



POWERHOUSE PARENT HANDBOOK
2024-2025

POWERHOUSE
BEFORE AND AFTER SCHOOL

phkidstx.com | powerhouse@oaks.church

Dear Parents:

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

Powerhouse is a Christ-centered program, as well as a state-licensed childcare provider. We are eager to share the love of Jesus Christ through daily devotions, weekly chapel, homework time, crafts, fun Fridays, and much more.

As we partner with you to minister to your student(s), please do not hesitate to contact us if there is anything we can do to resource you with tools.

We're looking forward to our partnership with you and a new school year!
Powerhouse Central Office

Our Mission:

We are committed to provide a safe environment for your student to grow socially, emotionally, physically, and spiritually. **We exist to Grow Generations that Transform Communities, and our staff is eager** to carry out this mission across each campus.

What we offer:

We implement many different and engaging activities to make each day fun! These include active play, snack time, and creative crafts or activities for your student. We believe in setting your student up for success, so we provide a dedicated homework time for them to complete any remaining class work during or program. We also provide a stimulating learning experience through our character-based curriculum that focuses on daily devotionals and object lessons. Our staff partners with you so you know how your student is growing in our program. We send monthly letters to keep you up to date on upcoming events, program updates, home activities, and a word of encouragement.

POWERHOUSE PARENT HANDBOOK

Non-Discrimination Policy

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

Accommodations for Families:

The Powerhouse program strives to support families and students who may need additional accommodation, to include home language, different abilities, and cultural backgrounds. Please notify the Director if you or your student require accommodations and we will ensure that we do our part in making sure your needs are met.

Below are ways that we will partner with families:

1. If specific therapies are needed during the day while the student is in our care, we will provide space to accommodate sessions. Because of our security protocols, we do ask that you let us know of any session so we can ensure all visitors are signed in appropriately.
2. Complete supporting documentation from authorized medical professional for any accommodations related to student;s physical or developmental needs.
3. Provide materials and resources in parent's/student's primary language.
4. Provide opportunity for cultural inclusiveness.

Communication

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

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 student (i.e. absences, medication, playtime, etc.) must be communicated directly to the Powerhouse Site Director.

Parent Teacher Conferences

Parents can schedule an appointment with the Powerhouse Central Office Director and/or their Site Director to discuss any issues or concerns.

Powerhouse Staff

Powerhouse is under the direction of the Central Office, which oversees multiple campuses, and the creation and implementation of all policies, procedures, and fees. The Central Office is responsible for training, state license compliance, program curriculum, and overall program direction. If you have any concerns or questions, feel free to contact the Central Office 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 phch@oaks.church (Kinder – 8th Grade)
- Red Oak: 469-820-1639 phro@oaks.church (Kinder – 6th Grade)
- Lancaster: 469-505-7550 phlc@oaks.church (Kinder – 6th Grade)
- Waxahachie: 469-719-9601 phwx@oaks.church (Middle + High School)
- Oak Cliff: 469-505-7688 phoc@oaks.church (Kinder – 8th Grade)
- Carrollton: 972-515-3951 phca@oaks.church (Kinder – 6th Grade)

Hours of Operation

Morning care:

6:00 a.m. – 7:35 a.m.
(Life School opening)

Afternoon care:

4:00 p.m. (Dismissal) –
6:00 pm

Extended care:

6:00 p.m. – 6:30 p.m.

All Day Friday care: 7:00 a.m.- 6:00 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 ProCare messages as a courtesy reminder to each family, so please make sure we always have your MOST CURRENT information on file.

In addition, please be aware that the Powerhouse schedule is subject to change to accommodate Life School schedule changes outside of inclement weather days. This includes but is not limited to a Monday holiday that requires normal school hours that Friday or make up school days. In the event of such an instance, Powerhouse reserves the right to not adjust billing for certain programs, depending on the situation. Please feel free to reach out to the Central Office, who handles all billing, if you have a question about a charge on your account.

ProCare

ProCare is the secure software we use to keep track of our enrollments and waiting list. Upon your student'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 ProCare. Please download the ProCare app from the app store.

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

POWERHOUSE FEES

Tuition (rates are per student)

Before School Care
\$35 per week

After School Care
\$65 per week

Extended Care
\$20 per week (in addition to afternoon program)

Friday Care
Flat rate: \$45 per week
(\$20 per week in addition to another after school selected program)

Discounts

Sibling Discount: \$5 off the weekly tuition of every student after the first student of the same household
(Only applies to students enrolled in a Powerhouse program)

Autopay Discount: \$5 off the weekly tuition for each account that uses autopay to balance their account.

(Only applies to students enrolled afternoon care; if autopay is turned off or payments continually decline, this discount will be removed)

Additional Fees/Information

Registration Fee \$75 per family due at 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

ProCare Parent Pay Portal using credit or debit card.

Childcare Assistance

No payments by cash or check are accepted.

Payment Due Dates

Charges for the **current week** are posted every Tuesday. Parents have through the week to clear this balance by Friday night to avoid late fee charges and interruption of care.

A \$10 Late Fee will be charged to all accounts that show an outstanding balance every Monday at 9:00am. If charges for the previous week are not paid by Monday at 9:00am., your student(s) will not be received by Powerhouse until the balance has been paid in full. **No exceptions.** If the outstanding balance is not paid by the following Monday, your student will be unenrolled from our program to allow space for our waitlist.

Late Pick-up Fee Powerhouse will charge \$1/minute for pick up 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, Extended Care will be added to your account as a non-negotiable option for the remainder of the school year.

Not in Attendance Powerhouse does not charge for weeks that Life School offers multiple day holidays, i.e Spring Break, Fall Break, Christmas, etc. **If your student(s) will not be in Powerhouse during the school week, we do still require you to pay the weekly fee. Our campuses often have waiting lists, and your payments hold your spot and confirm your enrollment. If you know that your student(s) will be out for a program week, we ask as a courtesy that you inform your Site Director by the Friday prior.**

Absences/Program Withdrawals/Program Changes

If you should need to withdraw your student from Powerhouse, we ask that you notify your Site Director via email or in writing one week prior to the effective date. **If your student(s) is absent from our program without notice, you will be withdrawn from the program after 5 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 student(s) to the receptionist desk to sign in and out when their student 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 student. All parents/guardians/authorized individuals are required to sign their student in and out of Powerhouse. For security purposes, students must be picked up at the designated pick-up location. If a parent is unable to pick up their student, they may authorize another legal adult to pick up. Please email or ProCare message your Site Director to inform them of the change. In addition, this adult must be listed as a contact with pick up authorization on your ProCare Parent Portal, and **they must be ready to show a valid picture ID.**

Pick up *must* occur at the Receptionist's desk. Your student will not be released to you if you meet them anywhere else on the campus, **unless specified by your Site Director. It is required that all legal adults that come to pick up student(s) be ready to show a valid picture ID if necessary.**

Confidentiality

While your student is enrolled in our program, parents may come across confidential information about our program, our staff, and sometimes other students. 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 language is not appropriate for young children. Powerhouse prohibits swearing or cursing on our property.

Threatening staff, students, or other parents will not be tolerated per Powerhouse standards and the 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 does not 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

Powerhouse is enrolled in a food program called Education PV. Daily snacks are served according to a campus schedule. Please check the posted snack schedule for your student's snack time. A monthly menu and schedule will be posted in the State 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.

Please send a lunch with your student on the Fridays that they are in our care all day.

Powerhouse will provide breakfast and an afternoon snack, but you are responsible for Friday. We also ask that you send a water canteen for your student, clearly labeled with their full name.

Powerhouse adheres to the state nutritional guidelines: **therefore, no food will be allowed to be brought into the program other than what is specified above.**

If your student 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 student's snack. If your student 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 the Site Director so we know how to properly treat your student 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. On occasion, your student'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 student prior to the date of the party. All permission slips **MUST** be signed and received by Powerhouse prior to the party for your student to be able to participate.

Clothing Guidelines Students are responsible for all clothing brought with them to Powerhouse. Please write your student's name on their clothing so that if lost, it can easily be identified. Any lost clothing will be placed in Life School lost and found. Clothing based on seasonal needs are recommended. Please feel free to reach out if you need assistance to receive seasonal clothing for your students (shorts, jackets, mittens, hats, and scarves). Students should wear comfortable clothing that they can run and play in.

Discipline

The main purpose of Powerhouse is to provide students 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 (one minute per student's age), 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 and/or physical disrespect to staff or another student
2. Disobedience
3. Misbehavior during a safety drill

When a student is given a tally, you will be notified at pick up. You will be asked to sign the bottom of the tally, and you will be given a copy to take home for your records.

- 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 will result in a possible suspension for a period of 3 or more days. After this 3-day suspension, the student will have a 14-day probationary period.
- If they receive another tally within this period, they will receive another 3-day suspension. After this, they will have a 10-day probationary period.
- If the student receives a tally during this period, they will be expelled from Powerhouse.

A copy of the Discipline and Guidance policy from the Minimum Standards for Childcare 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 student was a part of any physical aggression/bullying, your student will be subject to suspension/expulsion. **If your student 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 person authorized for pick up 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. Powerhouse is not responsible for any property lost or damaged during our program.

Damage to Property

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

Screen Time Policy:

Early learning program policy places a limit on student's screen time usage (such as TV, tablets, computers, electronic devices, and Smart Boards) while in the program's care. On special occasion students will be allowed limited screen time on their electronic devices. Students cannot record, be on social media, or any inappropriate websites. Powerhouse is not responsible for any lost, stolen, or damaged property.

Incident Reports

If your student should be involved in an incident or sustain an injury that requires first aid while in our care, an Incident Report detailing the specifics of the incident will be filled out. You will be informed upon pick up of your student 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 student'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 student that day, the pick-up person (who must be qualified in ProCare) 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 annually on how to recognize child abuse, neglect, and maltreatment.

If your student has been in an accident that may have caused bruising, alert the Site Director or Supervisor.

Illness and Exclusion

Students 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 student 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 students.
3. Forehead temperature of 100.4.
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 student becomes ill while in our care, we will contact the parent immediately. We will care for the student away from the other students with proper supervision and give extra care and attention to proper handwashing and sanitation practices.

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

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

Medical Emergencies

If a medical emergency should occur, Powerhouse staff will call 911. As appropriate, our trained and certified staff will administer CPR or first aid measures. The parents will be notified immediately of the situation regarding their student. If the parent is unavailable, the individuals listed as emergency contacts will be notified. All students must have an emergency contact listed who is *not* the parent/guardian, in case the parent/guardian is unavailable or unreachable. You must provide Powerhouse with the full name, phone number, and physical address of each emergency contact, as well as the name, phone number, and physical address of your preferred emergency care facility.

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 student 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 student'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 student. We do not have access to Life School medication.

Immunizations

Your student's immunization records must be on file with Life School. If they are not, you are required to provide a copy of your student's immunization records or notarized affidavit to your Site Director **before** your student may begin in Powerhouse programming.

Emergency Evacuation

Should an emergency occur, students 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.
Oak Cliff Campus – football field area/JR High/HS Building
Carrollton Campus – Covenant Church campus

Drills

We follow all state Minimum Standards for fire, storm, and lockdown 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.

Student to Staff Ratios

Powerhouse implements a lower student-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 Physical Activity

Powerhouse implements indoor and outdoor play throughout the school year. When the outside temperature reads from 66-100 degrees, students 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 students 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, students will have active playtime indoors in the designated indoor play space (i.e. gym, auditorium, etc.)

End of Year Statements

End of Year Tax Statements will be emailed to you by your Site Director or a member of our Central Office. You can expect to receive these at the end of each January.

SAMPLE FOR PARENT VIEWING ONLY

Discipline and Guidance Policy for: POWERHOUSE
 Name of Operation

- Discipline must be:
 - (1) Individualized and consistent for each child;
 - (2) Appropriate to the student's level of understanding; and
 - (3) Directed toward teaching the student 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 student 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 student'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 student. 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 student with a hand or instrument;
 - (5) Putting anything in or on a student's mouth;
 - (6) Humiliating, ridiculing, rejecting, or yelling at a child;
 - (7) Subjecting a student to harsh, abusive, or profane language;
 - (8) Placing a student in a locked or dark room, bathroom, or closet with the door closed; and
 - (9) Requiring a student to remain silent or inactive for inappropriately long periods of time for the student'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 student’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 student for emergency medical treatment, which is on file through Powerhouse.

_____ My student’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
- Life School Oak Cliff - 4400 S R L Thornton Fwy Dallas, TX 75224
- Life School Carrollton – 2660 E. Trinity Mills Rd. Carrollton, TX 75006

_____ I understand that tuition is charged every Monday 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 will be given to a family waiting for care.

_____ I understand that my student could be withdrawn from Powerhouse for any of the following reasons: failure to pay invoices in a timely manner, bullying or any form of physical or verbal aggression towards a staff member or another student, destruction or damage to Life School or Powerhouse property.

_____ 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: _____