



Welcome to Bright Horizons at Palo Alto

What to Expect

At Bright Horizons at Palo Alto, your child will be safe, well cared for, loved and supported by our skilled teachers. Our carefully crafted back-up care program is there for every step, with age appropriate programs to encourage curious, happy, and confident children at every age and stage.

Our center has been welcoming families since 2000 for their back-up, school vacation, and summer care. Throughout the year we offer virtual family information sessions and workshops, themed program weeks, and many other events for children from 8 weeks to 12 years of age.

Watch our virtual tour: [Step Inside Our Center](#)

If you would like a virtual visit prior to care, we would be more than happy to schedule one at your convenience; our center administrative team can be reached at 650-493-3777 or paloalto@brighthorizons.com.

Health & Safety

Bright Horizons is trusted by parents around the country to care for their children. We've implemented enhanced COVID-19 safety protocols to ensure that all of our health and safety practices in every center are informed by guidance from the CDC and state and local municipalities, and have the well-being of children, families, and staff at their core.

Enhanced Operating Protocols

- ▶ Nonessential visitors are not permitted in the center
- ▶ Posted health notice restricting entry
- ▶ Drop-offs/pick-ups are restricted to the lobby or outside the center
- ▶ Reduced class sizes – determined with reference to applicable local guidance
- ▶ Consistent groupings in separate classrooms
- ▶ Outdoor time limited to one group at a time, with limited back-to-back use of the play area

Enhanced Health and Hygiene Protocols

- ▶ Daily temperature and health check conducted on arrival
- ▶ Social distancing is practiced as much as possible
- ▶ Bright Horizons staff wear face masks/coverings
- ▶ Frequent cleaning and disinfecting of high-touch surfaces, toys, and laundered items
- ▶ Enhanced COVID-19 exclusion policy restricting center access in the event of a suspected or known exposure

What to Bring

Enrollment Forms & Health Records

Prior to care, we are required to obtain additional information about your family. Many of the forms are available on our Back-up Care portal: backup.brighthorizons.com/account/login, and will need to be provided along with child's health and immunization records.

Meals & Snacks

Children in our care are provided a morning and afternoon snack consisting of a fruit, vegetable, protein or carbohydrate and whole milk. Lunch items should be brought in from home ready-to-serve and stored in a bag with ice packs, as needed. *Please note, our center is a nut safe environment and we ask for you to not pack any nut items (including coconut and items made processed in a facility with nuts) for your child.* In our infant classroom there is a fridge available for bottles; all bottles are to be prepared at home and will be warmed using a water bath method.

Items From Home

- ▶ Spare clothing
- ▶ Diapers and wipes (*as needed*)
- ▶ Crib sized sheet and blanket for rest time
- ▶ Favorite toy, book, etc. to ease the transition or for rest time
- ▶ Ready-to-eat lunch and bottles (*as needed*)



Center Location

Our center is located in Palo Alto Square off El Camino Real, Building 3. There are parking spaces directly in front of our building entrance for drop off and pick up.

We are located in Suite 110; there is a buzzer to your right hand side wall that will alert our staff that you are at the center door.

Our Staff



Michelle, Center Director

I am given the opportunity to interact and impact the children, families and staff. I love to help each person grow and learn while learning from them as well. I enjoy the wonder, fun & curiosity that children bring each day.

.In education since: 1998

Our Teaching Staff

Our teachers are the heart of our program — people with the skills, passion, and dedication to make early education their career. They are experienced and dedicated professionals who meet strict certification requirements. By focusing on children’s unique interests, these talented educators work alongside children to support today’s big milestones and tomorrow’s success.

We support them with our own award-winning training, as well as learning opportunities to further advance their careers and skills through training, certificates, and college degrees.

Bright Horizons at Palo Alto

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For *Bright Horizons Back-up Care*™ reservations

- ▶ **Visit** | backup.brighthorizons.com
- ▶ **Call** | 877.BH.CARES (242-2737)
- ▶ **Download** | Search “Bright Horizons” in the App Store/Google Play to find our app

