



Parent Handbook

3 Educational Centers | Chicago & Skokie
6 Weeks to 12 Years Old
(847) 675-7030
info@mosaicearlychildhood.com
www.mosaicearlychildhood.com



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Welcome Letter

Welcome!

Welcome to our school! We are excited to have you as a part of our family. At Mosaic, every child is important. Our program is academically rich and designed to promote your child's growth and development. Thank you for choosing us for your child.

A transition into any new environment can be challenging and cause anxiety for any child or adult. Our staff is trained to be alert and aware of your child's reaction to their new environment and will be sensitive to their feelings. After enrolling your child at Mosaic, your child may visit and be introduced to their new teacher. This will also give you an opportunity to get to know the teachers and staff involved in the care of your child prior to their first day.

Separation anxiety is common, and your child may resist being left at Mosaic in the beginning. However, after several days, drop-off becomes easier. We suggest that after you do the necessary signing in and walking your child to class, simply give your child a hug and assure them that you will return for them that afternoon to pick them up—then leave. Prolonging your departure could cause more anxiety for your child. We encourage parents to call any time during the day to see how their child is adjusting. If needed, we will be happy to provide additional suggestions for a smooth and enjoyable transition into the school environment for both you and your child.

This handbook will help you understand our center goals and policies. Our guidelines are all designed to make sure that each child receives the best education possible. Please look over the information given, so that you are familiar with our operation and guidelines. Included with this packet is the paperwork for your child's file, including pick-up permission form, emergency medical consent form, child information form, fee agreement, etc. Please complete these forms and return them to us as soon as possible.

During Parent Orientation you will be taken on a tour to meet your child's teachers and get a general idea of a day at our center. You may also schedule a time to observe in the classroom. Please let us know of any area in which we can be of particular assistance to you. We are looking forward to getting to know you and your child and providing a rich learning environment where all our children develop to their full potential.

Welcome to the Mosaic Early Childhood Program. We are honored to be entrusted with the care and education of your children.

Noorjahan Bhojani, Nisha Srinivasan, Erum Jumani, Sana Bhojani
Executive Directors

About Mosaic

Statement of Purpose

We would like to make your child's first experience at school an enjoyable one so that they become lifelong learners and an integrated part of our community.

Our Mission

To serve a diverse community through creating an environment of encouragement, trust and mutual respect for our staff and families in order to achieve consistent high-quality education and care for all children.

Our Vision

We are investing in the future one child at a time. Children at Mosaic are encouraged to explore their classroom environment, practice life skills, and develop their own unique creative expression.

Licensing

We understand the importance of keeping in strict compliance with the state licensing regulations in order to ensure a quality environment for your children. Mosaic complies with the applicable state licensing regulations and policies. These policies cover staff qualifications, facility, playground, health and safety guidelines, and child/staff ratios.

All Mosaic locations are licensed in good standing with the Illinois Department of Children and Family Services. We have received high level ratings through INCCRRA under the joint direction of the Governor's Office of Early Childhood Development, the Illinois Department of Human Services, the Illinois State Board of Education and the Illinois Department of Children and Family Services. Mosaic locations are also accredited from the National Association for the Education of Young Children (NAEYC).

Enrollment and Admission Requirements

Enrollment in our program is open to all families of our community. We operate on a non-discriminatory basis. No one shall be excluded from any of our programs because of race, color, religion, disability, sex or national origin. Only the child's parent or legal guardian may enroll a child (proof of custody may be required). All forms provided to you upon enrollment must be completed before your child may attend Mosaic.

All requested personal information is kept confidential. Parents are required to update all emergency data as needed, including social security numbers, address, home, cell, and work telephone numbers and individuals authorized to pick up your child. Picture ID's will be checked when someone new comes to pick up your child.

Current immunization information must be submitted to the center upon enrollment, and all immunizations must be current. Mosaic must be informed of any custody situation in advance and will request that the proper paperwork be in the child's file. Parents will be required to comply with all state regulations and center rules as set forth in this Parent Handbook.

Below is a list of items, forms, and paperwork required for enrollment:

- Family Contact Information
- Intent Forms
- Parent Acknowledgement Form
- Payment and Attendance Policy
- Student Profile

- Developmental Background
- Caregiver Information
- Consent Forms
- Photo Release Form
- Assumption of Risk and Waiver of Liability Relating to Illness
- DCFS Licensing Standards Receipt
- Non-Refundable Application Fee
- Non-Refundable Two-Week Deposit
- Copy of Child's Original Birth Certificate
- DHS Immunization Record (filled out by child's physician)
- CACFP Form
- Copies of IEP or IFSP and Agreement to Release Information for children diagnosed with special needs

[Your Relationship with Mosaic](#)

Your relationship with Mosaic is an “at-will” relationship. This means that the relationship can be terminated by either party at any time for any reason. However, failure to give proper notice by parents may result in forfeiture of tuition, deposits, and fees.

[Assumption of Risk](#)

By voluntarily enrolling and attending Mosaic, parents/guardians/caregivers:

- Acknowledge the contagious nature of diseases/illnesses and voluntarily assume any and all risks associated with exposure or infection upon visiting or patronizing the services of Mosaic in any manner.
- Understand that exposure or infection of any illness may result in injury, disability, or death to you or anyone with whom you subsequently associate.
- Acknowledge that the risk of becoming exposed to or infected with any illness at Mosaic may arise from the actions, omissions, or negligence of yourself or others, including, but not limited to, Mosaic employees/staff, other Mosaic patrons, independent contractors, third parties, or the friends, family members, or associates of any of these groups.
- Voluntarily agree to assume any and all of the foregoing risks associated with exposure to or infection of any illness, and hereby accept sole responsibility for any injury to themselves or to their successors and assigns for any illness, death, injury, disability, damage, loss, claim, liability, action or expense of any kind that employees/staff or others experience or incur, directly or indirectly, in connection with visiting or patronizing Mosaic in any manner.
- Agree – knowingly, voluntarily, and without reservation of any kind – to forever release, discharge, covenant not to sue, and hold harmless Mosaic and its officers, employees/staff, directors, agents, shareholders, representatives, predecessors, successors, parents, subsidiaries, or affiliates from any legal claim or cause of action of any kind – whether known or unknown – which may arise as a result of actions, omissions, or negligence on the part of Mosaic that leads to exposure to or infection of any illness.
- Agree to release Mosaic of any and all liability to all matters that are in any way related to exposure to or infection of any illness, whether sounding in contract, statute, tort, or any other legal theory.
- Agree to release Mosaic of any and all liability regardless of whether exposure or infection of any illness occurs before, during, or after visiting or patronizing Mosaic, and regardless of whether an illness can be traced back to an exposure on Mosaic premises or through contact with a Mosaic employee/staff member, agent, caregiver/guardian/parent.

[Conflict Resolution](#)

Mosaic has in place procedures for negotiating difficulties and differences that arise in interactions between families and program staff. Techniques include:

1. Compromising

Using this technique, Mosaic and the parties involved will try to find an acceptable resolution that will satisfy some of the concerns of all parties involved.

2. Collaborating

Using this technique, Mosaic and the parties involved will try to find a solution that entirely satisfies the concerns of all involved parties.

3. Third-Party Mediator

Using this technique, a third-party mediator will be brought on board to help all parties involved come to a resolution.

[Equal Opportunity](#)

It is the policy of Mosaic to extend equal admission opportunities to applicants without regard to race, sex, religion, national origin, ancestry, or physical or mental handicap. Mosaic Early Childhood makes every effort to comply with the provisions of the Americans with Disabilities Act.

[Admission](#)

Parents wishing to enroll their children at Mosaic are required to follow proper enrollment procedures. Below is the procedure:

1. Set up a virtual tour [here](#).
2. If you would like to proceed after your virtual tour, reply to the confirmation email you received for your virtual tour.
3. Pay the non-refundable Application Fee using the link emailed to you.
4. Fill out the Mosaic Application Packet which will be emailed to you. The Application Packet is to be submitted directly on Adobe.
5. Gather all required documents and items. The list will be emailed to you.
6. Schedule your In-Person Orientation.
7. Submit all outstanding documentation and non-refundable Two-Week Deposit at your In-Person Orientation.

Parents may request an in-person tour after the completion of a virtual tour. The purpose of tours is twofold: (1) to make sure you and your child are a good fit for the Mosaic family, and (2) to answer any questions you might have.

All enrollment procedures must be completed by the Thursday before your desired start date.

[Guaranteed Start Date](#)

The only way to guarantee a spot for a child is to pay the non-refundable Application Fee. Application Fees are only valid for two weeks from the pay date. If your child does not start within the two-week period, the Application Fee is forfeited, and the spot will be released.

[Withdrawal and Disenrollment](#)

Two-Week Tuition Deposits are non-refundable and can only be used as a whole. This deposit is put towards a student's final two weeks of tuition only if a two-week written notice of disenrollment is emailed to info@mosaicearlychildhood.com. If anything less than a two-week notice of disenrollment from program is given by the caregiver, the entire Two-Week Deposit will be forfeited. Two weeks is 14 days.

In the event the child's weekly tuition amount has changed (decreased or increased) following the payment of the two-week deposit, the excess, if applicable, amount will be returned to the parent, or the remainder must be paid by the parent at the time of the two-week notice.

In the event a two-week deposit was put on a payment plan and the child is withdrawn from the program before the payment plan is complete, the payment plan will be accelerated so the full deposit is paid at the time the two-week written notice is received.

Termination of Services Procedures

This situation is unusual and happens for specific reasons. In any case, please be assured that we will go to the furthest extent possible to work with you and your child in order to keep you in our program. Termination of services can be immediate or with a grace period, depending upon the circumstances and reasons for dis-enrollment. The reasons for dis-enrollment include but are not limited to:

- **Late payment/non-payment:** Weekly payments are due every Monday. Please make payment for your child's education and care a top priority. Failed payments are considered late payments if resolved. Repeated failed payments are considered non-payments.
- **Violation of policies:** Once your child is enrolled and all papers are signed, you have agreed to abide by all of our policies including, but not limited to, illness, tuition, confidentiality, safety, and parental participation. Mosaic has a zero-tolerance policy for failure to follow any policies. Failure to follow any and all policies will result in removal from Mosaic as well as forfeiture of the two-week deposit.
- **Special needs:** Mosaic will make reasonable accommodations to meet the needs and challenges of all children enrolled in our program. We offer the best service that we can possibly provide. If, at any time, we feel that we are not contributing to a child's development in positive ways, or, it has become clear that we cannot meet a child's special needs, then we reserve the right to terminate services. We will do everything reasonably possible to help find alternate care for the child.
- **Discipline issues:** A child who kicks, bites, hits or otherwise injures children or adults will be asked to leave our program. Mosaic is allowed to dismiss a child for the above reasons after three behavior reports. In this case, Mosaic will make every effort to help the family find help and care for their child. We refer families to school district assessment and social services. We are accountable by law and our licensing agency to not use physical force with any child. Children who are disciplined with physical punishment such as hitting, slapping, spanking, isolation, or other physical force may have a hard time adjusting to guidance and discipline at Mosaic. If the family is working to find other ways to discipline the child at home, we will support that change and use the same non-violent techniques here at Mosaic. Any child who experiences physical punishment at home and none at school will have social difficulties at school. We believe that consistency is key to change and healthy self-regulation.
- **Mutual agreement:** Mosaic acknowledges that people are different and parental goals for children may not be compatible with our program. If, at any time, an enrolled family and the administrative staff of Mosaic are unable to agree on the quality of our program towards the benefit of the child of that family, we can mutually agree to terminate services. In this case, there will be a written two-week notice from Mosaic to the family or vice versa. Mosaic staff will make every effort to assist families in finding a program more suitable for their needs.

Confidentiality of Records

The records at Mosaic are maintained by staff in confidence. They are viewed by teachers, administration, and Illinois State representatives from the Department of Children and Family Services, the Health Department

and Illinois State Board of Education.

Personal information about a child or their family, such as address or phone numbers, cannot be released by the staff to any person who is not a member of that family. Mosaic staff will not release any information about your family or your child without written permission from you.

Under the Family Education Rights and Privacy Act (FERPA), records related to children and their families are to be shared with other staff only if that person has a legitimate educational interest (i.e., on a “need to know” basis only). Requests from third parties, including outside agencies, must be evaluated by Directors. If necessary and appropriate, Mosaic counsel will be consulted before any disclosure is made. Information will not be released over the telephone to a child’s relative or a parent whom we have not met. In most cases, information cannot be disclosed to any third party without the written consent of the child’s parent or legal guardian.

As required by the Illinois Abused and Neglected Child Reporting Act, teachers and directors must report suspected child abuse or neglect and provide information to representatives of the Illinois Department of Children and Family Services if they suspect that a child is being abused or neglected or if contacted during an investigation of such a report. These reports are always handled confidentially within Mosaic’s program.

Tuition and Fees

Payment Policies

Payment policies apply to everyone, regardless of whether parents are receiving financial aid or a registered full-time or part-time. Full tuition is due every Monday, even if a week has a holiday, school is closed due to weather or for any other reason, or the child does not attend all of his/her days. Unused days for a week cannot be made up and will not roll over to the following week.

Late Payment Fee

There is a \$10/day/child late fee for every day the tuition payment is late, including weekends.

Accepted Payment Methods

ACH is the only accepted payment method. Payments are made through Brightwheel. Auto pay is required. All families must have a valid, in-use bank account on file.

Failed/Declined App Payments

There is a \$50 fee for all failed payments or payments made in the incorrect method.

Processing Fees

Transactions less than \$100 will incur a \$1 processing fee.

Late Pick Up Fees

There is a \$1/minute/child fee for late pick up. Late pick up is after 6:00 pm or 1 hour after a parent or guardian has been notified that their child needs to be picked up. Mosaic staff will make 3 phone calls to parents/caregivers/guardians/emergency contacts/authorized pick-ups. After 3 attempts, Mosaic administration will turn a child over to the care of the local Police Department. We are mandated reporters of child abuse and neglect. We will report neglect to pick up a child to the proper authorities.

[Supply and Materials Fees](#)

There is an annual supply and materials fee for each child between August and October. The fee amount varies every year and by location.

[Failure to Notify](#)

Failure to notify Mosaic of any absences, late pick up/drop off, or changes in your child's schedule will result in a fee. Repeated non-compliance may result in discharge from the program. Notification must be sent via messaging on the Brightwheel app.

[Additional Day Policy](#)

All addition of days in excess of the child's registered number of days will incur a \$5/day/child addition fee plus the daily tuition rate.

This policy applies to all families, regardless of whether or not they are receiving financial aid.

If a day is added and then the child does not attend, tuition plus the additional day fee is still owed for that day. Addition and change of days always depend on availability. Parent/Guardians must obtain prior permission to add or change days.

[Calendar](#)

[Emergency Closings](#)

You can count on Mosaic to be open year-round—except for major holidays and other days off. But in the case of weather, building, or police emergency we will ask you to come pick-up your child immediately. You or another authorized pick-up person must arrive within an hour of receiving a call or message. Parents and guardians must download and use the Brightwheel app to ensure receipt of important information.

[Holidays](#)

Mosaic is closed on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Mosaic will either be closed or open for decreased hours on the day after Thanksgiving, Christmas Eve, and New Year's Eve. In the event a holiday falls on a weekend, Mosaic will be closed either the Friday before or the Monday after. This list is subject to change.

Note: Payment for all registrants is to be paid in full and on time for these weeks. Even if a holiday falls on a Monday, payment will still be due Monday.

[Teacher Institute Days](#)

Mosaic will be closed a few additional days a year for teacher in-service days. Please note, in-service hours mandated by DCFS and regular in-service improves the quality of care and education students will receive. Full tuition will be due for weeks with Teacher Institute Days.

Guidance and Discipline

Mosaic will make reasonable accommodations to meet the needs and challenges of all children enrolled in our program. We offer the best possible service that we can provide. If, at any time, we feel that we are not contributing to a child's development in positive ways, or it has become clear that we cannot meet a child's special needs, Mosaic will work on a planned transition to a setting better able to meet your child's needs. A child who kicks, bites, hits, or otherwise injures children or adults may need a planned transition to a setting better suitable for the child's needs. We refer families to school district assessment and social services. We are accountable by law and our licensing agency to not use physical force with any child. Children who are disciplined with physical punishment such as hitting, slapping, spanking, isolation, or other physical force may have a hard time adjusting to our guidance and discipline ways. As long as the family is working to find other ways to discipline the child at home, we will support that change and use the same non-violent techniques here at Mosaic. Any child who experiences physical punishment at home and none at school will have social difficulties at school. We believe that consistency is the key to change and healthy self-regulation.

Behavior Reports

Behavior reports will be made to keep parents informed of their child's conduct in class and will include details regarding specific incidents. If a child's actions threaten the safety of any other child, teacher, or materials, a behavior report will be made. Depending on the severity of the incidents, Mosaic may work on a planned transition to a setting better suited for your child's needs. Meetings involving the center's administrator/director, teachers, and parents may also be requested and documented.

Positive Redirection

Children who are having trouble with one activity will be re-directed to another.

Modeling

We treat children, staff, and other adults in the same respectful ways that we want them to treat us.

From the Illinois Department of Children and Family Services Licensing Standards:

1. Childcare staff shall help individual children develop self-control and assume responsibility for their own actions.
2. Limits and consequences shall be clear and understandable to the child, consistently enforced and explained to the child before and as part of any disciplinary action.
3. Discipline shall be developmentally appropriate and logically related to the child's act and shall not be out of proportion to the particular inappropriate behavior. The child shall be made aware of the relationship between the act and the consequences.
4. Firm positive statements about behaviors or redirection of behaviors shall be the accepted techniques for use with infants and toddlers.
5. Removal from the group to help a child gain control shall not exceed one minute per year of age.
Removal from the group shall not be used for children less than 24 months of age.
6. Children shall not be disciplined for toilet accidents.

The following behaviors are prohibited in all childcare settings:

1. Corporal punishment, including hitting, spanking, swatting, beating,
2. Shaking, pinching and other measures intended to induce physical pain or fear,
3. Threatened or actual withdrawal of food, rest or use of the bathroom,
4. Abusive or profane language,

5. Any form of public or private humiliation, including threats of physical punishment; and any form of emotional abuse, including shaming, rejecting, terrorizing, or isolating a child.

Preschool and school-age children shall have reasonable opportunity to resolve their own conflicts.

Toy Policy

At Mosaic, we are concerned about the level of violence in our schools. This proactive policy serves as a way to address the future of the well-being of children as they enter the grades. Please consider what is said here. We actively teach character education and conflict resolution in our classrooms at every opportunity. Remember that children are ultimately responsible for their behavior, and the more we can help children to see the results they get for all of their behaviors, the better and more peaceful choices they can make.

Each time we give a child a toy we convey a set of values to the child. By promoting and tolerating war toys, or toys of violence, we are telling children that aggression, violence, and war are attitudes and activities to which they should aspire and enjoy.

Through play, children acquire and practice skills –social/emotional, physical and mental. In a world filled with violence and the threat of terrorism and nuclear war, can we afford a generation of future leaders who have been trained through play to take pleasure from aggression and believe that large and small problems are best settled through force.

It is the policy of this childcare program that children do not play with toys of violence for the following reasons:

- They endorse violence as a way of solving problems.
- They allow the absence of verbal skills and non-communication.
- They reinforce sexist stereotypes of male dominance and female passivity.
- They foster unnecessary aggressive competition.
- They desensitize children to the very real horrors of war and violence: death, loss of family, disease, torture, pain and crippling.
- They teach and facilitate doing violent acts to the plants and animals of the earth.
- They create the need for an enemy.
- They falsely glamorize military life, combat, and war, as exciting and fun.

Some classrooms have show-and-tell. We ask that you do not allow your child to bring their toys in the center at any other time. Mosaic staff is not responsible for loss, damage, or theft of your children's belongings.

For show-and-tell, please bring non-electronic games, toys, books, puzzles, photos from a family vacation, a drawing or story done by your child or other family member, a favorite stuffed animal, a new article of clothing, or other non-violent, non-sexist, non-electronic item for your child to share with the class. Check with your child's teacher, administrator, or director to find out which day your show-and-tell is held.

Destruction of School Property

Mosaic reserves the right to request a refund for the destruction of any school property.

Illness and Health

Mosaic programs care for children from infancy through school age. Illness spreads quickly through the center. Some common illnesses can trigger life-threatening conditions in children and adults. We have a strict rule about illnesses to minimize the impact, and to ensure the safety of everyone who works and attends Mosaic programs.

The three most important things to remember about our policies regarding health are:

- Children and adults who enter the classrooms must wash their hands with soap and water.
- Your sick child must be picked-up within 1 hour of the phone call or message that lets you know that your child is ill. There is a \$1/minute/child late pick up fee after 1 hour.
- Your child needs to be vomit, diarrhea, and fever-free without the use of fever-reducing, cold, or cough suppressant medications for 24 hours before they may return to Mosaic.

Mosaic does not administer any medications to children. The only exceptions to the medication rule are allergy medication and asthma medication.

Exclusion is required in the following circumstances (please note, this is list not exclusive):

- a) Illness which prevents the child from participating comfortably in program activities, including outdoor time;
- b) Illness which calls for greater care than the staff can provide without compromising the health and safety of other children;
- c) Fever (100.3 degrees or higher);
- d) Unusual lethargy, irritability, persistent crying, difficulty breathing or other signs of possible severe illness;
- e) Diarrhea;
- f) Vomiting two or more times in the previous 24 hours;
- g) Mouth sores associated with the child's inability to control his or her saliva;
- h) Rash with fever or behavior change;
- i) Purulent conjunctivitis;
- j) Impetigo;
- k) Strep throat (streptococcal pharyngitis);
- l) Head lice;
- m) Scabies;
- n) Chicken pox (varicella);
- o) Whooping cough (pertussis);
- p) Mumps;
- q) Measles; or
- r) Symptoms which may be indicative of one of the serious, communicable diseases identified in the Illinois Department of Public Health Control of Communicable Diseases.

Doctor's clearance and/or other tests will be required for child to return.

If a child needs to be sent home and their primary caregiver(s) is/are unreachable, the emergency contacts listed on Brightwheel will be contacted. If no one is reachable, Mosaic staff may contact local authorities.

Proper Handwashing

Proper hand washing is the #1 prevention of illness!

Children's hands shall be washed routinely and frequently with soap and water, at least at the following times:

- Upon arrival at the center;
- Before and after each meal or snack;
- After using the toilet or having diapers changed;
- After handling pets or animals;
- After wiping or blowing his or her nose;
- After touching items soiled with body fluids or wastes (e.g., blood, drool, urine, stool or vomit);
- Before and after cooking or other food experience;
- After outdoor play time
- Before and after using the sand and water table.

Staff and adult hands shall be washed routinely and frequently with soap and water, at least at the following times:

- Upon arrival at the center;
- After using the bathroom or helping a child use the bathroom;
- After changing a diaper;
- After wiping or blowing their nose, or helping a child to wipe or blow his or her nose;
- After handling items soiled with body fluids or wastes (e.g., blood, drool, urine, stool or vomit);
- After handling pets or other animals;
- After handling or caring for a sick child;
- Before and after eating or drinking;
- Before preparing, handling or serving food;
- Before dispensing any medication;
- Before and after administering first aid; and when changing rooms or caring for a different group of children.

The following technique for thorough handwashing shall be used:

- 1) Wet hands under warm running water.
- 2) Lather both hands well and scrub vigorously for at least 15 seconds.
- 3) Rinse hands thoroughly under warm running water.
- 4) Dry both hands with a new single-use towel or automatic dryer.
- 5) For hand-held faucets, turn off the water using a disposable towel instead of bare hands to avoid recontamination of clean hands.

Immunization Requirements

All children enrolled must have their immunization records up-to-date. There are no exceptions to immunizations, religious or otherwise. The child's immunization record must be provided by the caregiver and all information must be current. The parent shall also provide proof of this with a form signed by a health care provider.

This form will state that the child has received all current, age-appropriate immunizations. If Mosaic is penalized or fined for non-compliance of immunization records due to a parent's neglect, that fine will be passed on to the client responsible including an additional administration fee. Please keep up-to-date with your child's immunizations.

[Emergency Medical Consent Form](#)

This form will give us your consent to call an ambulance or your child's doctor or dentist if he/she needs emergency care. Please list your child's doctor, dentist, and the hospital you would prefer. Also, please list phone numbers, addresses, and additional emergency numbers of contacts. It is required that all emergency contacts be listed on Brightwheel. If your child has any allergies or is on any medications, please include this information on Brightwheel and the form. Please update forms and Brightwheel as needed.

Allergies

Mosaic must be aware of any food or other known allergies that affect your child. If your child has any known food allergies, you will need to state that on your child's application and in their profile on Brightwheel. This alerts all staff to be on alert of their allergy. Mosaic also needs to be aware of any non-food allergies that can affect your child. You will also need to fill out an "Authorization to give Medication" form if your child requires an EpiPen or other emergency treatment.

Medication

Mosaic will not administer any over-the-counter medication to children unless for life-threatening conditions (i.e. Benadryl for allergies, ibuprofen for seizures).

The following steps must be taken for the administration of prescription medication:

1. Caregiver must email administration at info@mosaicearlychildhood.com.
2. Caregiver must bring the following to school:
 - a. The medication with the pharmacy prescription label
 - b. A doctor's note clearing the child to return along with medication instructions
3. Caregiver must fill out an Authorization to give Medication form (this will be given to caregiver at drop off to complete)

The following steps must be taken for the administration of an EpiPen:

1. Caregiver must email administration at info@mosaicearlychildhood.com
2. Caregiver must bring the following to school:
 - a. An EpiPen with the pharmacy prescription label (to stay at school)
 - b. An Allergy Action Plan from the doctor
3. Caregiver must fill out an Authorization to give Medication form (this will be given to caregiver at drop off to complete)

The following steps must be taken for the administration of over the counter medication (i.e. Benadryl):

1. Caregiver must email administration at info@mosaicearlychildhood.com.
2. Caregiver must bring the following to school:
 - a. A new, sealed bottle of the medication labeled with the child's name by caregiver
 - b. A doctor's note explaining the need for the medication with medication instructions
3. Caregiver must fill out an Authorization to give Medication form (this will be given to caregiver at drop off to complete)

Medications will be kept in a closed container. Staff have quick access to medications, but they will be inaccessible to children.

The medication bottle and any remaining medication will be returned to the parent upon completion of the course or expiration of medication.

[Topical Ointments](#)

Parents may provide Mosaic with a topical ointment (such as sunscreen and diaper cream). The ointment must be new, in the box, and labeled. It will be used as needed determined by the Mosaic staff or at the request of the parent.

[Incident Reports](#)

Safety is a top priority of Mosaic. Yet, there are times when a child will have an accident/incident between your child and another child. If the accident/incident requires “more than a hug,” staff will complete a report for you detailing what happened and the nature of the injuries. In the event of a serious injury, caregivers will be called right away. If needed, an ambulance may be called.

If any first aid is administered, the treatment will be described to you in an incident report. Caregivers will be requested to acknowledge the incident report.

This system is aimed at ensuring communication at all levels and can be a very good way to be certain little things are not forgotten in a hasty departure.

If your child happens to be injured by another child, we ask you to please respect the child’s privacy by not asking us to reveal the name of the child. It not only puts staff in an awkward situation but could also cause a confrontation between our families. Confidentiality is of utmost importance. Mosaic will handle all behavior problems in a professional and appropriate way.

[Nails](#)

Students of all ages must arrive to school with nails that are clean and short. We recommend also filing your child’s nails in order to ensure they are not sharp. Nails carry bacteria and create a risk of accidental scratching, whether it be between children or a child scratching themself. Caregivers may be asked to take their children home and cut their nails before returning to school, or your center may have a nail cutter and file on site which you will be requested to use before returning your child to their classroom.

[Children Requiring Special Accommodations](#)

Mosaic complies with the Americans with Disabilities Act (ADA) and other applicable regulations pertaining to providing services to individuals with disabilities. We desire to make special accommodations for children who require such accommodations, provided it is within our power and authority to do so.

Accommodation can be a specific treatment prescribed by a professional or a parent, or a modification of equipment, or removal of physical barriers. The accommodation shall be recorded in the child’s file. Whenever we deem it appropriate to the needs of the children to have a child with special needs in our center, the entire staff must follow the reasonable accommodations we have made for that child. Any questions about the accommodations of the child should be referred to the leadership staff.

[Toilet Training](#)

Mosaic works with caregivers to toilet train children. Mosaic will not toilet train children *for* caregivers. When the child shows signs that they are ready to start toilet training, the teacher and caregiver of the child will collaborate, communicate, and discuss how to proceed with toilet training the child. Whatever is done at school should be done at home so that the child can become successful. When starting toilet training, please be sure to arrive every day with several changes of clothes. Children may not spend the entire day without a

diaper until they are fully potty trained (meaning zero accidents a day). For the sake of cleanliness, efficiency, and respect to the classroom as a whole, children will be potty trained using pull-ups ([easy-open side pull-ups](#) only). When the child displays that they are fully potty trained (zero accidents during the day), the child will then be allowed to wear underwear.

Teachers look for the following signs to determine whether a child is ready for toilet training:

1. The child begins to put things where they belong.
2. The child can demonstrate independence by saying "no."
3. The child can express interest in toilet training.
4. The child can walk and is ready to sit down.
5. The child can communicate his/her need to eliminate (urinate/defecate).
6. The child is able to pull clothes up and down (on and off).
7. The temperament of the child, which includes motor activity, intensity of reactions, mood, regularity (especially behavioral), initial approach/withdrawal response, adaptability to new situations, attention span/persistence, distractibility, and sensory threshold/frustration level.

This is not an exhaustive list. Teachers may take into consideration many other factors, as well.

Nutrition

Healthy and nutritious hot meals and snacks are served throughout the year. All Mosaic locations have a fully equipped on-site kitchen. Accommodations of special diets due to religious preference, cultural preference, and medical restrictions can be made if possible.

CACFP

Mosaic participates in the Child and Adult Care Food Program (CACFP) and thus follows government child nutrition guidelines for the amounts and types of food provided to children for meals and snacks. For more information, visit <https://www.fns.usda.gov/cacfp/meals-and-snacks>.

Outside Food

Homemade food is not allowed unless there is a dietary restriction Mosaic cannot cater to such as a kosher diet or severe allergies. A doctor's note and a Food Substitution Form (provided by Mosaic) must be completed and submitted before your child's start date.

Moreover, if your child is dairy-free, nut milks (such as coconut or almond milk) are not allowed. While Mosaic understands the desire to use organic milk, Mosaic does not allow organic milk as an appropriate food substitution.

Contact your center's administrator if you would like to bring treats for birthdays, celebrations, or holidays. All outside food must be nut free (not produced in a facility that processes nuts), honey free, and pork free. All outside food must be in the original factory packaging.

Breakfast

Breakfast times vary by location. Your child should be seated at the breakfast table five minutes prior to its ending. If you are not able to make it to school for breakfast, please allow your child to eat before they arrive at school.

Daily Matters

Attendance

Attending school every day possible is primary to your child's healthy development. The themes and work that the children do each day is cumulative, and when your child is not at Mosaic, they miss out. There is no way to make up the experiences they miss in class. If your child is at home longer than one day, please contact his or her teacher to come up with ideas that can easily be done at home so that your child is not far behind when they return.

Arrival and Departure Procedures

Caregivers must drop off and pick up their child(ren) at their designated door. Administrators will show caregivers which door at orientation. All drop off and pick up is done outside. Caregivers, except for those of infants, are not allowed inside the building at drop off or pick up. Do not leave children outside the door, caregivers must wait for a staff member to greet them and escort the child to their classroom.

Drop off/Pick Up Time Restrictions

Drop off and pick up are not allowed while your child's class is outside and during nap time. For timings, please message your child's teacher

Checking In and Out

Children must be checked in and out every day using the Brightwheel app. If an individual other than the primary caregiver is dropping off and picking up, they must also have the app so they may check in and out. If caregivers fail to check in and out regularly, a fee may be imposed. Children not checked in will not receive any daily updates on the app until their caregiver messages on the app requesting manual check in by staff.

Please note, checking children in and out by the caregiver is a DCFS requirement.

Security

Doors are kept locked at all times. Only staff are given a security code to enter doors with keypad access.

Closed Circuit Cameras

Our daily activities are recorded through closed-circuit cameras for safety and monitoring purposes.

Authorized Pick Up

Mosaic will not release any child to anyone under the age of 18, or anyone who is acting erratically due to suspected alcohol or drug (prescribed or illegal) influences. In these cases, Mosaic will attempt to contact alternative authorized pick-up. If difficulties arise regarding the pick-up of any child that appears beyond the control of Mosaic staff, the local authorities will be alerted.

Please note, in the case of separation or divorce, there must be a copy of a child custody court order in the child's file, and the staff should be informed of this change in writing. Mosaic will abide by the court order as far as releasing the child to the adult who has custody of that child.

Cell Phone Usage

Parents are requested to refrain from talking on their phones at pick up and drop off. Phone usage discourages teachers from passing along important messages to parents regarding your child's day at school.

Parking Policy

All locations have a parking lot, please check with your center to find out where the parking lot is. Due to the limited number of vehicles that may be in parking lots, please park on the side street if you anticipate that you will be in the building longer than 5-10 minutes. This includes conferences, field trips, and classroom visits. We strongly urge you to turn your car off and lock it at pick up and drop off. Please do not idle your vehicle unless the weather requires you to do so to maintain the interior or engine temperature. Mosaic is not responsible for items lost or stolen from cars or from the parking lot or facility. Please be cautious of other children walking in the parking lot. Please be courteous, and only park in one spot.

Communication

The number one way to get in contact with any staff member is by messaging on the mobile app. If wishing to speak to an administrator, please email info@mosaicearlychildhood.com.

Mobile Application

Caregivers are required to download and use Brightwheel. No exceptions will be made. The app is used as Mosaic's main and sole tool to provide caregivers with updates and manage billing. Check in and out is also done through the app.

Caregiver Program Participation

We host parent/teacher conferences and parent education/family activities throughout the year. The level of parental participation has been shown to have a big impact how well children do in school. Please plan on attending these meetings.

Please support our program and get involved in volunteering or helping out with fundraising, field trips, and parent involvement activities. This school has the same need of parental involvement as larger schools do. Parents are welcome in classrooms anytime. If you plan to stay and help out, please let the teachers know so that they can involve you in the activities.

Birthdays

Please see [Outside Food](#).

Supplies

Supply lists will be emailed to caregivers at the time of registration.

Uniforms

Children are required to come to school in their uniforms as usual. If parents do not have enough Mosaic polos or t-shirts for their child to wear a laundered one every day, parents must purchase them. Simply send us a message on the app requesting polos or yellow shirts, how many, and what size and we will have them ready for you. The charges will be added to Brightwheel.

If a child is brought to school in clearly soiled clothing, they will be given a fresh uniform shirt and it will be automatically added to your balance.

Please make sure your child is brought to school in comfortable clothing. While it may be hot outside, it will be cooler inside, where children spend majority of their day.

There will be no return or exchanges of uniforms accepted.

Bags

Mosaic bags must be brought to school every day with 1 day's worth of supplies. Replacement bags may be purchased by messaging on the app. Charges will be added to Brightwheel.

Curriculum and Program

Our program is based on the Illinois State Board of Education Early Learning Standards for Infant/Toddler and Preschool. This ensures that each child will be prepared and ready for larger academic settings beyond their experience at Mosaic.

The curriculum model we use to deliver instruction is called: The Creative Curriculum. This researched curriculum is developmentally appropriate for all ages.

Creative Curriculum

Creative Curriculum balances both teacher-directed and child-initiated learning, with an emphasis on responding to children's learning styles and building on their strengths and interests. This is one of the country's leading research-based preschool curricula as it applies the latest theory and research on best practices in teaching and learning and the content standards developed by states and professional organizations.

Please visit [Teaching Strategies](#) for more information and the content below.

Creative Curriculum for Infants, Toddlers, and Twos

Creative Curriculum for Infants, Toddlers, and Twos nurtures everyday moments for the youngest learnings. It builds on daily routines and creates meaningful learning experiences with a comprehensive, research-based curriculum that nurtures unique strengths, interests, and needs of infants, toddlers, and twos.

Incorporate Meaningful Learning Experiences into Daily Routines

Everyday moments with infants, toddlers, and twos present opportunities to build upon their natural curiosity. Meaningful interactions that help young children learn to regulate their emotions and behaviors, participate in a group, develop relationships with people in their lives, and have confidence in their own learning are created in the classroom.

Focus on Intentional Caregiving

Creative Curriculum for Infants, Toddlers, and Twos utilizes resources designed specifically to support the unique demands of each day for infants, toddlers, and twos. Teachers provide children with the opportunity to develop secure attachments through developmentally appropriate resources that allow them to gain confidence as learners.

Address the Unique Needs, Interests, and Abilities of All Children

Every child is different, so it's no surprise that they learn differently, too. Using Creative Curriculum, we can meet an infant, toddler, or 2-year-old exactly at their level with a unique color-coded progression that shows the typical development of a skill from birth through third grade.

Creative Curriculum for Preschool

Creative Curriculum for Preschool brings imagination to life without compromising academic rigor. Children are prepared for success in school and in life with the leading research-based, whole-child curriculum built for early childhood educators.

Differentiate Learning for Every Child

Instruction is individualized by understanding how children's abilities progress and color-coded progressions that show the typical development of skills from birth through third-grade. Teachers effectively scaffold learning experiences to respond to each child's current strengths and needs with embedded guidance and strategies located on curricular resources.

Inspire Children With Project-Based, Investigative Learning

Children's confidence, creativity, and critical thinking skills are built through hands-on, project-based investigations. Discovery and inquiry are promoted with opportunities for children to think critically and develop process skills with rich, hands-on investigations of relevant and interesting topics in the classroom. Learning is reinforced with family-friendly activities designed for home.

Nurture Mathematics Skill Development

Throughout the day, meaningful discussions and applications to develop the essential mathematical process skills of problem-solving, reasoning, communicating, making connections and representing are provided. Just like these skills are used by children in their daily lives, we integrate mathematics skills each day in our curriculum.

Promote Language and Literacy Skills

Each day, daily resources focused on language and literacy skill development are utilized. "Read Alouds" from a wide range of genres that explore life in other cultures celebrate diversity, spark curiosity, and inspire children's imaginations.

Mosaic Montessori Early Childhood Curriculum

Mosaic Montessori/Early Childhood utilizes a combination of Creative Curriculum and Montessori Curriculum. This location's unique approach to teaching promotes the development areas of Creative Curriculum while utilizing the Montessori teaching method and materials.

Outdoor Play

According to Illinois State Law, all children enrolled in childcare are required to go outside (whether it be for a walk or for park play). Some of our centers have parks on site, and some use the public parks. Ask your center's administrator/director what types of facilities they have available. Students are taken outside for large motor skill development, cooperative games, and to use some of that endless energy children seem to have. This is healthy for them physically and mentally. We go outside when the temperature *feels like* 27 degrees or higher, and the weather is agreeable. We do not go out in storms or when high winds are present.

Students will only be taken outside for nature walks or outdoor play if they are in uniform and appropriate footwear and outerwear.

We realize that it is sometimes advisable to keep children in after an illness, but we do not maintain staff to care for unwell children. All teachers in each room need to supervise their class indoors and outside at all times. If you do not want your child to participate in outdoor activities, we ask that you keep him or her home until they can participate fully in all activities at school.

Daily Room Schedules

Although your child's schedule varies somewhat day to day, a typical flow of a day's activities is below:

Small Group Activity Time: Activities specific to the Study of the Month are presented along with basic activities such as puzzles, table manipulatives, dramatic play, blocks, etc.

Group Time: Group times are child-centered participative sessions. The planned group activities include reading, music, movement, finger plays, discussion, dramatization, games, experience stories, and more.

Choice Center Time: This allows the children to choose a specific learning center that is uninterrupted. This opportunity allows them to explore Blocks, Dramatic Play, Toys and Games, Art, Library, Discovery, Sand and Water, Music and Movement, Cooking, Computers, and more.

Outdoor Time: The playground is an extension of the classroom. Children can participate in an activity of their own choosing. Inclement weather, special events, or celebrations will occasionally affect the scheduling of outdoor time.

Breakfast, Snacks and Mealtime: Staff sit with the students while they are eating, encouraging and participating in quiet conversation.

Rest/Nap Time: Children are given the opportunity to nap or rest each day.

Note: Specific activities vary based on age; schedules and lesson plans are available on Brightwheel, in the classroom, and by request.

Mixed-Age Grouping

Our program encourages times for mix-age grouping of children to provide a rich learning environment that recognizes that all children are unique and develop at their own pace and according to their individual interests and abilities. In times of the day where mixed-age grouping is implemented, children who are at least one year apart in age are sometimes placed in the same classroom. Our teachers and staff are educated in mixed-age grouping to help ensure it is implemented with the utmost focus on the child's development and safety. Mixed-age grouping is an effective tool in child development providing many benefits including:

- Older children learn to be helpful, patient, and tolerant, while developing increased confidence in their own skills and abilities.
- Younger children have the opportunity to learn more advanced cognitive and socialization skills from the older children.
- Individual differences in development are better accommodated.

Children are challenged to think about problems in a more creative and flexible way as they observe other children of different ages approaching problems differently than they do.

Classroom Transition

Children are assessed for class placement into the older classes by chronological ages and in terms of their total development – social, physical, emotional, and cognitive. Interest level in the activities typical of each group is also taken into consideration, as is the actual availability of an open spot. The classroom teacher is also consulted as to the readiness of the child. Parents will be consulted and notified as well. For some, a transition document will be provided from the child's first teacher to the child's new teacher. In special circumstances, transition may be made slowly and smoothly, so the new teacher gets to know the child before the child is moved completely.

Field Trips

Occasionally throughout the year, fully potty-trained students ages 3 and up will take field trips to enhance their experience of learning as per the Illinois Early Learning Standards. Any child that displays behavior that may threaten the safety of the rest of the students during the field trip will not be allowed to go. Children are allowed to go on field trips at Mosaic's discretion.

Each parent must sign the permission slip in order to allow their child to go on the trip. Parents/guardians are welcome on all field trips. The field trip fee will be paid separately and will vary depending on the field trip. We will offer in-house field trips for infants, toddlers, twos & threes. These will be an additional fee (when applicable) and will be announced as the year progresses.

Summer Camp

A summer camp program is offered during the summer months for children of all ages. The camp is built around weekly themes. Activities include various art projects, music, water fun, sports, stories, cooking, theater, and field trips. A separate summer program fee is generally charged.

Parent Teacher Conferences

Parent Teacher Conferences take place two times a year. Once a caregiver signs up to participate in conferences, an assessment is completed by the child's teacher and shared with the caregiver at the conference. We highly recommend participation in conferences as it is the best way to learn more about your child's progress as well as connect with your child's teacher.

Annual Comprehensive Program Evaluation

Mosaic conducts Annual Comprehensive Program Evaluations. The areas evaluated include, but are not limited to, policies and procedures, program quality, children's progress and learning, family involvement, and community awareness. Staff and families are encouraged to participate in the evaluation process. Evaluation results are shared with staff, families, and governance board in order to make improvements to the program.

Employee Requirements

Mosaic prides itself on providing families with a team that truly cares for children, their wellbeing, and providing them with a foundation that will make them active lifelong learners.

Employee Immunizations and Medicals

All employees must provide Mosaic proof of:

1. 1 dose Tdap;
2. 2 doses of MMR (or proof of immunity);
3. A TB test every 2 years (or an x-ray of every 10 years);

4. Full course of COVID-19 vaccination; and
5. A physical every 2 years.

[Food Handler Training](#)

All staff are required to have an ANSI-accredited Food Handler certificate within 30 days of hire.

[The Smoking Law](#)

Mosaic prohibits any smoking on site and around the center, including, but not limited to, near any doors.

Mosaic also requires teachers to ensure that their attire is clean and does not emit the smell of smoke.

Parents are encouraged to notify Mosaic management of any behavior that violates these rules.

[Mandated Reporter Training](#)

All Mosaic staff are trained Mandated Reporters. This means that they have the legal responsibility to report any suspected abuse or neglect.

Any staff member accused of abusing or neglecting a child in the program will go through the procedures laid out by DCFS. Mosaic will protect the rights and identities of all involved.

[SIDS/SUID/SBS Training](#)

All Mosaic staff employed in a center that cares for infants and newborns are required to complete Sudden Infant Death Syndrome (SIDS) and Shaken Baby Syndrome (SBS) trainings. All staff are required to receive training on Sudden Unexpected Infant Death (SUID), SIDS, and safe sleep recommendations every 3 years.

[Trauma-Informed Practice for Child Care Providers](#)

All Mosaic staff are required to complete Trauma-Informed Practice for Child Care Providers training. This course explores concepts in a variety of areas including infant/early childhood mental health, social emotional development of young children, and trauma and adverse childhood experiences. Staff will look at indicators and benchmarks and ways to foster social emotional learning in culturally responsive ways.

[Diversity](#)

Mosaic makes every effort to ensure that the community served is also represented in its staff and volunteers. This includes hiring those that speak the same languages as the children served. This helps children and families feel comfortable. Mosaic students come from over 23 different countries and cultures and Mosaic teachers come from at least 19 different countries and cultures.

[Risk Management](#)

Parents may request a risk management plan from administration by emailing admin@mosaicearlychildhood.com.

[Product Recalls](#)

Mosaic receives Consumer Product Safety Commission (CPSC) product recall notices and will post relevant notices in the center for both families and staff. Parents and staff may also sign up at

<https://www.cpsc.gov/Newsroom/Subscribe/> (select “Recalls involving infant/child products”).

[Building Requirements](#)

The Smoking Law

See [The Smoking Law](#).

[Radon Testing](#)

Mosaic, in accordance with Section 5.8 of the Child Care Act of 1969, performs Radon Testing every 3 years. Parents or guardians may request a copy of the Radon Test report.

[Lead Testing](#)

Mosaic, in accordance with Section 5.9 of the Child Care Act of 1969, has assessed levels of lead in water for buildings constructed on or before January 1, 2000.

[Prohibition of Firearms](#)

Absolutely no firearms are allowed on Mosaic's premises except in the possession of peace officers. Anyone suspected of carrying a firearm will be asked to leave the premises. Anyone claiming to be a peace officer will have to show proof. No exceptions.

[Pest Management](#)

Mosaic uses Smithereen for its pest management services. At each visit, the licensed Smithereen technician will complete a service report, providing details of all areas inspected and, if treated, amounts, type and specific locations of any materials applied onsite. Pest management services are performed monthly. Please let your child's site director know if you would like to be notified of when the facility will receive a pesticide application.

[Fire and Tornado Drills](#)

We practice Fire and Tornado Drills throughout the year as required by the State of Illinois Fire Marshall and the Illinois Department of Children and Family Services.

[Subject To Change](#)

All policies, procedures, rules, etc. in this handbook are subject to change, with or without a written change in the handbook, and with or without notice. Parents will be required to follow all policies, procedures, rules, etc. in order to keep their child(ren) registered at Mosaic.

Sometimes emergency policies may be put into place depending on different circumstances. Parents must follow all policies, procedures, rules, etc. in order to keep their child(ren) registered at Mosaic.