minor incidents. In any event where medical attention is required, we will notify you immediately. Parents are responsible for all medical fees.

Medication

If, while in our care, your child should need medication (prescription or over the counter), an Authorization for Dispensation of Medication form must be on file in the Powerhouse Office. All medication must be brought in the original bottle with the child's name and dosage information listed on the label. Medication cannot be expired. Please bring medication directly to the Powerhouse Office where it will be secured until administered to your child. We do not have access to Life School medication.

Immunizations

Your child's immunization records must be on file with Life School.

Emergency Evacuation

Should an emergency occur, children will be evacuated to the locations below. You will be notified of any evacuation that may occur.

Red Oak Campus – field behind the Education Building.
Cedar Hill Campus – grass area on the West side of the building.
Lancaster Campus – land on the South side of the building.
Waxahachie Campus – field behind the building.

Drills

We follow all state Minimum Standards for fire, storm, and lock down drills. If you have questions regarding our drill procedures, please contact your Site Director. If you arrive during the middle of a practice drill, you will be expected to participate and/or wait until the drill is complete.

Child to Staff Ratios

Powerhouse implements a lower child to staff ratio than the state requires. Powerhouse has the right to expand class size at any time due to enrollment. Powerhouse will always comply with the Department of Families and Protective Services unless under an emergency.

Indoor vs. Outdoor Play

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Powerhouse implements indoor and outdoor play throughout the school year. When the outside temperature reads from 66-100 degrees, children will be taken outside and will remain for the full recess time as set in the class schedule. When the temperature reads anywhere from 50-65 degrees or above 100 degrees, the children will be taken outside (with jackets if applicable) for a period of 10-15 minutes. Anytime outdoor play is not feasible due to weather conditions or weather advisories, children will have active play time indoors in the designated indoor play space (i.e. gym, auditorium, etc.)

End of Year Statements

End of Year Statements will be emailed to you by your Site Director. You can expect to receive these at the end of each January.

Discipline and Guidance Policy for: POWERHOUSE

Name of Operation

- Discipline must be:
 - (1) Individualized and consistent for each child;
 - (2) Appropriate to the child's level of understanding; and
 - (3) Directed toward teaching the child acceptable behavior and self-control.

- A caregiver may only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction, which includes at least the following:
 - (1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
 - (2) Reminding a child of behavior expectations daily by using clear, positive statements;
 - (3) Redirecting behavior using positive statements; and
 - (4) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

- There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance 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 with the door closed; and
 - (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Texas Administrative Code, Title 40, Chapters 746 and 747, Subchapters L, Discipline and Guidance

My signature verifies I have read and received a copy of this discipline and guidance policy.

Signature

Date

Check one please:

parent

employee/caregiver

household member of child-care home

Powerhouse Admission

Signature Page

In compliance with the State of Texas Minimum Standards §744.605, the parent must sign the admission information and immunization statement for each household.

Please initial each line and sign at the bottom. Failure to complete the form in full will prohibit your child's eligibility to attend the program.

_____ I have submitted my current admission information through the Parent Portal, including authorization for Powerhouse to obtain emergency medical care and transport my child for emergency medical treatment, which is on file through Powerhouse.

_____ My child's immunization record is current and on file at my current Life School. (please check)

- Life School Red Oak - 777 S I-35 E Red Oak, TX 75154
- Life School Cedar Hill - 129 W Wintergreen Rd Cedar Hill, TX 75104
- Life School Lancaster - 950 S I-35 E Lancaster, TX 75146
- Life Middle Waxahachie - 3295 N Hwy 77 Waxahachie, TX 75165

_____ I understand that tuition is charged every Friday for the following week of care and I am responsible to pay for the amount. I will give proper notice if my student will not be in attendance. I understand that failure to pay could result in automatic withdrawal from Powerhouse and my spot given to a family waiting for care.

_____ I have received a copy of Powerhouse's Parent Handbook and agree to adhere to the operational policies.

Student Name(s): _____

Parent Printed Name: _____

Parent Signature: _____

Date: _____