

Pillar Cowork Child Care

Family Handbook

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This handbook is intended to familiarize family members with current Pillar Kids policy, practices and standards. An electronic version (PDF) of the handbook is available on our website at www.pillarcowork.com. A print copy of the handbook is available upon request. Pillar reserves the right to revise its policies, practices and standards as deemed appropriate by the Director. Family and staff members will be notified of updates to the handbook as they occur.

What is Pillar Child Care?

Pillar Cowork is a state-of-the-art coworking and event space, designed to cater to the needs of the local community. Our target customers include remote workers, start-up companies, and other individuals in need of shared office space. As an added feature, we offer regular or on-demand childcare services for our members who need it. At “Pillar Kids”, we provide a premium childcare experience as we care for, interact, and provide developmentally appropriate activities for children.

Program Goals

- ★ To provide appropriate learning experiences through play-based activities that are child-led and teacher supported. These activities contribute to the needs of children in all areas of development: socially, emotionally, physically and cognitively.
- ★ To recognize every child as being “unique”, valuing their emerging ideas and individual efforts, along with their need to learn, explore and discover at their own pace.
- ★ To support the development of a positive self-image, a sense of self-worth and self-direction.
- ★ To provide support to busy working families that allows them to focus on their personal and professional goals.
- ★ To serve our community by providing a clean, comfortable workspace and excellent onsite-childcare.
- ★ To keep families close to each other during the “first five” formative years.

Our Philosophy

Our program’s operations and interactions are guided by the National Association of Education for Young Children (NAEYC) [Code of Ethical Conduct](#). At Pillar we realize that the first five years are formative and crucial in your child’s development. That’s why we are committed to providing the environment, resources, structure, and support young children need that allow them to grow.

We work with parents to help children feel secure and welcome at Pillar. Our goal is to provide positive social experiences for children and to provide quality supervision while parents work in a separate area at Pillar.

Our Curriculum Approach

We follow a play-based, emergent curriculum that allows children to explore and find areas of interest. To inform the curriculum, teachers observe what children are interested in and help them continue to explore by providing more materials and activities related to interests. Our teachers guide children by asking questions, and

encouraging children to explore concepts that build upon prior knowledge.

It is our goal to represent a broad range of interest areas in our classroom, by providing the following areas to explore:

- o Library/Literacy
- o Dramatic Play/housekeeping
- o Blocks
- o Art
- o Large Motor
- o Music + Movement
- o Math + Manipulatives
- o Nature + Science
- o Sensory (sand, water, etc.)

Ages

We specialize in providing care for children who are 18 months – 6 years old.

Educators

Pillar Kids is led by a team of educators who are trained and experienced in early childhood education (ECE), and who have at least 12 ECE units from an accredited program. Our team remains current on CPR/First Aid training, and has access to ongoing training and educational sessions presented by early childhood education experts.

Parent Involvement and Partnership

Our goal is to maintain a level of excellence in how we care for all children at Pillar. To do so, we ask parents to partner with us by committing to:

- Bring children with clean attire and shoes on.
- Bring a small bag with one set of extra clothing and diapering supplies if applicable to your child.
- At sign-in: Assist newly potty-trained children with using the restroom. Bring children in diapers in an unsoiled diaper. Diapers may be changed in the Pillar Child Care area if needed.
- Clearly label all snacks, bottles, cups, and bags with your child's first name and last initial.
- Leave personal toys at home.
- Respect our closing time. **A fee will be charged by the minute for late pick-ups.**

Our Approach to Discipline

At Pillar we believe in teaching children by example, which gives children the

tools needed to successfully interact with others. We expect to have many teachable moments that give us the opportunity to help children understand how his/her actions affect others. To ensure a safe, non-threatening environment, physical punishment is NEVER an option. Instead teachers redirect children from difficult situations when needed. We also encourage and guide children in:

- A. Labeling Emotions: "I see you're upset, let's use your words to tell your friend how you feel..."
- B. Conflict resolution and problem solving
- C. Redirection

Technology Statement

We recognize that human interaction is essential for infants, toddlers, and young children. Furthermore, children have a natural desire to explore and manipulate the world around them. Today's world includes many technology tools and sources of interactive media that children want to explore, for example children at this stage are drawn to push-buttons, switches and controls. At Pillar, technology tools that children might use must be safe, sturdy, and not easily damaged. If technology is used, it must be in the context of conversation and interaction with an adult. This is also inline with [NAEYC's position](#) on technology and interactive media for young children.

Health & Safety

Please refer to our [COVID Health and Safety policy](#) for COVID related guidelines and protocol.

Vaccinations

In order to protect the interest and health of all children in our care, we welcome children who have received the recommended vaccinations and require proof of immunization for our records. No child will be admitted without verification of immunizations.

Sick Policy

As children develop their immune systems, they will acquire many common colds and illnesses. To decrease the spread of illnesses we encourage children to wash hands frequently, i.e., upon arrival, prior to eating and after using the restroom. In addition to help control the spread of these maladies, **parents should keep children at home** when the following occur:

- Fever (100 degrees F or above)
- Vomiting
- Wet cough
- Diarrhea
- Sore throat
- Pink eye/conjunctivitis

Children may return to Pillar only after they have been **symptom free for a minimum of 24 hours**. If your child falls ill with any of the above symptoms while under Pillar's care, parents should be prepared to take them home immediately.

Parents must notify Pillar if children contract any communicable diseases (chicken pox, pink eye, strep throat, Lice, etc.) so that we can alert others in our community.

Lice Policy

We have a no Nit (eggs) policy, which requires children with nits to remain at home. Children can return to school once they have received treatment for lice and are free of nits. Additionally, during a lice outbreak, stuffed animals, blankets, sweaters, etc. should be taken home daily.

Medications

Pillar Staff may administer prescription medication that is in the original container, bearing the original label with complete data, if the parent provides authorization in writing. Non-prescription medications (diaper rash cream, lip balms, etc.) may also be administered by Pillar staff, along with written authorization. These medications should be handed directly to staff and not stored in cubbies to avoid children accessing them. Staff will document each time that any medication is administered.

Diaper cream, sunscreen, and lip balms are considered medications. Please make sure they are stored out of children's reach (not in backpacks) and that you have provided written permission for staff to apply them to your child at school.

Injuries

In the event of a serious injury, parents will be contacted and asked to come to the child care center immediately. Parents can assess the situation and decide (1) if medical attention is needed and (2) what steps should occur, i.e. if a child should be transported to a doctor's office, hospital, or in extreme cases if an emergency vehicle should be called.

For less severe/minor injuries, teachers will complete an incident report describing the situation for parents' knowledge. Report will document details of the situation and resulting outcomes/actions taken to resolve the incident.

Note: The Director and at least one teacher in each classroom hold current certifications for CA Child Care Pediatric First Aid; Adult, Child, and Infant CPR; and CA Child Care Preventative Health & Safety.

Child Abuse

Please be aware that all individuals who work in a professional capacity with children are “legally mandated reporters”. That means that Pillar staff are required by law to report to the Children’s Services Division of the Department of Social Services any specific symptoms or statements that indicate a reasonable suspicion of physical abuse, neglect, or sexual abuse.

Oversight of Pillar Kids

Parents are encouraged to bring to the Program Director’s attention any concerns they may have about the Pillar Childcare Program. Pillar is licensed by the State of California and according to the regulations of Title 22, parents have the right to call or write to the licensing agency regarding Pillar or the treatment of their child at Pillar.

Department of Social Services
Community Care Licensing
Bay Area Office District
1515 Clay Street, Suite 1102
Oakland, CA 94612-1413
844-538-8766

Emergency Procedures

In the event of an emergency or disaster, Pillar Kids teachers will gather the children and guide them to safety. In the event of an evacuation, staff will use the emergency exits in the child care area to safely exit from the building. Parents should follow the evacuation procedure in the coworking space and retrieve his/her child outside of the building. Pillar is equipped with fire alarms and extinguishers throughout the childcare and coworking space.

Logistics

Hours

Pillar Childcare is open from 8:30am to 4:30pm Monday through Friday. Children usually attend 9-12pm for mornings or 8:30-4:30pm (full-time).

Pillar Child Care observes major federal holidays and weekends.

Children who are enrolled full-time have priority access to the facility; however, children with part-time memberships, as well as drop-ins are welcome (given space availability).

Pillar child care area is also available for rental on weekends for special events (ex: birthdays, team parties etc.).

Attendance

If your child will be out of school on a particular day or days, or if your child falls ill, please notify the school so the teachers can plan accordingly. Tuition is not refunded for days of school missed.

Drop-off and Pick-up

Arrival

To minimize disturbances in the coworking space, we ask that families entering/exiting with children use the door located at 3538 Golden Gate Way.

Upon arrival, parents must sign children in with a full legible signature and time of day on our sign-in sheet. We are required by Licensing to have your signature, and **if you forget to sign in your child, you may be called back to do so.**

Your signature on the sign-in sheet is our record of which children are actually present each day. In the case of an emergency, we will rely on the accuracy of those sheets to know which children we need to account for.

Please only arrive at or after the arrival time that you agreed to on your contract. When you come before your arrival time, you may be charged an extra care fee of \$5/minute for each minute you and your child are here prior to your contracted time.

Morning Transition Time

The majority of our toddler and preschool-age children socialize and participate best when not feeling divided between the parent and teacher. Therefore, in most instances, we ask that parents leave after a short (10-min) “settling time”. Every child and parent handles separation in his or her own way and we will work with you in the process. We always treat transitions with sensitivity and kindness.

Departure

Always sign your child out on the sign-in/out sheet. Use your full name and include the time of day.

Please be prompt when picking up your child, and assist your child in making a timely departure. Teachers use the time immediately after the children leave for clean-up and meetings to prepare for the next day. Late pick-ups are disrespectful of the teachers' needs, and also difficult for children, who can get distressed as they wait for late arriving parents.

In the event that you will be more than a couple of minutes late, please call the school and let us know. We will prepare your child for the unexpected delay.

A late charge of \$5 per minute will be assessed for every minute a parent is delayed in picking up his or her child.

Authorized Persons

Whenever someone other than a parent or regular caregiver needs to pick up your child, you must put that person on the Authorized Pick-up List in your child's file. If the pick-up person is not on the authorized list, we will need verbal confirmation from you (i.e. phone call or speaking with a teacher). We cannot release your child to anyone if you have not left a note or included him/her on your authorized person list.

Frequent Late Pick-ups

Frequent late pick-ups (more than 5 minutes late, more than 3 times in a month) is considered a serious breach of Pillar Kids policies and can result in the termination of a child's enrollment.

Bathroom/Toilet Learning

Children do not need to be potty trained to attend Pillar. At Pillar we believe potty training should not be rushed and is largely dependent on the child's physical and psychological readiness. We will work with your family to support your potty training efforts to the best of our ability.

Children In Training/Transition

Children in the process of toilet training must wear pull-ups while at Pillar. No regular style training pants or underwear will be used until your child maintains 2 continuous weeks of bladder/bowel control. If your child regresses, i.e. has more than 2 accidents in a week, we will ask for them to return to pull-ups and re-assess after a 2 week period.

Children being potty trained (including those in pull-ups) will be directed to the restroom, where staff will provide assistance as needed. Children who are able to use the restroom unassisted may do so at any time.

Children In Diapers

Our teachers perform diaper checks and changes every hour, or more frequently if the teacher notices a soiled diaper. If children wear diapers or pull-ups, parents should ensure there is an ample supply for the child while they are at Pillar.

Food and Snacks

Parents should provide healthy snacks and lunches from home for children. All food should be suitable for self-feeding by child. Please **only bring snacks and lunches that are FREE of any nut products, popcorn, gum or candy.** All Cups, bottles, or snacks must be labeled. *Parents should inform staff of any allergies and specify the allergy and severity.*

Daily Schedule



8:30 am Arrival. Greetings. Free play.
9:15 am Diapering, toileting (as needed).
9:45-10 am Circle time with song + dance.
10:00-10:30 am Washing hands, Individual snack time. Diapering, toileting all children.
10:30-11:00 am Outdoor free play.
11:00-11:30 am Small group activity/free play.
11:30-12:00 pm Washing hands, Lunch. 12:00pm Pick up for morning children.
12:30-2:30 pm Nap/Rest Time.

2:30-3:00pm Diapering/toileting as children awake. Free play.
3:00-3:15 pm Afternoon Snack.
3:15-4:30pm Free play time. Pick-up time.

Tuition and Membership Packages

We provide tiered childcare package options to allow families to pick the membership option that's right for them. **All packages include childcare hours plus access to the coworking space for parents while children are in our care.** Tuition is billed automatically on the 1st of each month by Pillar Cowork. Package options include:

- **Platinum \$1800/month for preschoolers and \$2200/month for toddlers -** Includes_care Monday - Friday from 8:30-4:30 pm.
- **Gold \$1050/month for preschoolers and \$1300/month for toddlers-** This package includes care Monday - Friday from 8:30-12:00 pm.

To streamline scheduling, families must select one membership plan per school year, August - May. This enables us to plan high quality programming and maintain safe adult to child ratios throughout the year. This means:

- We ask families to confirm their desired package for the duration of each school year, i.e. August - May.
- During the school year, we will accommodate up to one plan change request, space permitting.
- Families may request day/time changes within each month. We are happy to accommodate these requests, space permitting.
- During the summer months of June and July we will have summer camps and allow families to change plans month-to-month, space permitting.