



Family Handbook

2025

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WELCOME TO Empower Kidz!

Dear Families,

Welcome to Empower Kidz!

At Empower Kidz, our mission is clear: to offer top-notch, flexible playcare, setting a new standard in short-term childcare. We're dedicated to providing an engaging environment for children while offering convenience and peace of mind for parents.

Our philosophy revolves around nurturing each child's potential in a supportive and fun atmosphere. We prioritize safety, cleanliness, and innovation, ensuring that every moment spent at our facility is enriching and worry-free.

Here are some key values we hold dear:

- **Excellence in Service:** We strive to exceed your expectations with exceptional care.
- **Trust and Reliability:** You can count on us for a safe and dependable environment.
- **Safety and Cleanliness:** We maintain the highest standards to keep your child secure.
- **Innovation and Flexibility:** We adapt to meet your family's evolving needs.
- **Community and Collaboration:** We're committed to fostering connections within our community.
- **Educational Enrichment:** We provide a stimulating learning experience for your child.

Our dedicated staff undergoes rigorous training and background checks to ensure your child's safety and wellbeing.

You can find us conveniently located at **2951 Ranch Road 620 Suite 107, Austin, TX 78738**. Although our facility is currently operating as a license-exempt center, we have intent to become a licensed center. Thus, we choose to adhere to the minimal standards set by the Texas Department of Health and Human Service Child Care Licensing.

For more detailed information on licensing and regulations, please visit the HHSC website or contact us directly.
https://www.dfps.texas.gov/child_care/

We encourage you to review our Parent Handbook thoroughly, including the licensing regulations, to ensure we maintain the highest standards of care and safety for your children.

We're excited to embark on this journey with you and your family at Empower Kidz!

Warm regards,

Jeannique Moore

Owner, Empower Kidz

jmoore@empowerkidzdropin.com

GENERAL COMPANY INFORMATION

Empower Kidz Drop-In

Important Information About Our License-Exempt Status

Empower Kidz Drop-In is currently operating under a temporary license exemption according to the approved standards presented by the Texas Health and Human Services Commission, as defined by TAC §745.117. This allows us to legally offer flexible, short-term childcare during our soft opening season.

What This Means for Your Family

- Your child may attend care for up to 4 hours per day
- You may reserve a session for any day of the week, Monday through Saturday.
- You may not book multiple sessions in one day for the same child.
- Empower Kidz Drop-In is not currently licensed by the state of Texas, but is actively in the application process for licensing.

We are committed to creating a safe and enriching space for your child to play, socialize, and grow. During this soft opening period, we remain focused on maintaining full compliance with both exemption guidelines and Texas childcare licensing Minimal Standards, as we prepare for receiving our license in the near future. We appreciate your partnership in making that possible.

PROGRAMS:

We offer the following license-exempt programs during our Soft-Opening launch period:

- **Parent-On-Premises Care** – A program where parents remain on-site in a nearby location. Parents must remain accessible at all times.
(Harmony Lab, Club Pilates, Elevated Wellness, Empower Family Chiropractic, Hillside Dentistry, The Grove, etc)
1-hour Minimum / 4-hour Maximum Daily play (12 hour Maximum for the week)
- **Stay & Play** – A parent-supervised play model in which the parent remains with the child at all times. Empower Kidz staff may facilitate play but do not assume custody, or control of the child.
1-hour Minimum / 4-hour Maximum Daily play (Hours do NOT impact 12-hour Maximum limit used towards Parent-On Premises Care)

LICENSING AGENCY

Minimum Standards 746.501(22 & 23)

Empower Kidz still meticulously adheres to the safety, learning, and engagement standards set forth by the Texas Department of Health and Human Service Child Care Licensing. Our commitment to upholding these standards ensures a secure and enriching environment for children of all ages, providing both joy for our young guests and peace of mind for their parents.

For more detailed information regarding Texas Child Care Licensing, you can contact the Texas Department of Health and Human Service Child Care Licensing at 14000 Summit Drive Suite 100, Austin, TX 78728, or by phone at 512-834-3426. Visit the HHSC website for more information at : <https://www.hhs.texas.gov/>

A full printed copy of the licensing regulations/standards can be found in our office or accessed online through the following link: Minimum Standards | Texas Health and Human Services.

<https://www.hhs.texas.gov/providers/protective-services-providers/child-care-regulation/minimum-standards>

In light of our pending license application status, it is crucial that both our employees and the families we serve understand and adhere to the Texas Department of Health and Human Services Child Care Licensing Minimum Standards. These regulations and standards are an essential part of our Parent Handbook and should be followed as if they were directly included within. Every parent is responsible for thoroughly reading, understanding, and complying with these regulations, ensuring that together we maintain the highest standards of care and safety for your children and our staff.

CLARITY OF PURPOSE

Mission

Our mission at Empower Kidz is to provide high-quality, flexible playcare, pioneering a trusted brand in short-term childcare. We are committed to delivering a stimulating and enriching experience for children, coupled with a convenient and worry-free service for parents. By focusing on innovation and trust, we ensure each moment at our facility is a valuable play experience for children, giving peace of mind to parents and setting a standard in flexible childcare solutions.

Philosophy

At Empower Kidz, we believe in nurturing every child's potential through a supportive and engaging environment. Our philosophy centers on providing high-quality, flexible childcare that meets the dynamic needs of modern families. We commit to creating a space where children can explore, learn, and grow in safety and joy, while parents enjoy peace of mind. Our approach combines enriched learning with fun and play, fostering a sense of community and belonging. We value trust, innovation, and adaptability, ensuring that we not only meet but exceed the expectations of the families we serve. Our goal is to empower children to be confident, curious, and happy, while supporting parents in balancing their diverse roles

COMMUNICATION

At Empower Kidz, our ongoing mission is to ensure a joyful experience for both children and parents alike. We highly

value feedback from parents and are committed to promptly addressing any concerns that may arise. Please note that Empower Kidz reserves the right to update or modify its policies and procedures as needed, and we will inform parents of any changes through written notices, email communications, or posted notifications.

Parents are encouraged to communicate any special needs or concerns regarding their child directly with our management team. Should you wish to contact the Director of the center, you can reach them at director@empowerkidzdropin.com.

OUR STAFF

Minimum Standards 746.501(28)

At Empower Kidz, our team is dedicated to providing unparalleled care to every child we serve. Each of our caregivers undergoes thorough annual training, ensuring their certification in critical areas such as CPR, First Aid, recognition of child abuse, and communicable diseases. Our staff boasts rich backgrounds in early childhood education, with many holding direct experience in early childhood development programs. To guarantee a safe environment, we conduct comprehensive background checks on all employees through the DFPS, as well as local, state, and FBI databases, and all staff members are advised to adhere to recommended state immunization guidelines. Empower Kidz is committed to creating a safe, loving, and friendly atmosphere where each child is encouraged to learn and grow while playing.

LOCATION

Empower Kidz is located at **2951 Ranch Road 620 Suite 107, Austin, TX 78738**. Our facility can be conveniently found within The Office at Discovery Point II, offering easy access for families in and around Lake Travis. Positioned to serve the local community with excellence, Empower Kidz provides a welcoming and accessible location for all our guests.

OPERATING HOURS

Minimum Standards 746.501(1)

Hours:

- Mon - Th: 9am - 8pm
- Fri: 9am - 10pm
- Sat: 9am - 10pm
- Sunday: CLOSED (Future Birthday Party reservations)

Empower Kidz is open for business Monday through Saturday, year-round except for certain holidays and/or designated training days.

AGES OF CHILDREN ACCEPTED

At Empower Kidz, we welcome children within the age range of 6 weeks to 10 years old, offering specialized care and age-appropriate educational experiences to ensure their growth and development are nurtured in a supportive environment.

HOLIDAYS AND CLOSURES

Empower Kidz is closed on the following statutory holidays:

- New Years Day
- Memorial Day
- Good Friday
- Independence Day

- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas

CAREGIVER/ CHILD RATIOS

At Empower Kidz, ensuring the safety and happiness of every child who visits us is our top priority. The number of children we can accommodate at any given time is influenced by several factors, including our facility's size and design, as well as the ratio of caregivers to children as mandated by state regulations.

In our infant room, we maintain a 1:4 staff-to-infant ratio. On the main floor, the ratio ranges from 1:8 to 1:10, depending on the time of day and how many children are present. When we anticipate higher attendance, like school breaks, we increase staffing to ensure every child gets the attention they need.

Due to our operation as a drop-in childcare center, predicting our capacity at any moment can be difficult. Therefore, to guarantee that we can provide your child with the attentive and nurturing care they deserve, we kindly request that parents make reservations online in advance.

RELEASE OF INFORMATION

No records will be released without written consent of the parent or guardians. Except in the event of extreme emergency, when there is evidence of child abuse or neglect, information will be given to authorized individuals at The Department of Human Services (DHS) Licensing Division.

OPEN DOOR POLICY

Minimum Standards 746.501(b)(1) & Minimum Standards 746.501(21)

We have an open door policy for families. Parents/guardians are encouraged to visit the child care center and participate in their children's experiences. Parents/guardians are allowed to visit the center without an appointment any time during normal hours of operation but we do ask that it is done in a respectful manner and does not become a distraction for the routine of the day. There are many different ways in which parents can participate and volunteer at the child care center. Parents may volunteer to attend trips, read in the classroom, assist teachers, and/or coordinate special events. Please see the director for more details.

NON-DISCRIMINATION POLICY

Our school does not discriminate against anyone (adult or child, staff or parent) on the basis of sex, age, religion, national origin, race, marital status, physical or mental disability, or veteran status. Our school includes children with special needs and makes accommodations as required by the Americans with Disabilities Act.

REGISTRATION

REGISTRATION

First-time visitors must register prior to play at Empower Kidz. Ensuring the safety and well-being of our young guests is our top priority. Therefore, it's mandatory for each child under our care to have a completed Registration Form on file, which includes current health and immunization records or affidavits, emergency transportation details, and contact information. This information undergoes an annual review and update process, ensuring its accuracy.

Pre-registration can be done online or via the [iCare Parent App](#). In-person registration is also available in our lobby at our front-desk.

Step 1: Familiarize Yourself with the Parent Handbook – Take a moment to explore our comprehensive Parent Handbook. It serves as a valuable resource, offering insights into our operational procedures, rates, and policies.

Step 2: Gather Necessary Registration Documents – As part of the registration process, you will be required to upload your child's medical records. This step is essential for activating your account.

Step 3: Complete Online Registration – Once you've assembled all required documents, proceed to fill out the online registration form. Please note that only legal guardians are authorized to submit this form, accessible at [Self Registration](#)

Step 4: Schedule and Attend the Onboarding Call (*for online registration only*) – Following submission of your registration, please call to schedule an Onboarding Call. During this session, we'll review your account information, address any queries you may have, and activate your account.

Step 5: Secure Your First Reservation – Upon completion of the Onboarding Call and activation of your account, you can make your initial reservation.

PLEASE NOTE: All families may reserve spots up to 48-hours in advance. Those who have registered for our Empower Kidz membership perks program have the privilege of making advanced reservations at any time, exceeding the 48-hour standard limit. Members receive waitlist priority.

Once you register, your child is eligible for immediate drop-off, pending availability.

REQUIRED HEALTH RECORDS

IMMUNIZATION RECORDS

Empower Kidz follows the Texas Department of State Health Services requirements for immunization records. During the registration process, parents are required to provide ONE of the following:

1. A current copy of your **child's immunization record**, including their name and date of birth. If your child is not up to date on immunizations due to medical reasons, a signed letter from their physician explaining the circumstances is necessary, in addition to the immunization record.

OR

2. An official "notarized" **affidavit of exemption** from Immunization for Reasons of Conscience issued by the

[Texas Department of State Health Services](#). An original copy of this affidavit is mandatory.

OR

3. For **children aged over 5**, parents can indicate on the registration form that their child's immunization records or exemption affidavit are on file at their school. In this instance, parents need to provide the school's name and contact number. Copies of the records are not required during registration.

PHYSICIANS HEALTH STATEMENT

At Empower Kidz, we prioritize the health and well-being of each child in attendance. Therefore, it's mandatory for parents to provide ONE of the following during the registration process:

A written **statement of health** from your child's physician, including their name, date of birth, and the date of their most recent well visit examination (within the past year). This statement must be signed by the physician and confirm that the child is free from communicable diseases and fit to participate in a childcare program. If your child's physician requires guidance on the required documentation, you can access and print our "[Statement of Good Health](#)" form from our website for them to complete and sign.

OR

For **children aged over 5**, parents can indicate on the registration form that the child's statement of health is on file at their school. In this case, parents need to provide the name and contact number of the school. Copies of the statement are not required during registration.

It is the responsibility of the parent to ensure that both Immunization records and Health Statements remain current in our records. ***Failure to do so may result in the child being unenrolled until the updated records are provided.***

MEDICATION

Empower Kidz will not administer any medication unless for emergency situations, such as epi-pens, rescue inhalers, and prescribed diaper creams. Emergency medication should be discussed directly with and handed over to a staff member at the front desk. Prescription medications left at the facility must bear an original pharmacy label indicating the child's name and correct dosage/application. If multiple emergency medications are required, they must be placed inside a ziplock bag and labeled with the child's name.

Any emergency medications brought into the center will be returned to the child's parent upon pickup.

It is imperative that no child possesses any medication, whether prescription or otherwise, without the direct supervision of a caregiver.

ALLERGY EMERGENCY ACTION PLANS

Children with significant food allergies or medical conditions necessitating emergency attention must have an Emergency Action Plan signed by a physician on record with Empower Kidz before admission. In cases where the plan mandates the administration of prescription medication, such as an EpiPen, parents are required to register the medication with the front desk staff upon check-in and check-out for each visit. The medication should bear its original pharmacy label, clearly indicating the child's name and the accurate dosage/application. Entrance to the facility will be denied if emergency medication is not in possession.

DROP-OFF / PICK-UP

Empower Kidz utilizes the iCare Parent App as a convenient contact-less check-in/out option for ease during drop-off and pick-up.

Drop-Off

Legal Guardians must present their photo ID to front desk staff. In the event of any technical issues with the computer system, parents must present a photo ID and sign in on a provided sheet.

Upon arrival at Empower Kidz, families will receive a warm welcome from our staff members. Parents or designated drop-off individuals are required to sign in their child(ren) using our iCare system Parent App.

Children should remove their shoes and place them in the cubbies located in the front lobby. Empower Kidz will provide socks for all children.

Once the check-in process is completed, a caregiver will meet you and your child at the secured entrance and accompany your child into the center. We encourage parents or drop-off individuals to spend a few moments with their child in the lobby area before departing. However, for the safety of all children under our care, access beyond the secured entry door is restricted during drop-off times.

Pick-Up

Please follow the check-out procedure for your child at the reception counter kiosk. Ensure you have a photo ID available for verification purposes during pick-up. Kindly wait for one of our staff members to confirm your successful check-out and process any necessary payments.

To prioritize the safety of your child and the group, a staff member will accompany your child to the lobby during pick-up. We kindly request that parents or authorized pick-up individuals refrain from encouraging children to approach the exit before our staff can properly escort them through our security measures.

DROP-IN

LOT'S OF FUN PEACE OF MIND!

Lot's of Fun: Dive into excitement at Empower Kidz, where every age group has its own space to play and have a blast! With pizza parties, crafts, movies, and more, there's never a dull moment here.

Peace of Mind: Life can be hectic, and finding reliable childcare can be a challenge. Whether you have appointments, need to run errands, or just want some time for yourself, Empower Kidz is here for you. Our facility provides a safe, clean, and trustworthy environment for your children, giving you peace of mind while you take care of your responsibilities.

PLAY AREAS

TINY TOTS: 6 weeks - 18 months old

Our cozy nursery is tailored for infants aged 6 weeks to 18 months, providing a tranquil yet playful haven away from the commotion of older children. Reservations are required to ensure personalized care for our youngest guests.

TERRIFIC TODDLERS: 19 months - 3 years old

Step into our lively toddler haven, designed for children aged 18 to 36 months. Here, little ones can explore, play, and learn in a secure and nurturing environment, free from the distractions of older peers.

SUPER SCHOOLERS: 4-10 years old

Let your school-aged child unleash their creativity in our Clubhouse Area, where they can engage in imaginative play around our central clubhouse structure. With a plethora of stimulating toys, this space inspires endless exploration and imaginative adventures.

SCHOOL-AGED MEDIA ROOM: 4 - 10 years

Dive into our Game Room, custom-crafted for school-aged kids. With a ball pit, rock wall, and an exciting array of games, toys, and crafts, it's the ultimate destination for endless fun and discovery.

At Empower Kidz, we prioritize your child's comfort and needs. If it's determined that our current classrooms cannot adequately meet your child's requirements, we'll work with you to find alternative arrangements to ensure their happiness and well-being.

DAILY SCHEDULE

Each age group (with the exception of the infant/nursery group) will follow the same general schedule. Infant

schedules are based on arrival time and the specific needs of the child as directed by the parents. All times are approximate.

Monday - Thursday (9:00 am - 8:00 pm)

Time	Activity
9:00 am - 9:30 am	Welcome & Free Play
9:30 am - 10:15 am	Morning Outdoor Play
10:15 am - 10:45 am	Snack & Story Time
10:45 am - 11:30 am	Guided Exploration Time (ie. Arts, crafts, STEM activities, etc)
11:30 am - 12:15 pm	Free Play
12:15 pm - 1:00 pm	Snack or Lunch (Optional depending on length of stay)
1:00 pm - 2:30 pm	Rest /Quiet Activities (ie, fidgets, pipe cleaners, coloring, books, just a little R&R)
2:30 pm - 3:30 pm	Free Play
3:30 pm - 4:15 pm	Afternoon Outdoor Play
4:15 pm - 6:00 pm	Guided Exploration Time (ie. Arts, crafts, STEM activities, etc)
6:00 pm - 6:30 pm	Snack or Dinner (Optional depending on length of stay)
7:00 pm - 8:00 pm	Free Play / Wind down activities

Friday - Saturday ADD-ON (8:00 pm - 10:00 pm)

Time	Activity
8:00 pm - 9:00 pm	Pajama Play / Movie / Cozy Quiet Time
9:00 am - 10:00 am	Story, Puzzle & Wind Down Activities

WHAT YOU SHOULD and SHOULD NOT BRING TO THE CENTER

Items to Bring Every Visit:

- Your child's Empower Kidz no-slip socks
- A change of clothes for each child, stored in a labeled ziplock bag
- All personal items clearly labeled with your child's name
- All necessary diaper changing supplies, including diapers/pull-ups, creams, powders, etc.
- Shoes for each walking child
- Parents are required to provide all snacks and meals, as you know your child's health and dietary needs best, ensuring that all contents are NUT FREE.
- Water Bottle

Items Not to Bring:

- Backpacks or bags (with the exception of nursery guests who may leave a diaper bag in a secured cabinet)
- Large comfort items
- Personal toys from home (except for school-age children, who may bring in homework assignments to work on)
- Empower Kidz is a **cell-phone free zone** for children and staff.
 - Cell phones and personal electronic devices will not be permitted beyond the check-in point.
 - These items must remain with your child's personal belongings in their cubby in the reception area.
(Our front desk staff can assist with communication if needed)
- Meals or snacks containing nuts, gum, or candy
- Non-emergency over-the-counter or prescription medications (Please see additional guidelines below)

TOILET TRAINING

At Empower Kidz, we understand the importance of supporting children during their potty-training journey. We are dedicated to assisting your child during this phase and are committed to providing a positive experience.

Once your child has successfully transitioned to underwear and has moved into the preschool area, they are encouraged to seek assistance from a teacher if needed. Otherwise, they will be granted privacy while using the restroom, empowering them to develop independence in this aspect of their daily routine.

DRESS CODE

To ensure your child's enjoyment at our center, we suggest dressing them in comfortable clothing that allows for freedom of movement. As our activities often involve creativity and sometimes messiness, please anticipate that clothing may become soiled despite our staff's efforts to maintain cleanliness.

For safety reasons, small hair accessories, necklaces, or any other choking hazards are not permitted in the infant or toddler areas (for children under 3 years). This precaution is taken to safeguard all children in these areas. Additionally, please note that Empower Kidz staff cannot be held responsible for any lost or damaged items of this nature.

Upon registration, Empower Kidz socks are provided to all children and are mandatory for their safety while at the

center. If needed, additional socks can be purchased.

BILLING AND FEES

PAYMENT POLICY

At Empower Kidz, we understand that plans can change, and your time is valuable. That’s why after the first hour of care, we offer pay-by-the-minute options! Only pay for the exact time you need, with no need to commit to full additional hours. Enjoy flexibility and peace of mind while your child enjoys their time with us!

We implement precise billing via the iCare childcare software for parents to conveniently pay using the iCare Parent App or directly at the front desk. Payment is expected at the time of pick-up for all accounts except prepaid membership accounts, which operate under different “perks” arrangements.

We accept major credit cards including Mastercard, Visa, Discover, and American Express. Please note that we **do not** accept personal checks or cash payments. A convenience fee of 3.5% will be applied for all credit card transactions.

STANDARD ENROLLMENT / FEES

Empower Kidz offers a variety of fee structures and membership options to cater to the diverse needs of our valued members and visitors. Our program is designed to provide flexibility and convenience, ensuring that every family can access our services according to their preferences.

One-time Family Enrollment Fee: \$25 per family registration

HOURLY RATES (UP TO 4 HOURS):

These are standard rates for everyone (members or non-members) so that there is always the freedom of knowing you don’t have to become a member to use the space.

- Great for those traveling from out of town who are in town for an event but aren’t able to or don’t want to bring children to the event

Standard Hourly Rates
BASIC: \$16.00 (19 months - 10 years old)
Sibling Discount: <i>(Applies to Basic Only)</i> Members: 15% off Non-member: 10% off
NURSERY: \$17.50 (6 weeks - 18 months old)

Reservation Policy

- Reservations required for Nursery
- For all other age groups, reservations are highly encouraged, but not required
- All families may reserve up to 48 hours in advance
- **Members** may reserve with no time restriction
- **Members** receive waitlist priority
- No-show or same-day cancellation: subject to a fee if not canceled at least 24 hours in advance

MEMBER-EXCLUSIVE RATES

Below, we outline the key fee structures and membership perks available:

Empower Kidz Membership Program

- \$50/month per family
- Billed monthly until canceled (30-day notice required)

Membership Perks:

- Unlimited advanced booking access
- Waitlist priority
- 15% sibling discount on standard drop-in rates
- Access to Prepaid Packages for greater savings

PRE-PAID PACKAGES

The more hours you prepay, the greater the discount. Save 10-20% by prepaying for your child's visits.

Terms:

- Membership required to qualify
- Credit applied at time of purchase
- Credits expire after one year (*based on purchase date*)
- Can be used for any child in the family
- Non-refundable
- Cannot be combined with sibling discounts

PRE-PAID DOLLARS

TIER	Purchase Value	Package Value	Savings
Tier 1	\$450	\$500	10%
Tier 2	\$680	\$800	15%
Tier 3	\$800	\$1000	20%

PRE-PAID HOURS

HOURS	RATE	TOTAL
12 hours	Basic: \$15.50	Basic: \$186
	Nursery: \$17.00	Nursery: \$204
24 hours	Basic: \$15.00	Basic: \$360
	Nursery: \$16.50	Nursery: \$396
48 hours	Basic: \$14.50	Basic: \$696
	Nursery: \$16.00	Nursery: \$768
72 hours	Basic: \$14.00	Basic: \$1,008
	Nursery: \$15.50	Nursery: \$1,116

MONTHLY FAMILY MEMBERSHIP:

- Empower Kidz offers a Family Membership Benefit for \$50 a month for those looking to benefit even further from our program.
- Families gain access to exclusive membership perks, including:
 - Prepaid package options for savings towards hourly care.
 - Eligibility for Weekly rates for more regular care beyond hourly care.
 - Advanced reservations at any time, exceeding the 48-hour standard limit.
 - Priority scheduling when there is a waitlist for care.
 - Availability to book birthday parties at Empower Kidz.

At Empower Kidz, we aim to provide a range of options to accommodate the unique requirements of each family and make your experience with us convenient and enjoyable.

PAYMENT OPTIONS

Payment will only be taken online at time of booking by credit card or ACH only.

LATE PICKUP FEES

A late pickup fee of **\$1/minute** is required if a child is picked up after their scheduled pickup time. This is intended to discourage late pickups as other children will be waiting to enter the facility. Late fees will be automatically charged to the account.

Additional Pickup Fees:

- Late discipline pick up:** \$10 per child + \$1 per minute per child
 - Assessed one hour after a discipline pick-up call has been made

- **Late sick child pick-up:** \$10 per child + \$1 per minute per child
 - Assessed one hour after a sick child pick-up call has been made
- **After hours child pick-up:** \$10 per child + \$1 per minute per child
 - Monday - Thursday: After 8pm
 - Friday - Saturday: After 10pm

RATE INCREASES

Rates and membership fees can change at any time.

RESERVATIONS

Reservations are exclusively handled through our [iCare Parent App](#)

All families may reserve spots up to 48-hours in advance.

Although not required, we encourage membership to experience additional perks and flexibility while enjoying Empower Kidz. Those who have registered for our Empower Kidz membership perks program have the privilege of making advanced reservations at any time, exceeding the 48-hour standard limit. Members have priority on the waitlist.

To ensure fairness to fellow Empower Kidz guests and our staff, we kindly request accuracy in your reservation times. Please note that cancellations made on the same day as the reservation and no-shows will incur fees.

RESERVATION CANCELLATION/NO-SHOW FEES

Reservations can be canceled by calling the front desk.

A \$5 cancellation fee will be charged per child for cancellations made on the same day as the reservation or for no-shows, regardless of the reason.

Reservations will be considered no-shows and automatically canceled, with a \$5 fee assessed, if the confirmed reservation time has passed by 30 minutes.

If you're running behind schedule but still want to keep your reservation, please reach out to us at [512-758-6860](tel:512-758-6860) or email info@empowerkidzdropin.com. We'll be happy to adjust your reservation time without any penalties.

FOOD AND NUTRITION

SNACKS AND MEALS

NOTE: Only snacks are being offered during this time due to duration of stay limits of 4 hours or less

Parents are responsible for providing all snacks and meals, as you know your child's health and dietary needs best.

Children should bring their own healthy meals stored in labeled containers to maintain freshness and safety. Please include a cooler pack if necessary, as refrigerator space is not offered.

Nut-Free Policy

- It's important to note that Empower Kidz is a NUT-FREE facility, and all meals brought from home must be free of any nut products, including nut-based milk products.
- In the event that a home-prepared meal contains nuts, it will be replaced with a nut-free meal for an additional cost at check-out.

Forgotten Meal / Snacks Policy

- If any child is present during scheduled meal times and a home-prepared meal is not provided, Empower Kidz offers a ***last-resort option***: you may choose a pre-packaged meal from the program for an additional cost that will be added to your child's stay for the day.
(See meal ordering guidelines at front desk)
- If a parent forgets to bring a snack for the scheduled snack times, Empower Kidz offers snacks at no extra charge.

Our center ensures that all meals meet or exceed the guidelines outlined by Family and Protective Services Regulations, covering the four major food groups: dairy, meat, fruits/vegetables, and grains.

Parents of children with documented food allergies, religious dietary restrictions, or any other circumstances that prevent them from consuming all menu items are strongly advised to provide all meals and snacks from home for their child. Additionally, parents must inform the front desk staff of any food limitations EVERY TIME they check in.

NURSERY MEALS AND BOTTLES

Parents of children under 18 months are required to provide our staff with all necessary milk, formula, breast milk, or food for their child's stay. Detailed written feeding instructions must also be provided as per state regulations. All feeding items, including milk, formula, breast milk, and food, should be clearly labeled with the child's name and contents. Refrigerator space will be available for children staying in the nursery, and an adequate supply of clean and sanitized pre-filled bottles must be provided for all feedings.

Unused portions of breast milk, formula, or food will not be reused if not consumed within one hour after feeding initiation. Used bottles will be returned rinsed but not cleaned or sanitized. Any food items left at the facility, whether opened or not, will be disposed of at the end of the day.

BREASTFEEDING MOTHERS

For mothers who choose to nurse their children, Empower Kidz is pleased to offer a safe and comfortable space for breastfeeding in the infant classroom or any other unoccupied room.

HEALTH AND SAFETY

SAFETY AND SECURITY PRACTICES

At Empower Kidz, the safety and well-being of the children under our supervision are our utmost priority. We are committed to maintaining a secure environment through careful planning and preventive measures. Our safety policy includes:

- **Continuous Supervision:** No child will ever be left alone or unsupervised. We ensure a minimum of two staff members are present at all times, with additional staff on standby to adhere to state-mandated ratios.
- **Staff Training:** All caregivers undergo comprehensive training in CPR, First Aid, Communicable Diseases, and Child Abuse Recognition.
- **Tuberculosis (TB) Screening and Communicable Illness Awareness**
 - While Empower Kidz does not require employees to undergo tuberculosis (TB) screening as a condition of employment, we strongly encourage all staff to seek appropriate medical care and health evaluations as needed. Employees are expected to monitor their own health and refrain from reporting to work if they are experiencing symptoms of a communicable illness. This helps ensure the safety and well-being of the children in our care, fellow staff members, and families we serve.
- **Background Checks:** Our staff members have passed thorough FBI, State, Local, and DFPS fingerprint and background checks.
- **Secure Facility Access:** The entrance to our facility is always secured, only permitting entry for drop-off, pick-up, approved tours, or pre-arranged appointments with supervised access.
- **Safety Regulations:** Climbing on furniture or equipment is prohibited, except for designated toys for gross motor play. Fire drills are conducted monthly, and children are always supervised during emergency drills or outdoor activities.
- **Food Safety:** Food prepared for children under 2 years old is appropriately cut into small, manageable pieces. Safety straps are utilized on all equipment requiring them.
- **Secure Exits:** Emergency exterior doors are locked from the outside and equipped with alarms. Initial entry into the facility is only permitted through the main front door.
- **Safe Sleep Practices:** We adhere to nationally recognized safe sleep guidelines for infants under 12 months. Infants who cannot roll over independently are placed on their backs in cribs with firm mattresses and fitted sheets. Swaddling and the use of soft items in cribs are prohibited.

For further information on safe sleep practices for your home, please visit [Room to Breathe | North Texas Safe Sle \(ntxsafesleep.com\)](https://www.ntxsafesleep.com).

TINY OWIE REPORT

If your child experiences a minor injury while under our care, they will receive immediate attention. Either through our iCare app or upon pick-up, parents will receive a "Tiny Owie report" detailing the location, type, and cause of the

injury. Additionally, the report will document any first aid measures that were administered.

INCIDENT AND ILLNESS REPORT

For incidents involving more severe accidents or illnesses, our team completes Incident and Illness Reports. One copy of the report will be provided to the parent via the iCare app, while another will be filed at the center for reference. Additionally, all children have emergency transportation forms on file. In the event that a child requires emergency medical assistance, all relevant records will accompany the child to ensure they receive appropriate care.

Immediate notification will be given to a parent, guardian, or designated emergency contact person in the event of a medical emergency. Parents will first be contacted to determine if they want to pick up and transport the child or if they would prefer our team. If a family member is not available, a staff member will accompany the child to the emergency facility in the emergency vehicle. The staff member will remain with them until a parent or guardian arrives to take over care.

STRUGGLED & DISCIPLINE REPORT

At our facility, building and maintaining trust and respect among caregivers, children, and their peers is a fundamental aspect of our program. Ensuring children feel safe at all times is essential for them to have a positive experience. Our caregivers actively foster this trust and promote positivity by establishing clear and consistent rules. They also lead by example, modeling appropriate behavior, facilitating peer interactions, and assisting children in enhancing their communication and social skills.

In situations where a child's behavior poses a risk to themselves or others, or disrupts the environment, caregivers may opt to employ state-approved methods of guidance and discipline. If disciplinary measures are utilized, a report will be completed by the caregiver. Parents will receive a copy of this report at pick-up, and a duplicate will be retained at our facility.

Our approach to discipline at Empower Kidz is always tailored to each child, consistent with their level of understanding, and focused on teaching acceptable behavior and self-control. Caregivers are only permitted to use positive methods of discipline that promote self-esteem, self-control, and self-direction. When suitable for the child's age and development, caregivers may implement brief supervised separations or time-outs as disciplinary measures, with time-outs not exceeding one minute per year of the child's age.

We maintain a strict policy against any form of harsh, cruel, or unusual treatment of children under our care. Depending on the severity and frequency of the behavior, a meeting with parents may be necessary before allowing the child to continue attending our center. If a child's behavior consistently disrupts the routine at Empower Kidz or poses a safety risk to others, restrictions may be placed on their future visits to ensure the well-being of all children and caregivers.

BEHAVIORAL PICK-UP CALLS

If a child consistently causes significant disruptions, such as prolonged inconsolable crying lasting more than 30 minutes, or poses a safety risk to other children or staff, they may be temporarily separated from the group. In such cases, a parent/guardian or emergency contact will be contacted for immediate pickup. Late fees will be applied starting one hour after the initial pick-up call is made. For further details on late fees, please refer to page 11 or the fee summary page provided at the end of this document.

ILLNESS AND INFECTION CONTROL

At Empower Kidz, our staff strictly adhere to guidelines for managing communicable diseases, which include protocols for thorough handwashing and disinfection of toys and surfaces. During intake, caregivers conduct a visual health check

to identify any pre existing injuries or health concerns. If a child is recovering from a severe illness or injury, a release letter from their physician's office confirming their ability to participate in all activities offered at Empower Kidz is required.

In the event that a child displays symptoms of a communicable disease, they will be promptly isolated from other children, and a parent or guardian will be notified. Symptoms include, but are not limited to:

- Vomiting
- Diarrhea
- Temperature of 100 degrees Fahrenheit or higher
- Severe coughing
- Difficult or rapid breathing
- Yellow skin or eyes
- Redness, burning, itching, or pain in the eyes
- Evidence of lice or other parasitic infestations
- Rashes (unless accompanied by a written explanation and release from a doctor)
- Sore throat or difficulty swallowing

Children exhibiting any of these symptoms will not be allowed to visit the center until 24 hours after the symptoms have subsided without the use of medication.

SICK CALLS

In the event that a child displays signs of illness or infection, the staff at Empower Kidz will promptly contact a parent/guardian or emergency contact for immediate pick-up. The child will be kept separate from other children until they are collected. Late fees will be applied starting one hour after the initial pick-up call is made. For detailed information on late fees, please consult page 18 or the fee summary page provided at the conclusion of this document.

EMERGENCIES

In situations where violence is threatened:

Children will be relocated to the rear of the center, specifically inside the MPR or at the least in the play spaces where the threat can be kept from accessing children or staff by the locked reception door. The secure door will be kept locked, and both law enforcement and parents will be contacted immediately.

During a fire emergency:

Monthly fire drills will be conducted and thoroughly reviewed by staff to ensure proper procedure adherence. In the event of a fire, caregivers will promptly evacuate the children to safety, specifically to the playground. In the event that the playground is inaccessible, we will gather in one of the other nearby grassy/ mulched/ tree shaded spots out of the driveway and parking spots. The alternate meeting place will be the chiropractic practice next door in the event that we cannot make it to the playground side of the building. Each child will be accounted for and checked off the attendance roster to confirm safe evacuation, and parents will be promptly notified.

In the event of severe weather:

Children will be moved to the bathrooms- away from windows. The facility will remain operational, and children will be cared for until it is deemed safe for parents to arrive for pick-up. In cases of flooding, parents will be promptly informed,

and children will be evacuated from the facility.

For evacuation procedures:

If evacuation of the building is necessary, staff will lead the children to the playground area as indicated in the posted evacuation plan, both in the front and rear of the building. If relocation to a sheltered facility becomes necessary, the chiropractic office next door will be utilized as outlined in the evacuation plan. If the entire building is to be evacuated and the playground is unsuitable or unsafe, we will move to higher ground and meet at The Grove Restaurant at the top of the hill.

In the event of a power failure:

If our center experiences a power outage that cannot be promptly resolved, parents will be contacted to retrieve their children, and the facility will be closed.

All staff members are fully trained to handle the aforementioned emergency situations. In the event of telephone line failures at our center, staff members may use personal cell phones to contact parents, guardians, or other necessary parties in the event of an emergency.

ABUSE AND NEGLECT REPORTING

Minimum Standards 746.501(23)

In accordance with both Texas state and federal laws, it is mandatory to report any suspected cases of neglect, sexual, or physical abuse. All managers and caregivers at Empower Kidz undergo annual training sessions that comply with state regulations on preventing and addressing abuse and neglect. We strongly encourage parents and guardians to advocate for their children and others in the community by enhancing their awareness of abuse and neglect issues and educating themselves through the numerous free resources available at www.dfps.state.tx.us. For immediate assistance or to report suspected cases, individuals can contact the Texas Abuse and Neglect Hotline at 1-800-252-5400.

LIABILITY INSURANCE

This facility maintains at least the minimum required liability insurance coverage in the amount of \$300,000 for each occurrence of negligence that covers injury to a child while the child is on your premises or in care.

