



**Parent
Handbook
2022-2023**

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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

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

Vision of Su Casa Preschool

We aim to partner with you as parents to provide your toddlers and preschoolers 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

844-400-1302 (text)

www.sucasamemphis.org

preschool@sucasamemphis.org



Executive Director

Michael Phillips

Preschool Director

Cherise Clark

Assistant Director

Jessica Rodriguez Ampueda

Office Assistant

Lisbeth Cabrera

2022-2023 Calendar

Date	Day	Event
Aug. 2	Tuesday	Open House (5-7pm)
Aug. 8	Monday	First Day of Classes (M/W)
Aug. 9	Tuesday	First Day of Classes (T/TH)
Sept. 5	Monday	Labor Day - NO CLASSES
Sept. 26-29	Mon. - Thurs.	Fall Parent/Teacher Conferences
Oct. 10-13	Mon. - Thurs.	Fall Break - NO CLASSES
Nov. 8	Tuesday	Election Day - NO CLASSES
Nov. 21-24	Mon. - Thurs.	Thanksgiving Break - NO CLASSES
Dec. 19 - Jan. 5	Mon. - Thurs.	Winter Break - NO CLASSES
Jan. 9	Monday	First Day of 2nd Sem. (M/W)
Jan. 10	Tuesday	First Day of 2nd Sem. (T/TH)
Jan. 16	Monday	MLK Day - NO CLASSES
Feb. 27 - Mar. 2	Mon. - Thurs.	Parent/Teacher Conferences
March 13-16	Mon. - Thurs.	Spring Break - NO CLASSES
Apr. 6	Thursday	Easter Break - NO CLASSES
May 17	Wednesday	Last Day of Classes (M/W)
May 18	Thursday	Last Day of Classes (T/TH)

Policies and dates are subject to change should an unforeseeable event arise. If this happens, parents will be notified via text. Monthly newsletters and social media will also have the most up-to-date information.

Hours of Operation

Our program operates in two sessions. Parents choose one of the sessions below. If you have no preference, we will choose the session with the most space available.

- Mondays and Wednesdays: 8:45am-2:45pm
- Tuesdays and Thursdays: 8:45am-2:45pm

Inclement Weather Policy

Our school follows the Memphis-Shelby County Schools calendar. If MSCS closes for inclement weather or other unforeseen events, our school will close as well. We will notify all parents via text as soon as 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 1 year old - 4 years old by Aug. 15, 2022. 5 year olds who are not yet eligible for Kindergarten may also apply.

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. 75% of our available spaces will be given to 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 in the Heights, we also give preference to those who live in our neighborhood, 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.

(Continued on next page)

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 have space in the program, we will contact the family to pay the materials fee and begin paperwork.

Before the student can begin classes, we will need the following items. Students will not be permitted to attend class until these are completed:

- Complete payment of registration and materials fee
- 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 copy of a few documents including:

- Seeding Success
- Tuition and Handbook Acknowledgement Form
- Scholarship Application (if needed)
- Messaging Permissions



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. We will keep your student on the wait list for the current school year only.
- 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 from our church partner, Iglesia Esperanza. All others are placed on the list in the order that we receive their application and payment.

Drop Off & Pick Up Procedures

Pick-up and drop-off will be via the door at the top of the ramp next to the playground. Please park in a marked space 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 (not including emergency situations), parents will be contacted for a meeting to create a plan. If, after several attempts, no arrangements can be reached, the family may be asked to withdraw from the program.

Arrivals

Arrival time is between 8:45-9:15am. We do not offer early drop-off or late pick-up. Please make every effort to have your child at school by 9:15am. Late arrivals are disruptive to the learning environment, therefore children will not be allowed to enter the classroom after 9:45am without a doctor's note and permission from the director. With prior approval from the director and a doctor's note, children may arrive no 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 2:30-3:00pm. Children will only be released to parents after they are signed out. No children will be released into the hall; you must come to their classroom.

Pickups after 3:15pm will have a fee assessed of at least \$15. Fees will increase by \$10 every 15 minutes. We will attempt to reach all phone numbers we have on file if your child is not picked up within 15 minutes.

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 text message by the time you leave in the morning.

To avoid disrupting the learning environment, NO pickups will be allowed:

- a. Without prior notice.
 - i. Exceptions will only be made in the case of an emergency. Appointments, trips, etc, do not constitute an emergency.

Departures (cont'd.)

To avoid disrupting the learning environment, NO pickups will be allowed:

- b. 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:

- a. 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.
- b. 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 take the person to pick up the child and sign them out. If they do not have the correct identification, the child can not 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 in older classes 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.
- 2 changes of clothes including socks and 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, but should be changed to match the season.
- For those in diapers, parents are responsible for providing diapers/pullups 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 (like tennis shoes) that support their feet and allow freedom of movement. Students should not wear open-toed shoes or backless shoes. No loose shoes, dress shoes, or other shoes that slip off easily (like slippers or Crocs) should be worn to school.
- With exception to nap time loveys, 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. 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 in a negative or scary way.
- Talk about your child's teachers. Using their name (Mr. or Ms. ____) will help familiarize your child with the teachers 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, then exit. Linger can cause confusion or distract the teachers.
- 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 on a daily basis. If you are unsure of how to pray with your child, please let us know! We'll be happy to help.

Hightscope Curriculum

At Su Casa Preschool, we use a curriculum called Hightscope. 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:



Approaches to Learning



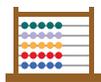
Social and Emotional Development



Physical Development and Health



Language, Literacy, and Communication



Mathematics



Creative Arts



Science and Technology



Social Studies



Second Language Development

Our teachers learn to observe your child using Key Developmental Indicators in each of these areas to create teacher-directed activities. The curriculum also focuses on child-directed time in which children learn through their own interaction and exploration.

Hightscope Curriculum (cont'd.)

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.

Monthly Themes

Each month, we focus on a theme which unites us as a school and centers your child's learning. Our monthly themes are:

Month	Bible Focus	Topic Focus
August	I can do all things through Christ who strengthens me. (Philippians 4:13)	School Routines
September	I will praise you, for I am fearfully and wonderfully made. (Psalms 139:14)	All About Me
October	Give thanks to the Lord, for He is good, His love endures forever. (1 Chronicles 16:34)	Fall
November	Children, obey your parents in the Lord, for this is right. (Ephesians 6:1)	My Family and Friends
December	For to us a Child is born, to us a Son is given. (Isaiah 9:6)	Winter
January	God provides food for the animals and for the birds when they call. (Psalms 147:9)	The Animal Kingdom
February	Love the Lord your God with all your heart...and love your neighbor as yourself. (Matthew 22:37-39)	My Community
March	Jesus said: I am the resurrection and the life. (John 11:25)	Spring
April	In the beginning God created the Heavens and the Earth (Genesis 1:1)	Our Wonderful World
May	You made the sun and the moon...you made the summer and winter. (Psalms 74:16-17)	Summer

Throughout the month we will focus our learning on the theme with activities, Bible lessons, memory verses, projects, and play. We will send home monthly extension ideas that will allow you to practice the theme at home.

Fees and Payments

Registration Fee

New Students: \$50

Returning Students:

Early Registration (before April 1st): \$25

Returner Registration (between April 1st and April 30th): \$50

Registration and Fees need to be paid before June 1st. If you enroll after June 1st, registration and fees must be paid to secure your spot. Late enrollments will be prorated.

All Students:

During enrollment, all parents will sign a tuition agreement demonstrating their preferred payment plan. ALL payments must be completed by April 30, 2023. The following options are available:

Payment Plans:

1. Tuition paid in equal monthly payments (10 payments of \$200 from July-April).
2. Tuition in one yearly payment: Due by July 1st or date of enrollment. (5% discount when tuition is paid in full: \$1900)
3. Tuition in two semester payments: Due by July 1st and January 1st (2.5% discount when tuition is paid by semester: 2 payments of \$975)

Tuition Payments:

Payments are due on the 5th of each month. Payments can be made online via credit card 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 re-enroll.

Registration	\$50
Fees	\$250
Tuition	\$2,000
Basic Total	\$2,300
Monthly Tuition Payment (based on 10 months)	\$200

Fees include the following:

School supplies for students

Nap mat

Blanket

Student Bible

Special day supplies (i.e., classroom holiday parties, parent training events)



Available Discounts:

Multi-student discount: Families who enroll more than one child receive a 50% discount on tuition for the second and additional children. This discount does not apply to fees and registration, only tuition.

- a. To be eligible for this discount, students must have the same primary caregiver.

Income-Based Scholarships are available; speak with the Directors to fill out the application.

- Scholarships require proof of income with the completed application and are subject to approval by the Directors.

Earn \$500 tuition credit by referring a student!

A referral fee is paid per student. For every student you refer that 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 or returned to you in April after the referred student completes the second semester.

Receipts and Tax Information

All payment receipts will be sent via text to the primary phone number we have on file. If you need a printed receipt, please ask for it at the time of payment. If you need a specialized receipt for any reason, please contact the office via text so we have a record of what you need. Allow one week for all requests to be processed.

All parents will receive a tax statement in January for income tax reporting.

Request for Paperwork

A one-week written notice (text, email, or letter) is required 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 any continued charges in tuition.

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

If a change in schedule is needed, parents must communicate with the Directors and complete a *Schedule Change Request Form*. Changes may be granted only if there is space available.

Health and Wellness

Absences due to Illness

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

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

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.

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 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 for 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:

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

COVID-19

Due to the current pandemic, additional health and safety measures are in place. Please note that we will monitor and follow all guidelines and mandates produced by the CDC, Shelby County, and/or MSCS. Some of the health and safety measures we follow are listed below:

- Daily sanitization of classrooms, toys, nap mats, and surfaces
- Handwashing between activities and upon entering/exiting the classroom
- Temperature checks upon arrival
- Staff vaccinations
- Providing vaccination events for families as available
- Mask wearing when recommended by the MSCS/Shelby County/CDC

In the event of a positive COVID case in your family, please notify the school right away. While we will keep your identity private, we are required to notify other families with children in your child's class of possible exposure. Your child may be required to quarantine for one week.

To prevent the spread of COVID 19 through the school, if we have a staff member test positive, that classroom will have to be closed for one week. If there are multiple positive cases throughout the school, we may have to close the school as a whole for at least a week or until we feel we can safely reopen.

Since the symptoms of COVID-19 are similar to other illnesses, we will be extremely vigilant and err on the side of caution with sick children.

Community Outreach Specialists

If you have any questions about COVID-19, vaccinations, or need help in obtaining a vaccine for yourself or a family member, we have two Community Outreach Specialists available to help. These COSs come to us from the Shelby County Health Department and can help with any service you need. Some examples may include:

- COVID-19 related issues
- Healthcare or accessing health insurance (adults or children)
- Financial information
- Legal services
- Food/shelter/rent assistance

If they cannot directly help you, they will find an organization that can provide what you need. Our COSs and their contact information are below:

Ana Gallegos Barrera (Spanish-speaking)

901-287-3503

ana@sucasamemphis.org

Neha Vaddepally (English-speaking)

901-287-3555

neha@sucasamemphis.org

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 children.

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.

Children having weekly accidents (per 2 class days/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 3-year-old classroom, regardless of medical conditions. Staff in the 3-and 4-year-old 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 6 attended school days. 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, for story time, or for an activity. Any special events are also open to parents. 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 pre schoolers. 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'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 other 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. At our open house, we'll have a sign up sheet to help prepare for the events. We hope to have parents (or grandparents, aunts/uncles, or family friends) in attendance for all of the events listed with an asterisk *.

Aug 2: Open House 5-7pm*

Aug 23-24: Silly Sock Day! (wear silly socks)

Sept 12-13: My Favorite Thing Show and Tell

Sept 20-21: Field Day 10:30am-12:00pm*

Oct 20: Harvest Party (with costumes) 5-7pm*

Nov 16-17: Thanksgiving Party 10:30am-12:00pm*

Dec 5-6: Snowy Winter Day! (dress up winter themed)

Dec 15: Su Casa Family Christmas 5-7pm*

Jan 18-19: Donuts with Grownups 8:30-9:15am*

Jan 30-31: Wild Animal Safari (dress up like an animal)

Feb 14-15: Valentine's Day Party 10:30am-12:00pm* (wear red/pink/purple)

Mar 1-31: Read Across America Month*

Mar 29-30: Favorite Book Character Day (dress up book themed and bring book)

Apr 4-5: Easter Party: 10:30am-12:00pm* (dress up Easter themed/pastel)

Apr 24-25: Earth Day Celebration (dress up earthy: green/blue, plants, planets, etc.)

May 1-5: Teacher Appreciation Week

May 12: Su Casa Family Picnic 5-7pm*

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

Discipline (cont'd.)

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 Directors 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 Directors, or are 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 Directors immediately.

Handbook Amendments

Su Casa Preschool reserves the right to amend the policies in this handbook at the discretion of the Directors. 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.

