



# Welcome to Bright Horizons at Palo Alto

## What to Expect

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

### [View our virtual tour!](#)

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

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](mailto:paloalto@brighthorizons.com).

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## 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.

### **In response to the ongoing challenges of COVID-19, we are practicing the following enhanced protocols at our centers:**

- ▶ Daily health checks required prior to care, which must include a temperature check of each household member to ensure that no one in the household has a fever. Anyone with symptoms, or known exposure, will be excluded.
- ▶ Only essential or authorized visitors permitted inside
- ▶ All staff in the center wear masks. Parents can choose to wear masks during drop off and pick up.
- ▶ Children 2+ strongly recommended to wear masks
- ▶ 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
- ▶ All staff members strongly encouraged to be vaccinated or undergo weekly COVID-19 testing

# 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](https://backup.brighthorizons.com/account/login), and will need to be submitted along with your child's health and immunization records.

## Meals & Snacks

Preschool & school-age children in our care are provided a morning and afternoon snack consisting of a fruit or vegetable, protein or carbohydrate, and either 1% milk or water. 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 you not to 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 drop-off 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 3-110; there is a buzzer to the right hand side wall that will alert our staff that you are at the center door.

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# Our Staff



## Leah, Center Director

I love Bright Horizons because I am proud to be part of the Early Childhood Education Community that shapes the future generation. Being in my role also provides me an opportunity to partner with families in nurturing their children in all aspects of their development, and inspire other educators in the Early Childhood field.

In education since: 1997

## 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. Through *Discovery Driven Learning™*, our teaching and learning framework, these talented educators focus on children’s unique interests while supporting today’s big milestones and tomorrow’s success. We support our educators 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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CA Lic #: 434404364; 434404365 & 4334404366

For *Bright Horizons Back-up Care™* reservations:

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

