



PARENT HANDBOOK 2018-2019

Mosaic Day School
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Parent Handbook

This handbook is intended to inform you of our programs, schedules, and procedures. It contains general statements regarding Mosaic Day School policies, which MDS reserves the right to apply or alter at its discretion based on individual situations and in preservation of the safety of all students and the best interests of MDS.

MDS administrative and general staff strive to maintain exceptional communication with all families. Our administrative office works hard to keep this manual up to date and to keep all families informed as policy changes occur. Please understand that there may be times when policy will change before written documentation can be revised and distributed.

All staff members and adults working in the center (including voluntary helpers) will receive a copy of this Handbook. Several copies are also available to view at the reception desk upon request, and a copy of the Policy is also available on the school's web site.

MDS's Mission

Our mission is to provide safe, nurturing, and stimulating early care setting and education that promote each child's social, emotional, physical and cognitive development. Our goal is to provide an enriching environment based on the way children learn through interaction and exploration. MDS strongly believes in the diversity of every child's learning style, and we continually adjust our interactions based on each child's learning style, needs, and interests. We provide opportunity for individual exploration that promotes higher-order thinking and discoveries through our curriculum that is both teacher-directed and child initiated. In this way, MDS supports the intellectual, social, and behavioral success of each child.

We believe that:

- Children deserve quality care and are entitled to a warm, responsive environment where caregivers are sensitive to their development and immediate needs.
- Early childhood education is the foundation upon which successful lifelong learning is built & children should be encouraged to make decisions and take responsibility for their actions.
- Children need to feel safe to explore the environment and develop relationships with other children and adults.
- Through consistently maintaining quality childcare standards, we encourage excellence by example.
- Children learn through play and therefore our philosophy about play and the effect it has on a child's learning is that "play is a child's work" and it fosters all aspects of the child's development.
- Play is the source of laughter and humor, of inventiveness, and beauty. It allows us to entertain possibilities and to envision the future.
- As children progress developmentally they need to experience a balance of play and structured activities to promote the characteristics required in future classroom settings.

Programs/ Enrollment

We offer academic programs, enrichment classes, and before and after care options. Our program are listed and described below.

Please contact Mosaic's Director of Academic Services for a current fee scheduled for each program. For more information on classrooms and schedules, please visit our website at www.mosaicdayschool.org.

** Mosaic depends on constant enrollment, and expects that once a child is enrolled, the family is responsible for all charges associated with enrollment for the entire enrollment period.*

Infants & Toddlers (3 - 24 months)

Mosaic provides the highest quality of care for our youngest learners in a safe, nurturing environment. A dedicated team of professionals, research-based practice, collaboration with families, and on-going monitoring of developmental milestones culminate to ensure that your child is off to a healthy, happy start.

This program is a year-round program that does not follow the school calendar for holidays. There are 7 holidays for which the program will not be open.

Preschool (2-3 years old)

Children enrolled in Mosaic's preschool program benefit from a comprehensive approach to childcare and early learning, with a heavy emphasis on the acquisition and development of language and learning skills and social interactions, Mosaic offers both naturalistic and structured learning opportunities. Mosaic supports students through a purposefully designed environment and atmosphere that promotes appropriate conduct and development. Our philosophy reinforces caregiver-child interactions to support intellectual, social and behavioral success from the start.

This program is a year-round program that does not follow the school calendar for holidays. There are 7 holidays for which the program will not be open.

Pre-Kindergarten (4 years - 5 years of age)

Mosaic's Pre-Kindergarten program prepares children for kindergarten. Instructional design is based on Florida Standards for Four Year Olds and Teaching Strategies Gold continuum of developmental benchmarks. The multi-age classroom setting allows younger students to learn from older, more experienced peers while giving older students the opportunity to lead and support their younger peers. Low student-to-teacher ratios, on-going assessment, and dedicated teachers provide learning opportunities that are responsive to each child's unique needs and interests and that appropriately challenge each child to continue their academic and whole-child growth.

Mosaic will not be participating in the Voluntary Pre-Kindergarten (VPK) program for the 2018-2019 school year because of a lack of interest in the program.

Children enrolled in our pre-kindergarten program follow the school year calendar.

Kindergarten (5-6 years of age)

Mosaic offers a one- or two-year kindergarten program designed to fit the individual needs of each student. A low student-to-teacher ratio allows teachers to create personal relationships with students, to identify their strengths and weakness, and to individualize instruction to appropriately challenge and support each learner. In addition to an emphasis on individualized academics guided by Florida Kindergarten Standards, our program focuses on the continued development of language and social skills to fortify each learner's foundation for continued success after kindergarten.

1st-2nd Grade (7-8 years of age)

The 1st-2nd grade track offers a modified first/second grade curriculum that is more age and developmentally appropriate for our young students who may need more time to prepare for the high social and academic expectations of first grade and years to come. This is designed to be a two-year program to prepare our students for a smooth transition into the mid-elementary grades. The opportunity to transfer into the 1st-2nd grade track may be considered upon mid-year review of progress and development.

Children enrolled in our Kindergarten 1 & 2 Programs must attend class on a five-day a week basis.

Extended Day—Before Care/After Care

Childcare is available for Pre-K, Kindergarten, and elementary school students before school hours (7:30-9:00am). The mission of Mosaic Day School is to do more than just provide childcare. We strive to seize each moment to create valuable teaching opportunities while providing a safe and nurturing environment. We do not offer drop-in care. If there is a time in which a family needs before care temporarily, the parent must discuss arrangements with the school Director.

The availability of aftercare is based on the needs of the student population. Many of our students receive therapeutic services after school, eliminating the need for aftercare. Aftercare is paid based on an hourly rate and must be arranged ahead of time to ensure proper staffing based on the number of students. Students must maintain a schedule of times when they will be present for aftercare. For students who are not picked up by their scheduled time, a \$1 per minute late fee will be assessed as additional staffing will be required.

Drop off/ Pick-up Procedures

Drop off and pick up will occur through the main entrance of Mosaic, suite 108. Mosaic staff will coordinate drop-off and pick-up and will escort students from the lobby into their classrooms. Parents are asked to allow their children to transition into the main childcare/school area with our staff members rather than together with their parent for the safety and privacy of our students. Parents are welcome to schedule a Teacher/Parent meeting or observation if they would like an update on their child's progress.

The safety of Mosaic children is our first priority. Parents are required to fill out an "Authorization for Pick-Up & Drop-Off" form containing the proper names, addresses, and phone numbers of all individuals with authority to take the child from Mosaic. When filling this form out, or adding names, please be sure to use full names as they would appear on a driver's license or other federal or state issued ID.

The following procedures are in place for child pick up:

- All pick-up authorization changes must be submitted in writing to the school coordinator.
- Any unfamiliar caregiver wishing to pick up a student must present a driver's license to verify their identity as outlined on the child's approved pick-up list. All names must match, please do not submit nicknames that cannot be verified by the viewing of a driver's license.

Hours / Holidays

Mosaic is open from 7:30am-5:00pm, Monday through Friday, with the exception of staff in-service professional development days, and holidays indicated on the Mosaic Calendar. The school day is from 9:00am to 3:00pm. Parents are asked to take their child's daily classroom schedule into consideration when selecting drop off times outside of our beginning or ending times (i.e. during lunch, recess, or nap time.)

Our programs run Monday through Friday. During weeks, days, or half days on which Duval County Schools are not in session, you may request that your child receive 'Stacked Services' if they receive 80% or more therapy during school hours. Late and or no-show fees apply if you commit to stacked services and cancel with inadequate notice. Tuition is based on your child's program, not the number of days he/she actually attends. Therefore, full tuition is due even if your child is absent or when school is closed for holidays, weather, or emergencies.

****Note: See below regarding teacher planning time.**

Holidays

Mosaic will be closed for the following holidays:

- New Year's Day (January 1)
- Martin Luther King Jr. Day (January)
- President's Day (February)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Veteran's Day
- Thanksgiving Day (fourth Thursday in November)
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

If the holiday falls on a Saturday, we will be closed on the Friday prior to the holiday. If the holiday falls on a Sunday, we will be closed on the Monday following the holiday.

Weather, Teacher Planning & In-service Staff Professional Development Days

Inclement weather will also warrant additional late openings, early or full day closings. You may watch local news stations for closings or call the center to check the voicemail message. There is no discount for teacher planning and in-service training days. Full tuition is due for any week in which a holiday or inclement weather closing occurs as well.

Attendance Policy

If you choose to keep your child out of Mosaic on a day on which he/she would normally attend or plan on coming in late or picking up early, call our attendance line, or let us know prior, so that we will not be expecting him or her. The Mosaic school coordinator or front office staff will check class attendance at 9:00am each day. In the event of an unexpected absence, a Mosaic staff member will contact family members to verify the child's absence and well-being.

Therapy Session Cancellation Policy

All students receiving early intervention services will be expected to abide by the Keystone Behavioral Pediatrics cancellation policy. Keystone has a 24-hour cancellation policy for any service, including but not limited to: Speech Therapy, Occupational Therapy, Feeding Therapy, ABA, parent collaboration meetings and psychological services. A \$50 fee will be assessed if any client/student fails to cancel a service within 24-hour notice. Please call the Attendance Line (904) 619-6071 to cancel an appointment. Appointments cannot be cancelled through communication with the therapist or teacher. If your child is absent from school, no additional services will be permitted that same day, including home-based ABA services.

Attendance Policy

By law, a private school must offer a minimum of 170 days of instruction or the equivalent in hours (540). Florida State Law does allow for excused absences due to illness or death in the immediate family; however, vacations, extended weekends, or doctor's appointments do not constitute an excused absence. Our school policy certainly takes individual situations into account, such as health issues, but we do encourage students to attend school without excessive tardiness or absenteeism. When a child consistently arrives late or is frequently out sick, a negative impact on that child's ability to stay current with lesson concepts and target areas of study results and their academic progress can be impeded.

With this in mind, we expect that, as much as possible, trips will be planned to occur within the scheduled holiday dates, and teacher/staff planning days as listed on our school calendar. If you should schedule a trip or a day-off other than during these posted breaks, a written notification must be submitted to the office prior to the date off. If your child is out sick, please call the attendance line prior to 8:00am. Absences require a written note from the parent or guardian stating the reason for the absence.

A student's success at school is dependent upon regular and consistent attendance. The school and teachers cannot be held accountable for the quality of your child's educational achievements, conceptual gaps, or standardized test scores when the child has excessive tardiness or absenteeism. If your child does exceed the acceptable amount of absenteeism, then you will receive a formal letter stating that we have a concern in this area.

Automatic Re-Enrollment

Enrollment for a 30-day period automatically renews 15 days prior to the end of a current enrollment. Parents will be responsible for charges at the same rate as the previous enrollment regardless of whether their child attends Mosaic. Thus, two -week notice is expected for withdrawal from our program to avoid additional charges.

Drop-off/Pick-up Policy

Early care is available at 7:30 am for enrolled students for an extra fee. If a student not enrolled in before care is dropped off prior to their program start time, they will need to wait at the front office until their class time starts.

Parents who anticipate using before care should indicate this in their enrollment application or, if the need for before care arises after their child has been enrolled, speak with the School Coordinator to reserve a space for their child. This will allow us to provide appropriate staffing ratios. Space in before or after care cannot be guaranteed for children whose parents have not signed their child up in advance, and new enrollment into the before care program may have to wait until additional staff members can be assigned to these programs so that we can maintain appropriate staff-to-child ratios. All before care services must be paid in full each month to ensure continued enrollment in Mosaic programs.

Communication

The Mosaic Day School works very hard to keep parents informed and the lines of communication open. Mosaic has in place a variety of mechanisms designed to keep parents informed of all school events and activities.

- Our website: www.mosaicdayschool.org
- Email updates/newsletters.
- Communication with teachers may be done through email, teacher conference, home/school communication log, or phone calls.
- Brightwheel Application (for infants/toddlers)
- All general feedback or suggestions for improvement should be submitted via: lively@keystonebehavioral.com
- Facebook page

Open Door Policy

To support Mosaic families, the school administrator and director of behavior analysis are available and active in the process of resolving issues or to talk over questions or concerns you may have about Mosaic and its policies. We welcome comments, suggestions, complaints, and compliments. We encourage parents to seek direct communication with those best informed about or able to address any situations or concerns, which may include the school coordinator, lead teachers, our administrative director, or if applicable, the child's clinical case manager and/or lead therapist.

Teacher – Parent Communication

Our open door policy extends to classroom staff as well; however, classroom teachers and caregivers may not always be available for immediate communication. In order to ensure a smooth flow during drop off or dismissal for all of our families, discussing specifics regarding a child's day is not always possible. To ensure adequate time for conversation, we encourage parents to schedule a meeting with their lead teacher when necessary. All Mosaic staff will make every effort to meet with parents whenever possible, whether briefly during drop off or pickup, via written correspondence, or during a scheduled meeting or scheduled phone conversation.

Communication of Concerns or Issues

Misunderstandings or problems are often the result of a lack of communication between those involved, and can ultimately affect the child. Mosaic's desire is to remedy any potentially significant situation or issue as soon as possible. The best time to handle problems is while the concern is small. Therefore, parents who are concerned about a classroom related issue should make an appointment with the appropriate teacher/ caregiver. We believe in working closely with every family to ensure that each child's experience at Mosaic is as productive and nurturing as possible. All parent-initiated contact, including phone messages and emails will be responded to within 48 business hours.

Parents often have questions concerning their child's progress or would like to discuss home challenges. These parental concerns should be directed initially to your child's teacher. Mosaic Day School encourages the early,

informal resolution of complaints whenever possible and prohibits retaliation against complainants. To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against employees.

- Parent/Staff Meeting - Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns (e.g., Teacher, Paraprofessional, and Staff Member).
- Parent Complaint to Director - If a complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may submit an oral or written complaint to the Director or his/her designee, who will attempt to resolve the complaint. A copy of the written complaint will be provided to the affected employee.
- Complaints related to the Director should first seek resolution through direct communication between the complainant and the Director. If a complainant is unable or unwilling to resolve the issue directly with the Director, they may request to meet with Keystone's Director of Administration or Chief Operations Officer.

Mosaic encourages positive relationships between caregivers and parents. At no time will parent's concerns be taken lightly. We will listen and respond with intelligent action and informed reasoning. No phone call or email will go unanswered.

Changes in the Home

In the event that a significant change occurs in your home, consider informing the teacher as soon as possible. All information will be regarded as confidential. We accept your judgment as to the kinds of changes that may affect your child's behavior, security, and general well-being. Common causes of distress may include, but are not limited to:

- Either one or both parents being away from home for an extended period of time
- A new person living in the same home
- Houseguests and relatives coming to visit
- A new medication
- Illness or hospitalization within the family
- Accident or death within the family
- A new caregiver

**Child custody decrees must be on file in the office. Any court-approved custody or visitation agreement must be in the student's file. Mosaic is required to allow parents access to student records and files and to the child unless court documents indicate otherwise.*

Phone Calls

During business hours, caregivers are unable to leave the children to receive calls. If you would like to have a teacher call you, contact Mosaic's front desk and leave a message. If it is an emergency, our front office staff will get a message to your child's teacher.

Notices and Emails

Important communication and information will be emailed or sent home from time to time with your child regarding upcoming events, policy reminders, or a change in schedule. Please make sure the front office has the current email(s) of each parent. Please also check your child's classroom folder for daily communication from your child's teachers, caregivers, and if applicable, from their therapists.

Confidentiality

Mosaic staff members may be exposed to confidential information related to students and parents. This information may include financial (only administrative staff have access to tuition payments or financial

information) or medical. All staff members are instructed on how to keep confidential information private. In addition, any medical related information is protected under HIPAA regulations, and will be treated in accordance.

Classroom Monitoring

All of our classrooms are equipped with a camera system that provides streaming video and short-term video recording. Our system is secured through password-protected accounts and is only viewable by Mosaic/Keystone Behavioral Administrative Personnel. The purpose of online camera system is to allow opportunities for careful and constant observation and monitoring of classroom activities by administrative staff. The camera system may also be used to observe reported challenges without interfering with the scheduled activities.

In addition to the camera system, all of our classrooms do have windows into our open area through which parents may observe their children without disrupting classroom activities.

For more information on our video system please contact Mosaic's front desk.

Emergency Authorization Cards

Parents are required to provide emergency authorization for each child attending Mosaic. It is very important for the safety of each child that these cards are kept up to date. "Emergency Authorization Cards" are maintained in a file and are used by the Mosaic staff in the event we need to reach a child's parents. A change during the child's enrollment in any of the following must be reported to Mosaic's administration immediately:

- Home phone number, address, cell phone, email addresses
- Parents' work numbers and addresses
- Doctor's name and phone number
- Allergies and their effects
- Names and contact information of friends, relatives, or caregivers that are designated for emergencies or illness
- All medications and dosages

To ensure your child's safety, you must keep this information current.

Dress Code Policy

Mosaic Day School does not require students to follow a unified dress code. All students are required to wear the clothing that is age appropriate and suitable for a childcare setting. Female students who wear skirts or dresses are asked to wear shorts underneath their outer layer, as students will travel to recess and the playground on a daily basis.

Students are permitted to wear sandals, provided that there is an ankle strap intact and secured at all times and provided that the shoe does not hinder the child's ability to walk safely. Student may not wear the following types of footwear: flip-flops, open-toed shoes, backless shoes, play heels, or slippers.

Visitor Policy

All visitors must sign the Visitor Log located at the reception desk in the Mosaic lobby. Visitors will receive a badge identifying them as such, and will be required to wear it while on Keystone property. All visitors must return to the reception desk in the Mosaic lobby to sign out prior to leaving.

Parents understand that impromptu drop-in visits to their child's classroom will be subject to approval from the Director, or their designee. In the event that a forgotten lunch, backpack, etc., must be delivered, the item may be dropped off at the reception desk in Mosaic's lobby. Mosaic staff will deliver the item(s) to the child.

Visitors on the Playground

We take very seriously our responsibility to protect your child's and every student's personal rights and safety. We do this because we care, and we also do this to stay in compliance with the U.S. Department of Health and Human Services HIPAA Privacy Rule, which exists to protect individuals' medical records and other personal health information.

While we understand many parents may wish to watch their child at play, we must protect the privacy of all children who are using the playground. Even though it is an outside space, the playground is an extension of Mosaic Day School, Mainspring Academy, and Keystone's clinics. Teachers work with their students. Therapists use the space to work with their clients one-on-one, as well as in groups. They may collaboratively discuss and implement strategies. All of these interactions must be conducted under the HIPAA Privacy Rule, which means that the general public is not allowed to observe these children without express approval by each child's parent/caregiver.

Anyone who is not a Keystone or Mainspring employee but is observing children on the playground will be asked by staff to leave the area. Please know that, in instituting this rule, we are protecting your child, as well as all children entrusted to our care.

Classroom Participation and On-Campus Volunteers

Parent volunteers are always welcome. Parents will have the opportunity to sign up as volunteers for class and center parties and events. During the planning stages of each event, teachers will communicate their needs and will request parent responses and availability. Volunteers need to sign in at the reception desk and wear an identification badge at ALL times when on campus. Volunteers will be required to conform to DCF policies regarding background checks and volunteer attestations.

Parents/Guardians are highly encouraged to support the Mosaic Day School in its efforts to incorporate parent participation in all activities and events, both sponsored by Mosaic or Keystone Behavioral Pediatrics. Such events, activities, or fundraisers will elicit attendance, focus, and active participation. We look forward to seeing you!

In order to protect your child's and every student's personal rights and safety, Mosaic must stay in compliance with the U.S. Department of Health and Human Services HIPAA Privacy Rule, which exists to protect individuals' medical records and other personal health information.

Health and Sanitation

Practicing and encouraging good health habits are a continuous process for both staff and students. A clean, sanitary environment is a basic necessity of promoting good health. Each employee is responsible for the daily and ongoing cleaning of his or her own classroom and workspace. This includes sanitizing materials and equipment in classroom areas after use (diapering area, utensils, toys, etc.); maintenance of classroom equipment; and cleaning and sanitizing all furniture, equipment, and materials in the classroom's indoor and outdoor environments as needed. All bathrooms, floors, glass doors and doorknobs, and counter tops are cleaned daily by both our staff and our professional cleaning service.

All staff members use sanitary practices during the diapering and toileting processes. Gloves are worn when diapering or assisting a child with toileting. Hands are washed before and after glove use. In the toddler diaper changing areas, toilets and potties are sanitized with hospital grade cleansers and/or a bleach/water solution after each use. The staff will also assist the child with hand washing after the diapering or toileting process to assist with the removal of germs etc. Additionally, alcohol based sanitizer stations are located in every classroom as well as at the entrances to Mosaic's secured interior open room. Use of these stations is mandatory for staff, and very highly encouraged for all visitors. In order to reduce our youngest learners' contact with germs, adults entering the infant and ones classroom will be required to wear shoe covers that will available at the door.

In order to ensure that all children and staff are kept in an environment that is sanitary and as healthy as possible:

- We teach our students about the importance of keeping the classroom safe and healthy for fellow classmates.
- We encourage frequent hand washing, especially before and after meals and after toileting routines.
- We clean tables and other work surfaces at least 3 times per day: before school begins, after snack and after lunch.
- We clean door handles inside and out twice a day.
- Our guidelines apply to all functions in the school building in areas where children would be present.
- Staff conduct general body checks in the morning to document general health condition of the child along with any bruises, marks, or abrasions with which the child arrives at school in the morning.

School Physical & Immunization Requirements

Entry into the child development program is contingent upon receiving all documentation. In accordance with Florida Statute (s. 1003.22(1), F.S.) and Rule (Chapter 6A-6.024, FAC) children attending Mosaic must provide Form DH 680, Florida Certification of Immunization, and Form DH 3040, school physical.

Keystone requires all students to obtain a school physical every two years. Expiration date is determined 2 years from physical examination on form DH 3040.

If vaccinations have been declined, a religious exemption form must be presented and kept in the child's chart indefinitely. Parents acknowledge by receipt of this handbook that there may be students present at the school who do not have immunizations. This form can be obtained from your local county health department. No appointment is necessary and the child does not need to be present.

Once enrolled, you have 30 days to provide the proper documentation to Mosaic. After the 30 day period, if documents are not present, your child will be temporarily withdrawn from school until documents are received.

Medication Guidelines

If your child is to take prescription or over the counter medication during the school day, a medical form, signed by the child's parent, must be on file in the school office. Without a signed form, school personnel cannot dispense medication to a child. This includes any over-the-counter medication such as Tylenol, cough medicine, or cough drops. Children are not permitted to have medication of any kind in their possession at school.

Medication Dispensing Policy Guidelines

- Mosaic must have written authorization from the custodial parent or legal guardian to dispense prescription and non-prescription medications. This authorization must be dated and signed by the custodial parent or legal guardian and must contain the child's name; the name of the medication to be dispensed; and the date, time and amount of dosage to be given. This record shall be initialed or signed by the facility personnel who gave the medication.
- Any known allergies to medication or special restrictions must also be documented, maintained in the child's file, shared with staff, and posted with the stored medication.
- Prescription and non-prescription medication brought to the childcare facility by the custodial parent or legal guardian must be in the original container. Prescription medication must have a label stating the name of the physician, child's name, name of medication, and medication directions. All prescription and non-prescription medication shall be dispensed according to written directions on the prescription label or printed manufacturer's label.
- Prescription and non-prescription medication will be stored in the office of the School Nurse, with the exception of inhalers, EpiPens or other medication that needs to be stored safely in close proximity to the child in case of emergency. Under no circumstances will medications of any kind be stored in a child's cubby or backpack, or in another place accessible to children. Parents should deliver any medication to the School Coordinator to ensure that medication can be safely and appropriately stored on site, that documentation, and required consent and signatures are obtained, and that staff members receive any necessary information, guidance, and/or training on their role in the administration of the medication.
- Any ointment that is to be applied to a child's skin, including sun block, must be labeled with the child's full name and dated. Expired products will be sent home and not applied to the child. Parents are advised to communicate with teachers in writing and in-person regarding their wishes for the application of any products during their day in Mosaic.
- In the event of an emergency, non-prescription medication that is not brought in by the custodial parent or legal guardian can be dispensed only if the facility has written authorization from the custodial parent or legal guardian to do so.
 - Any medication dispensed under these conditions must be documented in the child's file and the custodial parent or legal guardian must be notified on the day of occurrence.

Sick Policy

Mosaic Day School requires that any children with a fever of 100° or greater; colored discharge from their nose, eyes, or mouth; chest congestion that impedes the natural flow of air; and/or drowsiness/fatigue that interrupts the ability to perform skills, remain at home until they are symptom free or on antibiotics for 24 hours. In addition, vomiting and diarrhea (2 or more times) warrant removal from school until symptoms have ceased for 24 hours and a meal is retained without inducing symptoms. An email reminder will be sent home specifying what is needed for the child to return to school.

Children must be kept home if he/she has a communicable disease, has had a fever, or has vomited within the previous 24 hours. Please do not send your child to school if he/she is ill (i.e., fever, lethargy or a cough which is making the child uncomfortable).

Please be considerate of the health of other students, families, and staff, and understand that we cannot accept sick children.

When a child becomes ill at school, he/she will rest in the nurse's station on a cot or in another quiet area. Parents, or the designated emergency contact, will be called to take the child home as soon as possible. A child may not remain at school if he/she is sick. The school reserves the right to request any child to be sent home if he/she is listless or unhappy because of poor health.

If parents refuse to pick their child up from school when illness has been determined, staff may call the Department of Children and Families to file a report of abandonment/neglect.

Communicable Disease

When you have verification of the fact that your child has a communicable disease, please call the Mosaic reception desk and/or school nurse immediately so that we may take action to prevent further contamination. According to Department of Children and Families regulations, ALL communicable diseases, including head lice, must be reported at once to school personnel. Any student having a communicable illness must have a note of clearance from a medical doctor upon returning to school.

Mosaic may consult with the Center for Disease Control and Prevention and the Florida Department of Health regarding an identified illness to determine precautionary measures and additional requirements for a student's return to school.

Allergies

Mosaic strives to provide a safe and healthy environment for all children, always. We follow these guidelines to the greatest extent possible but we cannot guarantee that we can keep our environment completely free of food or other allergens that might cause a severe reaction.

In an effort to maintain the safety of our children, Mosaic requires that all allergy records are up to date. Please fill out the allergy form regarding your child's allergies. If your child does not have allergies, please indicate this on the form. If your child does have a life-threatening allergy and requires the use of medication, a medication profile sheet must be filled out for school records. The prescription label must be located on the medication with up to date information. Also, remember that life-threatening food allergies are different than a special diet that your child may be on. Do not include the diet on the allergy form. This information will be requested on a separate form.

As you may know, food allergies are a major problem in this country. They claim over 200 lives and cause over 30,000 emergency room visits each year, nationwide. Health and safety have always been top priorities for Mosaic, so we are taking this very seriously.

Anaphylaxis can occur and is potentially life-threatening. Persons with this allergy cannot eat; touch foods made with nuts, or even surfaces/objects touched by someone who has come in contact with nuts. Nuts are defined as

peanut, walnut, almond, hazelnut, cashew, pistachio, and Brazil nuts. In order to protect our current and future students with these allergies, we are putting into place these steps to help limit the exposure to these risky foods:

- Signs posted indicating the “NUT-FREE ZONE” in Mosaic
- Students and adults will wash their hands upon arrival to the classroom.
- All Mosaic rooms will be designated as (nut) allergy aware spaces.
- There will be no classroom projects with peanut butter or peanut shells. Please do not send any of these projects into the classroom with your child.
- Parents who send lunches from home for their child must pack foods that do not contain peanut butter or nuts.
- There will be special days and occasions that students may want to bring a snack to share. Parents may reference the [SnackSafely.com](http://www.snacksafely.com) guide for “allergy safe” suggestions. Or, consider sending a book or game to the class in your child’s name.

Please do everything you can to follow these steps. We know that this may be inconvenient, but we trust that you understand how serious this matter is to Mosaic. We want **all** of our students to be safe.

We will let you know if these guidelines change over the course of the year. Please contact us any time if you have questions or concerns. For additional information on food allergies, see Food Allergy Resources at <http://www.foodallergy.org/allergens>.

Mosaic Allergy Precautions

- The sharing of food in lunches or in snacks is not permitted. Lists of allergies are posted in every classroom. The teachers and paraprofessionals are required to be familiar with every child’s allergies and keep the posted list updated.
- If children have life-threatening allergies to foods, they must provide an acceptable non-perishable snack to be kept at school and served as an alternative, as needed. Per parent request, these children may sit apart from the others when eating snack or lunch.
- Every staff member who works in a classroom with a child with severe allergies is required to be trained in the use of an Epi Pen.
- While we will strive to do our best to assist our children with special needs, we recognize we cannot guarantee the total elimination of allergens.

Food allergies are a growing health concern in schools across the country. Even a miniscule amount of the allergenic food is sufficient to cause a life-threatening reaction known as anaphylaxis in the millions of school-aged children across the country with food allergies. While Mosaic cannot provide a completely allergen-free environment for students with food allergies, we can, through education and compassion, create a safe and respectful place for learning for all students. We follow an allergy-conscious approach, recognizing that strict avoidance of the allergens is the only way to prevent a potentially life-threatening reaction. We also follow an inclusive approach, ensuring that students with food allergies can safely participate in all school activities. Many foods pose problems for children with allergies, but the most dangerous are peanuts and tree-nuts (almonds, walnuts, cashews, chestnuts, hazelnuts, etc.) Peanuts and tree nuts cause over 90% of all severe allergic reactions. Because children do not necessarily have to eat peanuts or tree-nuts to have a serious reaction (ingestion through inadvertent contact (nose, eyes, or mouth) can be sufficient) we want to ensure that no peanut or tree nut products are introduced into the classroom of a student with a life-threatening allergy. Other common causes of anaphylactic shock include bug-bites, latex, and certain medications.

If you have any questions or concerns, please contact our school nurse.

Safety

At Mosaic we practice a “Safety Always” philosophy. All staff members are expected to adhere to this philosophy at all times. Preparation and practice of a safe environment both inside and outside the building is a responsibility shared by all staff and faculty.

Supervision of Children

Each teacher is responsible for ensuring that children are under the direct supervision of one or more staff at all times. When indoors, teachers are watching or directing the children’s activities within the proximity of the same room. When outdoors children are in sight of their teacher and in a designated play area at all times. When more than one teacher is supervising outdoors, teachers are in separate areas to maximize the view of the children and ensure their safety. Entrance and exit ways remain guarded to ensure that children remain in the designated area.

Incidents

At least one staff member with current first aid and CPR certification is required to be on premises when children are present. In the event of an injury, staff members will summon the staff nurse, and use basic first aid techniques unless it is judged that professional assistance is required. At that time 911 will be called. A Mosaic staff member will immediately notify the child’s emergency contact.

Mosaic’s staff nurse will document all incidents occurring on Keystone property. An Accident/Incident Report Form will be sent home and should be signed by the parent/guardian, and returned to MDS for the student’s file. If an incident occurs, the parents of the student will be notified either via phone or in person before the child goes home.

If bleeding occurs, staff will use universal precautions. Precautions include, but are not limited to, gloves as well as the washing of hands before and after contact with the injured student. In the event that a child is removed from the school by anyone other than a parent (e.g. ambulance, paramedics) the teacher in the child’s classroom will accompany the child and stay with him or her. The teacher will take the child’s emergency contact form with them.

Emergency Numbers and Evacuation Plan

Emergency numbers including 911 and Poison Control Center are posted near all facility phones. An evacuation plan, including a diagram of safe routes, is posted in each classroom.

Fire Alarms & Drills

To prepare for potential hazards, Mosaic will conduct, at a minimum, one fire drill per month. The lead teacher is responsible for instructing the children on the fire drill procedures, and all students are required to leave the building through the designated fire exit (posted in each classroom) in an orderly manner upon the sounding of the fire alarm. Students, accompanied by teachers, must remain at a safe distance (as outlined by the local fire department) from any building and beyond school driveways and access roads. All staff and students are prohibited from re-entering any school building until directed by the Director, Fire Marshal, or other senior administrative official supervising the evacuation. Each time the alarm goes off it must be treated as a possible emergency. Teachers will remain with their class at all times.

Each classroom at Mosaic has an emergency door through which children and staff may exit if necessary.

Lunch/ Snacks

Children at Mosaic will have a morning snack, a lunch, and an afternoon snack (where age appropriate). Due to allergies and dietary restrictions, we ask that parents provide lunches and snacks for their children. In the event that a snack is forgotten, or a child is still hungry upon completing their supplied foods, Mosaic may provide a healthy (and diet conscious) snack to supplement. Any concerns with or objections to school-provided snacks should be reported to classroom staff. Mosaic teachers and staff are not responsible for preparing or storing food for students who consistently bring inadequate amounts of food. Parents may be called to bring a healthy and adequate lunch in the event that a student does not have enough food from home for the day. Students are supervised at all times during meals and snacks.

Lost and Found

Your Lost Items

Please label all of your child's items including jackets, lunchboxes, and canteens so they can be returned. Lost items are taken to the reception desk. We invite you to check our lost and found if your child has misplaced items. Once a quarter, all unclaimed items will be donated to charity. An announcement will be made prior to the donation. Please remember that valuables, keepsakes, and electronics should not be brought to Mosaic. Mosaic is not responsible for any lost items.

Our Lost Items (accidentally taken home)

From time to time children will fill their pockets with various items they find interesting. If you should find any unfamiliar objects in your child's pocket or backpack, please return them to the reception desk. Sometimes children take home items that may be an important part of center equipment, even though they do not appear very valuable. Such items may represent parts of classroom equipment that are difficult to replace or time-consuming, hand-made classroom materials.

Computers

Keystone Behavioral Pediatrics' computer network (including all campus computer equipment and Internet accessed through campus-issued equipment) is provided for children to develop computer skills and to facilitate learning. Children will be monitored at all times while using computers, tablets, and their accompanying software. Teachers are responsible for entering students' demographics into learning software and programs that are designed to provide enrichment or remediation.

Birthdays and Celebrations

Children celebrating birthdays are invited to share a treat with their class. If sending in treats please check with the classroom teacher for a list of allergies or diet restrictions. Other parties are held during the year to celebrate various occasions (Thanksgiving, Valentine's Day, etc.) Parents and students may be asked to help organize these events.

Food provided for a classroom celebration or other event must be store-bought with an ingredients label to allow

for caregivers to confirm that the food is safe for consumption by all students, including those with food allergies. This also helps us to do our best to honor parent wishes regarding dietary restrictions.

Mosaic is concerned with the development of positive self-image for all students. Therefore if one of our students is having a non-school party where all of the students or all the students of the same gender are not invited, invitations should not be sent to school.

Babysitting

Babysitting current Mosaic children by Mosaic staff members is permitted; however Mosaic staff members understand that they assume full liability while babysitting and are not a designee of Mosaic. Likewise, Mosaic parents must understand and agree that any Mosaic staff members providing private babysitting services are not acting or operating on behalf of Mosaic. Behavior therapists must remain in compliance with ethical guidelines that prohibit an ABA therapist to babysit for a family for whom they currently provide ABA services.

Non-Discrimination in Employment and Provision of Services

It is the policy of Mosaic Day School to provide equal employment opportunity to applicants, employees, and clients without regard to race, color, sex, religion, age, national origin, disability, political belief, or veteran status. Services will be provided without regard to race, color, national origin, sex, age, or disability in all aspects of service provision. No person shall be excluded from participation in, or be denied the benefits of, any service; or be subjected to discrimination because of race, color, national origin, religion, sex, age, or disability.

Mosaic is firmly committed to compliance and enforcement of all federal and state regulations that forbid discrimination in the delivery of services to clients.

Conduct/ Discipline Policy

Philosophy of Discipline

Mosaic takes pride in maintaining high standards as an educational based child development center. Our staff receives extensive training on empirically researched educational and behavioral methods. Mosaic supports our children's development by maintaining an environment that promotes appropriate conduct by using proven strategies that encourage the type of pro-social behavior that will allow a child to flourish in our facility as well as in their future classrooms. Our philosophy is to use caring and positively reinforcing caregiver/ child interactions to increase appropriate behavior.

Proactive Positive Behavioral Strategies

This is a potential list of proactive positive behavioral strategies that may be used to address and/ or redirect common child behaviors. These strategies are intended to increase appropriate behavior by rewarding it and thereby increasing the likelihood of repetition.

This list is not meant to be exhaustive, but is rather an overview of strategies that may be implemented:

- Behavior specific praise
- Attention for positive behaviors

- Using instructions that are concise and easily understood by the child
- Allowing processing of verbal instructions
- Redirection to a different activity
- Modeling pro-social behaviors
- Reinforcing pro-social behaviors of peers
- Giving choices when appropriate

When Proactive Positive Behavioral Strategies Are Not Successful

Disruptive or inappropriate behavior is common as our little ones grow and mature. Mosaic is committed to shaping early behavior to set children up for future success in and out of the classroom. We work intensively with families to ensure that disruptive behaviors are minimized.

If a child's problematic behavior escalates to significant levels, or is consistent, Mosaic staff will contact parents promptly to develop a clear plan of action in the event that more individualized interventions and/or more one-on-one support is needed to support the child in learning more appropriate pro-social behaviors to replace and reduce challenging behavior.

At times where positive behavior management strategies are not effective enough to decrease problem behavior, our staff will develop individualized proactive and reactive behavioral strategies to address the problem behaviors. This list is in no way meant to include all possible interventions, but rather to provide samples of some that have been effective.

Nonverbal Interventions

1. **Planned ignoring** – In this intervention, the staff member ignores the inappropriate behavior of a student, at the same time reinforcing the appropriate behavior of other children. This intervention is called planned ignoring because the staff member continues to monitor the child and is prepared to reinforce the first appropriate behavior that occurs. Often, ignored behaviors will exhaust themselves and the frequency of occurrence will diminish.
2. **Proximity control** -The physical proximity of a non-threatening adult can lend support to a student who is having difficulty exhibiting appropriate behavior. In this intervention, the staff member will position their bodies in such a way that appropriate behaviors are encouraged. In some cases this intervention may involve physical contact in the form of a hand on the shoulder or some other physical expression of support.
3. **Removing seductive objects** -In setting up an area for students to use, it is important that objects that will distract the student are removed. Certain objects have a magnetic appeal, and if visible, the student will often be unable to resist the impulse to pick them up or play with them.

Verbal Interventions

1. **Pivot praise/Peer reinforcement** -This intervention praises other children for the behavior that you want the off-task student to exhibit.
2. **Modeling** - Modeling is another way of demonstrating to the off-task child the expected behavior. Modeling can be accomplished either verbally or nonverbally and involves showing or telling a student the behavior you expect. Modeling gives the student an alternative way of regaining the teacher's attention appropriately and receiving reinforcement. At times, the teacher may model the desired behavior, or another student may be asked to demonstrate the appropriate behavior.
3. **Interest boosting** -Often the teacher can re-motivate a child in a given activity by showing some genuine interest in the task. This intervention can also be used to tap a child's knowledge base (such as sports, cars, etc.) in assigning tasks or to redirect him back to the activity at hand.

4. **Hurdle help (Verbal clarification)** -This intervention is used when the inappropriate behavior is the result of frustration with the task or activity at hand. The student does not understand what to do and rather than asking for help, chooses to engage in inappropriate behavior. By assisting the child with the assignment or providing clarification of the assignment, the teacher can prevent inappropriate behavior.
5. **Restructuring** - Sometimes it is helpful for the staff member to change either the activity the student is assigned or the location where he is working. By modifying the task it is often possible for the student to continue working successfully.
6. **Changing the scheduled activity** -At times, it is obvious that a scheduled activity is not appropriate for the activity level of the group. By maintaining awareness and consideration of the group's needs and motivations in the moment, Staff can maximize student engagement and learning.
7. **Support from routine** - Students feel more secure and comfortable in a structured setting. A daily schedule that is routine and predictable is essential for preventing misbehavior.
8. **Direct appeal to values** - Sometimes a staff member can return a student to appropriate behavior by appealing to certain values the student may have internalized. Some relationships the staff member may use are: the relationship the staff member has with the child, appealing to reality consequences, and awareness of peer's reactions.
9. **Problem-solving** -This intervention is useful when the staff member feels that it might be helpful to speak with the student individually about the problem that is interfering with the student's ability to work on-task. It is often possible to avoid off-task behavior by identifying a solution to a particular problem area.
10. **Break from the activity** -If a student's behavior becomes so disruptive that it is difficult to manage within the classroom setting, then a short break from the activity can often be used successfully. In this intervention, the student is requested to move to a more isolated part of the classroom, or in some" cases removed from the classroom. The break period will be appropriate to the age of the child. To be successful, the following guidelines are suggested:
 - a. Break from the activity occurs only after the student's behavior exceeds a limit that has been clearly stated and after one or more other interventions have been tried.
 - b. Break periods occur with emotional control on the part of the staff member rather than exasperation.
 - c. A break is presented to the student as a constructive aide to learning rather than as a punishment.
 - d. A break from the activity involves a specified period of time allotted for de-escalation rather than open-ended exclusion from activity.
 - e. Once the break period of time has passed, the student immediately returns to the activity or classroom without holding grudges, or attempting to get him to "promise to be good from now on."
 - f. When the student returns to the activity, every effort is made to select a task that has a very high probability of interest and success. Also, the child is immediately eligible to receive reinforcement for appropriate behavior.

** Mosaic does not use any form of corporal punishment.*

Urgent Action Plan (UAP)

If deemed necessary a UAP will be utilized to address concerns from a child's team regarding how to respond to problem behaviors. Urgent Action Plans will be individualized to meet particular child needs and will be implemented to decrease the identified problem behaviors. Parents will be notified and consulted with prior to development of a UAP. Depending on the situation, some of these strategies may be omitted or substituted:

1. Documentation of problem behaviors and consequences
2. Parent/teacher conference followed by a parent/staff/Director or Assistant Director conference.
3. Development and implementation of Behavior Treatment Plan (BTP) (additional fees will apply).
4. Requirement for a "shadow" to accompany the child and provide specialized services while at school (additional tuition/fees will apply).

5. Recommendation of psychological consultation (additional fees will apply).
6. Recommendation of psychiatric consultation/medication management through an approved Keystone provider. An approved list is available upon request.

An Urgent Action Plan would be subject to review by the Director.

Matrix of Services and Required Behavioral Support

Students at Mosaic will be thoroughly observed and evaluated to determine the most appropriate level of classroom support needed for each child. As part of the evaluation process, each student will be assessed across four domain areas: Curriculum and Learning, Independent Functioning, Behavioral Needs, and Health and Communication. Each domain will be scored with a number rating and the individual domain ratings will be combined and averaged to determine an overall rating.

Based on the overall rating assigned, a required amount of behavioral and academic support hours will be determined by the Director of ABA or the Director of Academic Services. The number of hours assigned is a base level of support that the team designated for the child to be successful in a Mosaic classroom. Failure to have a child staffed with this required number of hours will be cause for Mosaic administration to suspend enrollment until it can be determined if Mosaic is an appropriate academic environment for the student.

A student's matrix score will be reviewed every quarter by the student's case manager, classroom teacher, and Mosaic administration. If a student's matrix score changes in any domain, parents will be notified via email and a meeting will be scheduled for the student's team to discuss reasons for the changes.

If crisis behavioral support is needed for any child at Mosaic, regardless of matrix score, the student's parents will be billed accordingly and responsible for payment to Keystone Behavioral Pediatrics for support used.

Student Expulsion

Mosaic reserves the right to terminate a child's enrollment in the child development center if their child, in the judgment of Mosaic's professional staff, presents a danger to him/ herself or others. Parents also understand that if the parent or guardian of the child and Mosaic staff cannot come to mutual agreement of procedures and policies for behavior management, Mosaic reserves the right to discontinue the child's enrollment in the school.

When children enter Mosaic Day School, it is understood that parents agree to support all rules of the school as outlined in this Parent Handbook. In situations involving repeated violations of center rules, or if at any time a child's influence is considered harmful, or his/ her presence in the center is regarded as undesirable, the school reserves the right to require withdrawal. Every effort will be made to avoid discontinuing a child's enrollment in the school.

The following are grounds for expulsion:

- Failure of the parents to cooperate with the school's policies.
- Failure by the parents to provide health forms and other paperwork required for enrollment, including any applicable developmental information or assessments.
- Excessive absenteeism and/or tardiness (VPK program only).
- Ongoing noncompliance/parent disagreements regarding Mosaic's sick policy.
- Physical or emotional problems that require excessive one-on-one staffing.
- Ongoing behavioral problems that are disruptive to the classroom atmosphere and other students.

- Inability of the school to meet the apparent needs of the child, as determined by the team.
- Parent's disrespectful behavior toward other parents, children, teachers, administrators, or other staff.

Parent Responsibilities

Parents agree to cooperate with educational services in the following ways:

- Attend parent meetings when requested by Mosaic's Director.
- Complete homework with the child as recommended by the team.
- Generalize skills taught in Mosaic to different environments including home and the community.
- Encourage the child to demonstrate appropriate behavior at home, at school, and in the community.
- Alert the school if there are any significant changes in the child's health or well-being that affects his/ her ability to perform in school or during therapy sessions.
- Alert staff of any medication changes or new interventions.
- Notify administration of changes to custody arrangements.

Standards of Ethical Conduct

Mosaic values the worth and dignity of every person, the pursuit of truth, devotion to excellence, acquisition of knowledge, and the nurturing of democratic citizenship. Essential to the achievement of these standards are the freedom to learn and teach and the guarantee of equal opportunity for all. Our primary concern is the student and the development of his/her potential. Employees will therefore strive for professional growth and will seek to exercise the best professional judgment and integrity.

Concern for the child requires that our staff:

- Shall make all reasonable efforts to protect the child from conditions harmful to learning and/or to the child's mental and/or physical health and/or safety.
- Shall not unreasonably restrain a child from independent action in pursuit of learning.
- Shall not unreasonably deny a child access to diverse points of view.
- Shall not intentionally suppress or distort subject matter relevant to a child's academic program.
- Shall not intentionally expose a child to unnecessary embarrassment or disparagement.
- Shall not intentionally violate or deny a child's legal rights.
- Shall not harass or discriminate against any child or family on the basis of race, color, religion, sex, age, national or ethnic origin, political beliefs, marital status, handicapping condition, sexual orientation, or social and family background and shall make reasonable effort to assure that each child is protected from harassment or discrimination.
- Shall not exploit a relationship with a child for personal gain or advantage.
- Shall keep in confidence personally identifiable information obtained in the course of professional service, unless disclosure serves professional purposes or is required by law.
- Shall remain aware of the importance of maintaining the respect and confidence of colleagues, children, parents, and the community. Employees of our center must display the highest degree of ethical conduct.

Classroom personnel are required to complete training on Shaken Baby Syndrome and abusive head trauma within their first 30 days of employment. Video recording cameras that are monitored throughout the day are installed in all classrooms. Mosaic will immediately terminate the employment of any person who engages in abusive treatment of a child whether or not that abuse results in injury.

Reporting Misconduct by Staff and Administrators

All employees and administrators have an obligation to report misconduct by instructional personnel and center administrators that affect the health, safety, or welfare of a student. Examples of misconduct include obscene language, drug and alcohol use, disparaging comments, prejudice or bigotry, sexual innuendo, cheating or testing violations, physical aggression, and accepting or offering favors. Reports of misconduct of employees should be made immediately to the Director. They will then assist in reporting to the Florida Department of Children and Families' abuse hotline, on the single statewide toll-free telephone number **1-800-96-ABUSE (1-800-962-2873)**. **TDD (Telephone Device for the Deaf): 1-800-453-5145.**

Adults Working in Our School

Adults employed by Mosaic:

- Must maintain professional standards of confidentiality about anything seen or heard within the center.
- Shall discuss concerns regarding the care of a child, especially if the adult does not feel they know the child's circumstances well enough to make a judgment about procedure, with the Director or child's team who will have greater knowledge of the child, at an appropriate place and time.
- Shall adhere to and enforce the center's procedures for the taking of and use of photographs and video recording in school.
- Shall not give out any child's personal information over the telephone until the validity of the request has been ascertained via a returned call.
- Shall never give unconditional confidentiality.
- Shall refer any information that leads them to believe there is a child protection issue to the Director.
- Shall be sensitive when discussing an individual child's behavior in the presence of the child or peers.
- Shall not enter into detailed discussion about a child's behavior or academic progress with other children or their parents.
- Shall encourage children to be open with their parents/teachers.

Tuition and Payment Policy

All fees and tuition payments are due on the dates indicated on the Tuition Agreement Contract and monthly statements. If these dates fall on a weekend or holiday, payments are due on the next business day.

Payment of the initial admission application fee is a one-time event and remains valid until the child is enrolled. Registration fees are payable yearly. All application and registration fees are non-refundable.

There are three basic types of payment schedule agreements:

- A) Paid in full for the enrollment period;
- B) Automatic monthly payment/ACH, Tuition Express management system;
- C) Monthly payment by check or money order. Cash payments will not be accepted.

Tuition checks should be mailed to the school in time to be received by the due date. Mosaic is not responsible for postal delays. Parents may turn in payment at the reception desk. Payments should not be given to classroom staff to deliver. Staff will not be held responsible for delivering money to the office.

Financial questions should be directed to the Billing Office: 904-619-6071 or Billing@KeystoneBehavioral.com.

Financial questions related to school tuition: 904-619-6071 ext 139 or contact the school coordinator.

Returned Checks

If a check is returned “Non-Sufficient Funds” or “Uncollected Funds,” the family will be assessed a penalty fee of \$25.00 per occurrence. In the event of two or more checks returned NSF or UF, future payments must be made by cashier’s check, money order, or credit card.

Overdue Payments

Parents are responsible for knowing when their payments are due. All fees and tuition payments must be current for a child to be allowed to attend the program. Additionally, a credit card authorization form must be submitted for each child regardless of the selected payment schedule agreement. In the event that payment is not received by the due date, the monthly payment will be electronically withdrawn from the authorized account.

Withdrawal Procedures

Mosaic requires families to sign up for childcare for a minimum of one month at a time (not including before/aftercare). In the event you wish to withdraw your child, you must submit written notice to Mosaic’s administration at least 30 days prior to your child’s last day. Failure to submit timely notice may result in additional charges. Withdrawal dates can be on either the 15th of the month or on the last day of the month. Withdrawal during any other time of the month will result in fee adjustment to the closest date, provided that that date has not already occurred.

There will be a seven (7) day grace period (to include weekends and holidays) for submitting payments. A late fee of 2% will be added if the payment has not been received by that time. For any payment that is not received within 30 days of the due date, interest at a rate of 12% per annum compounded monthly will be calculated from the initial due date of such payment.

Any child whose account becomes one month past due is subject to exclusion from the program until the outstanding balance is paid. In the event that it becomes necessary or proper for Mosaic to bring any action for the collection of tuition, extended care fees, back fees, etc., or to consult or place your account with an attorney concerning the payment of money owed, the parent agrees in each and any such case to pay Mosaic’s fees for collection, including, but not limited to reasonable attorney’s fees (whether incurred out of court in collection, in court, or appeal, etc.), court costs, interest, and any fees charged by third parties.

PARENT HANDBOOK ACKNOWLEDGEMENT

I, the parent/guardian of _____, have read and reviewed Mosaic Day School's Parent Handbook. Since the information contained in the handbook is subject to change, I acknowledge that revisions may occur throughout the school year. All such revisions will be communicated through parent group emails and memos sent home with my child. I concede that revised information may supersede, modify, or eliminate existing policies and programs. I understand that it is my responsibility to comply with Mosaic Day School policies contained in the Parent Handbook.

Please initial to confirm reading and understanding specific policies outlined in the handbook related to:

_____ Attendance

_____ Late Pick-Up

_____ Illness

_____ Conduct and Discipline

_____ Required Behavioral Support

_____ Reporting Misconduct by Staff and Administrators

Parent, Legal Guardian (print)

Parent, Legal Guardian (sign)

Date