



**Parent
Handbook
2024 – 2025**

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Mission of Su Casa

Su Casa exists to connect and empower both the Latino immigrant and broader Memphis community by creating a safe place to learn together in God's grace.



Mission of Su Casa Preschool (SCP)

The mission of Su Casa Preschool is to provide an exceptional Christian, dual-language education specifically for children from low-income, immigrant Spanish-speaking homes.

Vision of Su Casa Preschool

We aim to partner with parents to provide infants and toddlers a safe and nurturing environment where they can reach appropriate developmental milestones and prepare for their entry into kindergarten

School Contact Info
901-320-9833 x3
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Facebook icon:  Instagram icon: 

Executive Director

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Preschool Director

Dr. Cherise Clark
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Office Assistant

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Calendar

The calendar for the school year will be provided to all families during orientation. Policies and dates are subject to change should an unforeseeable event arise. If this happens, parents will be notified via messages through Kaymbu. Monthly calendars will also have the most up-to-date information.

Hours of Operation

Su Casa is open Monday-Friday. Classes begin promptly at 8:15am and end promptly at 3:00pm. Before Care and After Care are available for a fee for families who need extended hours.

Before Care: 7:00am-8:15am

After Care: 3:00pm-4:30pm

Inclement Weather Policy

Our school follows Memphis-Shelby County Schools calendar. If MSCS closes for inclement weather or other unforeseen events, our school will also close. We will notify all parents via message once we receive word from the county. School days missed due to inclement weather will not be made up.



Admission Criteria

Ages of Children

Our program is open to children who are 6 weeks old - children who are 4 years old by August 15th. Children who turn 5 after August 15th are also eligible for our pre-K program.

Demographics

While we do not discriminate on the basis of race, ethnicity, socioeconomic status, gender, or religious affiliation, there are several things to note based on our mission:

- Our mission is to Latino immigrant families. We hold 75% of our available spaces for families with one (or both) parent(s) who emigrated from a Spanish-speaking country.
- Our mission is to exhibit God's grace from a Christian worldview. While we acknowledge that our families may have other religious views, our curriculum and classroom instruction will only present a Christian worldview.
- Being a local ministry, we also give preference to those who live in our community, especially those who do not have other options for quality childcare.

Waiting List

Children will be enrolled based on room availability and teacher:student ratios. Some families will be able to register and enroll immediately. Others will have the option of being placed on the waiting list. To be on our waiting list, you will need to complete the enrollment form and pay the registration fee. The registration fee is non-refundable and does not guarantee your child a spot at any time. We will notify you via text message if you are placed on the waiting list. However, if a space becomes available, you will be notified and able to begin immediately after we receive all completed documents and fees.

Process for Admission

The parent must complete the online application and pay the registration fee to begin the process.

After we determine if the student meets the admission criteria and we extend an offer for enrollment if we have space in the program.

We will need the following items. Students will not be permitted to attend class until these are completed:

- Complete payment of registration and materials fees
- Copy of Birth Certificate
 - If there are custody papers for your child, the school must have a copy in order to enforce them.
- Copy of current immunization record

Signed copies of a few documents including:

- Seeding Success Form
- Tuition & Handbook Acknowledgment Form
- Meal Form (a federal requirement)



Waiting List (cont'd.)

- If your contact information changes, it is your responsibility to notify the school so that you remain on the waiting list. We cannot hold a spot for you if we cannot reach you.
- The majority of our openings are in August, however, space can become available at any time throughout the year. We **do not** accept new students after the first week of February.
- Priority is given to siblings of enrolled students, families who meet our mission criteria, and staff members' children. We also make every effort to enroll students from our Adult Education program and our partner, Iglesia Esperanza. All others are placed on the list in the order that we receive their application and payment.

Drop off and Pick Up Procedures

Pick-up and drop-off will be via the door at the top of the stairs facing the parking lot. Please park in a marked space in the front parking lot only. This is a safety policy and protects children entering and leaving the building. Please do not leave any children or valuables unattended in your vehicle. Su Casa Preschool cannot be responsible for any items stolen or damaged.

After repeated late pickups or early departures (outside of emergencies), parents will be contacted for a meeting to create a plan. If, after several attempts no arrangements can be reached, the child may be asked to withdraw from the program.

Arrivals

- Arrival time is between 8:15am- 8:30am. Late arrivals are disruptive to the learning environment, therefore, children will be denied entry into the classrooms after 8:30am unless prior approval has been obtained from the directors. No more than 5 prior approvals will be granted for any student within the school year. Under no circumstances will any children be permitted to enter the classroom later than 11:00am.
- All children must be accompanied by an adult to their classroom. Please keep all children with you as running and rambunctious play can be disruptive or dangerous.
- Sign your child in with the teacher. This is a regulation and cannot be skipped. We cannot be responsible for a child who has not been properly signed in.

Departures

- Pick-up is from 2:45-3:00 pm. Children will only be released to caregivers after they are signed out. No children will be released into the hall; you must come to their classroom.
- Pickups after 3:00pm will automatically be charged a drop-in fee for aftercare.
- Late pickups after 4:30pm will have a fee assessed of \$15, plus an additional \$1 per every late minute. We will attempt to reach all phone numbers we have on file if your child is not picked up by 4:15pm.
- During our school day, our building remains locked. If you need to pick up your child early for any reason, please let the office know via Kaymbu message by the time you leave in the morning.

Departures (cont'd.)

- **To avoid disrupting the learning environment, NO pickups will be allowed:**
 - Without prior knowledge
 - Exceptions will only be made in the case of an emergency. Appointments, trips, etc, do not constitute an emergency.
 - After 12:00pm to avoid disturbing the children's rest time.
- If you need someone to pick up your child who is not previously on the child's enrollment form:
 - Message the school with the full name of the person coming, their relationship to the child, and the time at which they will pick up the child.
 - Instruct the person to report directly to the office when they arrive. They will need to present a photo ID with their name. The office will pick up the child and release them to the individual. If they do not have the correct identification, the child cannot be released.

What to Bring

All items for your child should be labeled with their first and last name, or initials, in permanent marker. This includes: pacifiers, diapers, and bottles. Pacifiers are not permitted in the 3- and 4-year old classrooms.

All children need:

- A healthy breakfast, snack, and lunch. Children over 1 year should be sent food they can feed themselves. All food should be sliced or prepared in a way that minimizes the risk of choking.
- A cup with a lid and any utensils needed for their meal.
- You can send **one** lovey or other stuffed animal for nap time if you would like. We do not have space for blankets from home.
- 2 changes of clothes including socks and underwear/pull-ups for all students 2 and under. 1 change of clothes including socks and underwear for all students 3 and up. These clothes can be left at school and should be changed seasonally.
- For those in diapers, parents are responsible for providing diapers and wipes to the classroom. Check with the teacher to determine when you need to supply more diapers/wipes. Please let us know if there are any specific brands to which your child is allergic as we may use a different diaper/wipes in the case of an emergency.

Please note:

- All students should wear shoes—such as slip-on tennis shoes—that support their feet and allow freedom of movement. No loose shoes, dress shoes, or other shoes that slip off easily (like slippers or Crocs) should be worn to school. We do not permit shoes with laces.

What to Bring (cont'd.)

- Personal toys are not permitted. Such toys can provide disruption or distraction at school. We are not responsible for toys brought from home. On occasion, a teacher may ask students to bring something related to the lesson. This is the only exception to the rule.
- Do not send gum, candy, jewelry, or money with the students unless requested by the teacher for a class project or party.

Preparing for the First Day

A new school can be scary for children. This can also be true for a returning student in a new classroom or after summer break. Here are a few ideas to help provide a smooth transition:

- Talk with your child about what will happen. If possible, visit the school with your child during Open House or before the first day for them to see and get excited about the new year.
- Talk about the school in a positive manner. Using positive language will help your child think of school as a good thing instead of a negative or scary way.
- Talk about your child's teacher. Using their name (Mr. or Ms. ____) will help familiarize them with the person before school starts.
- Talk about the school schedule and point out things that your child may enjoy.
- Plan ahead so that your child does not feel rushed on the first day. Keep a positive outlook and use positive language when dropping them off. Remind them that you will be back shortly.
- A quick drop-off is always best. Communicate with the teachers, say a quick good-bye, and then exit. Lingered can cause confusion or distract a teacher.
- Remember that tears during the first few weeks of school, or after a break, are very normal. Hug, kiss, and comfort your child. Reassure them that you will be back and be very excited when you see them again.
- Make sure your child arrives clean, dry, and ready for the day. If your child has soiled themselves on the way to school, please make use of the restroom to clean them before you leave. Drop-off time can be a very difficult time for the teacher to facilitate this.



Curriculum

Su Casa Preschool exists to support parents in preparing their children for kindergarten from a Christian foundation. Children will see and hear about God's character through Bible reading, stories, and activities. Students will also learn God's character as modeled by the teachers and administrators. Our goal is to help them exhibit God's character as they learn to love God and others. Prayer will be an integral part of each day. We ask parents to pray with and for their children daily. If you are unsure of how to pray with your child, please let us know! We'll be happy to help.

High Scope Curriculum

At Su Casa Preschool, we use a curriculum called Highscope. This curriculum has been around since the 1970s and has been thoroughly vetted for being research-based, effective, and focused on the whole child. The program focuses on child development and what children can do at each age level in eight key areas. A ninth area focuses on second language development:

1. Approaches to Learning
2. Social and Emotional Development
3. Physical Development and Health
4. Language, Literacy, and Communication
5. Mathematics
6. Creative Arts
7. Science and Technology
8. Social Studies
9. Second Language Development

Our teachers learn to observe your child using key developmental indicators in each of these areas to create teacher-guided activities. The curriculum also focuses on child-guided time in which children learn through their own interaction and exploration. A key component of the curriculum is called: plan-do-review. Teachers help children learn to think ahead, make a plan, and then discuss how they succeeded or changed their plan. This process helps children learn the power of visualizing a plan, enacting it, and then debriefing. As they grow in this skill, they are able to transfer that knowledge to tasks in grade school and beyond.

Fees and Payments

Registration Fee: \$100

Activity Fee: \$200

Tuition

- Infants (0-12 months*) \$9400/year
- Toddlers (13-30 months*) \$8200/year
- Preschool (31+ months*) \$6400/year

*Age determined on Aug. 15th

Before completing enrollment, all parents will sign a tuition agreement demonstrating their preferred payment plan. ALL payments must be completed by April 30, 2025. All fees are non-refundable. The following options are available:

Tuition Payments

Payments are due on the 5th of each month. Payments can be made online via credit card or ACH through your Jovial portal, or in person with cash or check. Payments can be made early in any amount, but must be at least the monthly payment before the 5th. A late fee of \$25 is added on the 6th. If a payment is 30 days overdue, the student will not be permitted to class until the balance is made current unless other arrangements have been made with the director. Tuition is due regardless of days missed due to vacation or illness. If you are in need of financial assistance, even for a short period of time, please contact the director to fill out the financial aid application. Students who leave the year with an outstanding balance will not be permitted to reenroll.

The fees provide for, but are not limited to, the following:

- School supplies for students
- Nap mat
- Blanket
- Student Bible
- Special day supplies (i.e., classroom holiday parties, parent training events)

Sliding Scale Scholarships are available; speak with the directors to fill out the applications. Scholarships require proof of income with the completed application and are subject to approval by the directors. Before a scholarship application can be completed, the family must submit an application for TNDHS Child Care Certificates.

\$500 tuition credit by referring a student!

A referral fee is paid per student. For every student you refer who enrolls in our program, you receive \$500. \$250 will be credited to your account in January after the referred student completes the first semester. Another \$250 will be credited to your account in April after the referred student completes the second semester.

Receipts and Tax Information

All payment receipts and tax information can be accessed through the Jovial portal. If you need assistance in accessing your account, please contact the office.

Request for Paperwork

At least one week's notice should be given in writing (message, email, or letter) for requests for recommendations, evaluations for doctors, payment receipts, etc. This will give the office time to properly prepare paperwork and return it to you.

Withdrawal or Schedule Changes

A two-week written notice is required for all withdrawal and schedule changes. If less than two weeks notice is given, parents will be responsible for all expected charges.

If a withdrawal is needed, parents must communicate with the director and complete a Program Withdrawal Form. No refunds will be given for prepayments in tuition for the current semester. Children who withdraw and then want to re-enter must join the waiting list and wait for the next available opening.

Health and Wellness

Absences due to illness

If your child is absent due to illness or family emergency, please notify the school office via Kaymbu.

Su Casa Preschool will do everything we can to ensure a safe, healthy environment for our students. In order to do this, children who are sick cannot attend class for the day. If your child has any of the following, they should not report to school:

- A temperature of 100.4 within the last 24 hours
- Diarrhea or vomiting within the last 24 hours
- Undiagnosed rash
- Sore or discharging eyes, ears, or nose
- Any contagious disease
- Head lice
- Chicken pox
- Conjunctivitis
- Covid 19, Flu, RSV, or any other respiratory illness

If your child becomes sick at school, the office will notify you. If we cannot reach you, we will contact your emergency contact list in the order provided. Please make every effort to pick up your child within 30 minutes to limit exposure to staff and other students. The student will not be able to return for at least 24 hours. A doctor's note may be required to return.

To return to school after an illness:

- Child must be free of symptoms **without** the aid of medication for 24 hours.
- Child has had no yellow or green mucus and/or has been taking an antibiotic for at least 48 hours.
- Students with consistent runny noses or allergy issues may be asked to bring a doctor's note demonstrating that the illness is not contagious.
- Child has no vomiting or diarrhea for at least 48 hours.
- Contagious diseases will require proof of treatment before returning to school.

No tuition refunds can be given due to days missed for illness or emergency.

Immunizations

Su Casa Preschool requires all students to have an updated immunization record on file.

Children who are under 18 months of age will need an immunization record upon enrollment and another updated form after they turn 18 months and receive their final shots. All other students should provide a copy of their record during their first year of enrollment. Returning students will not need a new copy unless something has changed.

Medications

Our staff can only administer medications (over-the-counter or prescription) after:

- A parent or guardian has completed the school's Authorization to Dispense Medication form.
- A parent or guardian has supplied the medication in the original container to the school office.
- Children cannot carry medications in their bags or backpacks.

Emergency Drills

State law requires that fire drills be held monthly and that tornado, earthquake, and intruder drills be held periodically. All safety procedures will be reviewed with students before the drill begins. Please note that the alarms are loud and students may be frightened. We will do our best to explain that the alarms are made for keeping us safe, and that they are not meant to frighten them.

Potty Training

Potty training is all about consistency. Each child moves through this stage in a different way and in their own timing. The staff here at Su Casa Preschool will work with each family to help meet the child's needs. We will stay in close communication with you during this time to help. Children will be encouraged to learn selfcare under the teacher's supervision during potty-training time.

Frequent accidents (2 or more times per week) are not considered completely potty trained and should not be sent in underwear. All children must be **completely potty trained** to be able to enter the Junior Kindergarten classroom, regardless of medical conditions. Staff in the Junior Kindergarten rooms do not have the equipment or training to change diapers/pull-ups or assist with potty training. They can, however, aid in the case of an emergency. Pull-ups may be used during rest times as needed.

Although we realize that accidents happen, for the 3 and 4 year old classrooms, a meeting will be requested after 2 accidents within a week. The child's parent, teacher, and administrator will evaluate the reason for the difficulty and create an action plan to help the student succeed in a timely manner.

Parent and Staff Interactions

Visiting and Conferences

Parents are always welcome at our school! The best time for a visit is during our morning activities. You are welcome to join us for a meal, story time, an activity, or for special events. We also welcome parents who would like to present an activity or learning opportunity for the students. We love when our parents teach the class something new!

Please contact the office to arrange a visit at any time. For safety reasons, please do not bring any additional children into the classroom.

Parent/teacher conferences are scheduled twice a year. These meetings provide teachers an opportunity to share information about your child and provide parents a formal opportunity to share your experiences with the program. Additional conferences can be arranged as needed.

Parent Participation

We encourage all parents to participate in your child's learning experience. Get to know your child's teachers and the staff. Allow them the space to get to know your child and family as possible. Please read through any information we send home as this helps strengthen your connection with the school.

We will send home monthly activities for the students related to the work being done in the classroom. These activities are optional, but they will enable you to connect with your child around the topic of the month. We send these because we have learned that all successful students have involved parents and we want to set you and your child up for success.

Parent Volunteer Opportunities

We encourage our parents to volunteer in whatever way they are able throughout the school year. We understand that everyone's schedule and abilities are different, so we look forward to having you in any way you feel comfortable. At the beginning of the school year, we'll send out a list of available volunteer opportunities. We'll also include needs we have in the monthly newsletter. If you have any suggestions that aren't included on the list, please let us know!

Here are some possible volunteer opportunities:

- Provide the staff a lunch
 - There's nothing like food to boost morale! We'd love to have people bring lunch for the staff once a month. This can be ordered or prepared, whatever you are comfortable with!
- Read to the kids
 - Hearing a different voice makes reading time extra special! Come down and read a story in one (or more) of our classrooms.
- Plan a classroom activity
 - If you're good with kid activities, we'd love to have you share one with us. This can be as simple as bubbles on the playground, or as complex as chemistry for preschoolers. Let us know your passion!
- Plan an after-school activity
 - We'd love to see our families having time to meet other students and their families so planning a play date at the park, a picnic, morning muffins in our sanctuary or anything you can dream of would be wonderful!
- Provide a handyman service
 - There are a lot of things that need to be repaired, built, cleaned, or painted in the building. If you've got one of those skills, we'd be glad for your help!
- Decorate the building
 - We redesign our classrooms at the end of every month to correspond with the new theme. If you're talented in making beautiful displays, we'd love to have you help out! Pick your favorite theme and come on down!

Birthdays and Parties

We love to celebrate birthdays at the school! We'd love to celebrate your child's birthday on the day or, if it falls outside of their school day, on the closest possible day. If your child has a summer birthday (June or July), we would love to celebrate their half birthday.

For birthday celebrations, we'd love to have you come to the class and read a fun story and share a birthday snack with the class. Please bring small plates or napkins to use with whatever treat you bring. We'll work with you to find a time that's convenient for you to visit with the class.

If you'd like to invite families to your child's party outside of school, please make sure to bring enough invitations for all of the children. If you'd rather invite only a few children, please speak with the parents directly. Do not ask the teacher to pass out the invitations for you if you are not inviting everyone in the class.

We also have several holiday parties during the school year. See the school calendar for our yearly events!

Raising Complaints or Issues

Our program at Su Casa Preschool is designed to partner with parents as the primary caregivers of their children. Therefore, we encourage positive communication between parents, teachers, and administration. If any issue arises, we are always open and available to work together and find a solution. We hold high standards for respect between children and staff and expect the same between our staff and parents. Classroom teachers are asked to hold parents accountable to the policies stated in this handbook. Discussing complaints or disputes can create an uncomfortable space between parents and teachers, so please see one of the directors if you feel you need support in resolving any issue.

Su Casa Preschool reserves the right to remove children and parents from the program if their behavior adversely affects the other students, teachers, or school in any way.

Discipline

Su Casa Preschool focuses on helping students follow three rules derived from Matthew 22:37-39: "You shall love the Lord your God with all your heart and with all your soul and with all your mind. This is the greatest and first commandment. And the second is like it: "You shall love your neighbor as yourself."

From this, our classroom rules are:

1. Love and respect the Lord and His things.
2. Love and respect others and their things.
3. Love and respect yourself and your things.

Teachers and administrators will use positive reinforcement to encourage adhering to these rules. These will be handled in an age appropriate manner and enforced consistently.

If an inappropriate behavior becomes a pattern, the teacher and parents will work together to find a solution. If there is further need for discussion, the director will meet with the parents and teacher. If a third meeting is needed, we will evaluate the child's progress and determine any next steps. If no progress is made following a third meeting the parents may be asked to withdraw their child and seek an alternative environment more suited to the child's needs.

Full cooperation from the family is needed in all aspects. Parents who are not willing to meet with the child's teacher or director, or not willing to take action to help solve the problem will be asked to withdraw their child.

Biting

As much as we disapprove of biting, it is a normal developmental stage for children under 3. We will do our best to prevent such behavior, but please understand that your child may bite or be bitten. Biting will not be tolerated in the 4-year-old classroom. If a 4-year-old becomes a biter, the child will be dismissed from the program.

Parents will be notified at the end of the day regarding any biting. If a child breaks the skin of another child, both parents will be notified immediately. If a child repeatedly does this, the Director will meet with the parents. It may be necessary to dismiss a repeat biter from the program.

Privacy Policy

At no time will any Su Casa Preschool staff member discuss a child or his/her family with any other child or family. Confidentiality is extremely important and will be maintained at all times. Only the parent/guardian will be notified in case of an emergency or problem. If the parents cannot be reached, the emergency contacts will be notified in case of an emergency only. In the event of a problem occurring between children, neither parent will be told the name of the other students(s) involved by staff members. If there is a problem with a particular child, the staff member will discuss it in private with the directors, or, if unavailable, with Su Casa's Executive Director. This policy is in effect both during and after operating hours.

Outside of the school day, no individual Su Casa staff member will share any information regarding specific students or their families on any social media platform. Su Casa's marketing team will share updates about the school and promotional material for the school to our social media accounts which may include photos of students or stories about the classes/activities. However, no students/families will be named directly by Su Casa and parents can opt out of this at their discretion. If at any time, you feel your privacy has been compromised by Su Casa, please contact the director immediately.

Handbook Amendments

Su Casa Preschool reserves the right to amend the policies in this handbook at the discretion of the director. Any changes to the handbook will be communicated to the parents/guardians. If an issue arises that is not expressly discussed in this handbook, the director will handle the situation using their professional judgment and the guiding principles of the school.