



# OAKS PARENTS' DAY OUT

*A Weekday Ministry of Oaks Church*

## Parent Handbook and OPDO Policies

Pastor: Connie Koehl

Supervising Lead Teacher: Sierra Hankins

**"Growing Generations that Transform Communities"**

### **General Enrollment Information**

Oaks Parents' Day Out welcomes children ages 6 weeks to 5 years, provided your child has not yet started kindergarten. We separate our classrooms by age group and learning capacities, to ensure that each child is in the best possible company to grow mentally, physically, socially, emotionally, and spiritually.

OPDO operates every Tuesday and Thursday, from 8:30am – 4:30pm.

We provide structured curriculum and sessions to promote social and physical growth in each child entrusted into our care. You can request a sample of our daily schedule from our Lead Teacher or office staff to see if our structure meets the needs of your family.

We like to keep our student-to-teacher ratios fairly low, to ensure that your child gets the most attentive care possible. For our infants, we use a 3-1 student-teacher ratio; in our toddler classes, we use a 5-1 ratio, and our preschoolers use a 10-1 ratio.

Upon your initial registration, you will receive an email verifying your place on the waiting list. You will be kept as updated as possible on the progress of your enrollment. Once a spot opens for your child in our classroom, we will verify your interest in our program and enroll them into OPDO. You will receive an email reminding you of the necessary items to bring and verifying the date your child's enrollment begins.

### **Fees and Tuition**

*Registration Fee:* \$50 per child (one-time fee due at enrollment)

*Child Supply Fee:* \$35 per child (annual fee applied at enrollment and every January after)

**Registration and Supply fees are non-refundable.**

Should you choose to withdraw your child from the program and re-enroll at a later date, you will be charged a re-registration fee of \$50 per child.

*Tuition per month:* \$250 per child; siblings receive a 20% discount. This discount will be applied to the oldest sibling enrolled in our program.

*Drop In rate:* \$40 per child, per day (if space is available). Any child who drops in must have provided OPDO with current immunization records prior to dropping in.

### **Sandbox**

Sandbox is the secure software we use to keep track of our OPDO 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. This also allows you to see your child's newsfeed, where you will get updates on the activities (food intake, nap times, etc.) your child participates in throughout the day.

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.

We will upload our calendar into Sandbox so you can easily see what dates our program will be closed, and we will do our best to notify you of these in a parent update email.

### *Tuition Payment*

Payment is due by the 3rd program day of the month. Refunds will not be given, nor will there be credit for days missed. When your child is enrolled in Oaks Parents' Day Out (OPDO), you are obligated to pay per month, even if your child is absent. Any situation in which a parent does not pay the full month of tuition will result in the child being dropped from the OPDO program. This will require the child to re-enroll and pay a new enrollment fee and be put on the waiting list.

Tuition can be paid with the following methods:

- Your private parent portal will be activated within 3 days of confirmed enrollment. All payments to OPDO are made via your parent portal (debit/credit card).

### **Late Tuition Fee**

A late fee of \$10.00 per child will be charged if tuition payments are not made by the 3rd program day of the month your child is attending OPDO. If payment has not been made by the end of the 4th program day of that month, your child will be withdrawn from the program to open a slot for a family in waiting.

### **Late Pick Up Fee**

After 4:40 pm a late pick-up fee of \$10.00 will be added to your account balance.

### **Withdrawal**

We ask that you provide us with a one-week written notice should you wish to withdraw your child from the OPDO program. Until proper notice is given, you are responsible for all tuition fees. **NO refunds will be given.**

### **End of Year Tax Statements**

Child Care Expense Statements can be provided for parents after January 15<sup>th</sup>, **upon your request.**

### **Inclement Weather**

Should Oaks Church close or open late due to inclement weather conditions, OPDO will do the same. You will be notified if we are closed for any reason. Discounts in tuition are NOT given for bad weather days. OPDO is not required to provide bad weather make-up days.

### **Holidays and Closures**

We follow Oaks Church's observed holidays. We will notify you via email of any upcoming closures.

**\*\*Please note that Oaks Parents' Day Out has the right to close the program for additional days in the event of additional Church and/or Life School events. Proper notification will be provided to parents.**

### **Personal Items**

Each child is to bring:

1. A morning and afternoon snack, a cold lunch, non-carbonated drink, and utensils if needed. Please bring enough water/drink for both snack times and lunch. If more water is needed, OPDO teachers will refill water bottles with tap water.
2. A blanket/pillow or nap mat for nap/rest time for any child over 12 months. When a child turns 1 year old, we ask that OPDO and you, the guardian, work in partnership to transition them to a nap mat so our crib can be reassigned to an infant.
3. At least ONE change of clothing in case of accidents.
4. For children in diapers/pull-ups, please provide enough for the day, along with baby wipes and ointment if needed. Parents can leave a supply of diapers and wipes at OPDO if they choose.

With the exception of necessary food, diaper bag necessities, and comfort items (blanket, stuffed animal for nap time, pacifier, etc.), no personal items/toys will be allowed in the classroom

Please have all personal items clearly marked with your child's name on it. This includes: bottles, sippy cups, lunches, blankets, clothing, and pacifiers.

### **Potty Training**

OPDO will assist in the training process of a child in the program if the parents are working on potty training at home. Please understand that we cannot train your child alone, you must be working on it at home as well. We will take your child to the bathroom regularly, but more often if you notify us that you are potty training. A child should wear a Pull-up until he/she is able to tell the teacher he/she needs to go to the bathroom. Pull-ups are required until the child is consistently staying dry.

### **Rest Period**

Your child will have a rest period each day at OPDO. Although not all children go to sleep, all children are expected to lay on their nap mat quietly for a period of time to allow their growing bodies a chance to recharge and so that those that do nap have the opportunity to fall asleep. After an appropriate period of time, the teacher may allow those not asleep to have a quiet activity time in the classroom. OPDO does not provide a separate play area for non-nappers.

### **Medication**

If your child requires prescription medication, please notify the OPDO Lead Teacher and complete a medication dispensing form. **Please do not place any medicine in a child's sippy cup or bottle.** Medicine will always be kept locked away until administered, and **you must bring any prescriptions in the original bottle, with your child's name clearly printed on it. These may not be left at the OPDO program after pick-up.**

### **Health Policy**

Current immunization records are required of all children in the program prior to the first day of class. If you have chosen not to vaccinate, we will need a copy of the notarized waiver from the State of Texas to keep in your child's file. It is the parent or guardian's responsibility to update these records every year or after your child's birthday, annual wellness checks, or any other time they receive a new immunization. If you have chosen to not vaccinate, it is your responsibility to provide us with an updated waiver each time it is renewed. For the safety of your child and the other children in our care, we cannot allow your child into our program until we have their immunization records or a notarized waiver.

Please do not bring your child to OPDO if they have any of the following signs of illness:

- Forehead temperature of 100.4 degrees or higher
- Armpit temperature of 99.4 degrees or higher
- Lethargy
- Abnormal Breathing
- Diarrhea
- Two or more vomiting episodes in 24-hour period
- Rash with fever
- Mouth sores with drooling
- Severe behavior changes

Please inform the Lead Teacher prior to bringing your child to school if they have any of the following:

- Coughing
- Sneezing
- Runny nose
- Red or matted eyes

Should your child have any of the above symptoms or be sent home from our program due to sickness, must be symptom free for 24 hours before returning to OPDO. **This means they must be symptom free without any means of medication for a 24-hour period.**

If lice are detected, your child may not return to school until appropriate treatment has been administered.

At times, we have children with serious food allergies in our program. It is possible that your child may be sent home with a note, requesting that certain foods not be brought to the program. It is our goal to keep each and every child safe, while still getting all the nutrients they

need. Should this be the case, we will give you as much advance notice as we can, so that you can make other arrangements for your child's lunches and snacks.

### **Biting**

While biting is a very serious matter, it is anticipated with children. The Lead Teacher and staff will always work with the children and the family to stop this behavior by explaining that it hurts their friends. Time outs will be utilized, and the child will be kept apart from the other children after the biting incident occurs. If biting continues, a child may be subject to temporary suspension of the program. Should biting continue upon returning to the program, your child may be subject to dismissal from the OPDO program.

### **Fighting/Inappropriate Behavior or Language**

If a child is caught fighting, he/she will be sent to the OPDO Lead Teacher and the parents/guardian will be notified. If a child hits or kicks a teacher or child, the parents/guardian will be notified and will be asked to pick up the child. Continued occurrences will result in suspension or dismissal from the OPDO program.

### **Discipline**

Discipline consists of positive encouragement. Physical punishment is never allowed. OPDO uses time out and redirection/guidance in the classroom.

### **Emergency/Injury**

Parents will be contacted immediately in the event of an injury or illness. If the parents cannot be reached, the person(s) listed as the emergency contact in Sandbox will be contacted. **For this reason, the emergency contact listed in Sandbox cannot be the parents or primary guardians; it must be someone else who can be contacted in case of an emergency where you are not available.** In the event of a severe injury, medical attention will be summoned via ambulance.

### **Sign In/Sign Out Procedures**

Drop off time is between 8:30am – 9:15am. Please do not bring your child before 8:30am, as we are preparing our classrooms for your children. Please sign in using the QR code at our Lead Teacher's station or using the Kiosk available. Ask the Lead Teacher if you need assistance. Please note, doors to OPDO will be locked at 9:16am. Children will not be able to attend our program if they are not dropped off during the drop off window (8:30-9:15am) unless arrangements have been made with the Lead Teacher 24 hours in advance. Each OPDO classroom follows an age appropriate schedule. Late drop offs disrupt the classroom schedule and can cause other children distress. Thank you for helping us build a great daily structure for you and your child. Pick up occurs from 4:00p-4:30p, but can be arranged at any time by notifying our staff. Please ring the doorbell for entry.

### **Sign out and Returned Midday**

OPDO does not allow children to be signed out midday and returned to finish out the day. This disrupts the schedule of the classroom and makes it difficult for the children to build trust and relationships with our teachers. **The only exception to this rule is a scheduled doctor's appointment, and only if the Lead Teacher has been notified 24 hours in advance.**

### **Release of Children**

Please notify the Lead Teacher if anyone other than the parents will be picking up your child. Children will only be released to persons who have drop off/pick up codes in your child's Sandbox portal. You may add to this list at your convenience. We reserve the right to request a photo ID when releasing a child to a person we do not recognize. If the photo ID does not match the information given in Sandbox, your child will not be released.

### *Special Circumstances*

OPDO recognizes that we serve a community with many different backgrounds, including divorced parents, single parents, and foster parents. We are happy to come alongside you as your child grows. According to OPDO policy, we will not withhold a child from their birth parents (assuming they are listed in Sandbox), unless we have court documentation stating otherwise. We ask that you please provide us with any necessary documents upon your enrollment or as the need arises.

### **Photo Release**

OPDO and Oaks Church use photos in our promotions, website, and social media. If you have a special situation (i.e., a foster child) and would prefer that we not use pictures of your child, please turn in a letter stating this to our Lead Teacher, and we would be happy to comply with your desires. Please note that we will not tag you or use names in any photos that do get uploaded.

### **Complaint/Concerns Procedure**

If you have a complaint:

1. Pray about it. Ask that God will help you make the complaint in such a way that it will result in the betterment of the OPDO program.
2. Express your concern promptly and clearly.

Please submit your complaint to the Lead Teacher via Sandbox. If you feel that the results were not satisfactory, please contact our office staff. Their information can be found below.

### **Contact Information**

We try to keep all our communication over Sandbox during our program. Should you be unable to access your account or get in contact with our Lead Teacher, you can contact our office staff at [opdo@oaks.church](mailto:opdo@oaks.church).

If you are unable to contact someone for any reason, please call the Oaks Church receptionist at 214-376-8208 for immediate attention. Please note that the Oaks Church offices are closed Friday-Sunday, and as such, any calls or emails over the weekend may not be returned until the following Monday.





## Parent Handbook Acknowledgment Form

By initialing each of the following and then signing below, I am acknowledging that I have read and understand as well as agree to adhere to the following and have received a copy of the handbook to keep in my possession.

\_\_\_\_\_ I understand the policies and procedure presented to me in the handbook by OPDO. I, \_\_\_\_\_, (parent/guardian), agree to place my child(ren), in the care of OPDO under these policies. I have read the Parent Handbook and will follow the guidelines set forth. I will retain this manual for my records, if any further questions arise. I also know that a digital copy of the Parent Handbook may be found at [oaks.church/parentsdayout](http://oaks.church/parentsdayout).

\_\_\_\_\_ I certify that the information provided OPDO in my child's registration forms contains no willful misrepresentation or falsification and that it is true and complete to the best of my knowledge and belief.

\_\_\_\_\_ I understand that I must provide a current copy of my child's immunizations prior to their first day of program, and that OPDO reserves the right to not admit my child until these records have been submitted.

\_\_\_\_\_ I understand that Oaks Parents' Day Out reserves the right to close the program for additional days in the event of additional Church and/or Life School events. Proper notification will be provided to parents.

\_\_\_\_\_  
Parent/Guardian Printed Name

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date