



# 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](http://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.

### **Groups at Pillar's Preschool**

Pillar's Preschool is divided into three groups to provide children with age-appropriate activities and foster increased independence as they grow:

#### *Toddler Group (18 months - 2.5 years old)*

- At this age toddlers often engage in parallel play, where they play in proximity to, but not with, their peers. They are still learning the concepts of sharing and taking turns, and learn a lot by observing their peers.
- Toddlers are curious and eager to explore their surroundings.
- Activities for toddlers focus on learning routines, self-help skills, sensory play, language development, and physical skills.

#### *Transitional Toddler Group (2 - 3.5 years old)*

- Transitional toddlers are becoming more independent and are eager to learn new things.
- Activities for transitional toddlers focus on language development, emotional awareness, fine and gross motor skills, cognitive development and problem-solving skills.
- Transitional toddlers are encouraged to participate in group activities and learn to

follow more complex directions.

### *Preschool Group (~3-6 years old)*

- Preschoolers are active and imaginative learners who are ready to explore the world around them.
- Activities for preschoolers focus on supporting cognitive development in areas of math, science, and reading, as well as social and emotional development.
- Preschoolers are encouraged to express their creativity and develop their problem-solving skills.

Each group at Pillar's Preschool is designed to provide children with a nurturing and stimulating learning environment. The teachers in each group are experienced and dedicated to helping children learn and grow.

### **Group Transitions**

Children become eligible to transition from the Toddler Group to the Preschool Group once they reach the age of 2 years and 9 months. However, age is just one of the factors considered for the transition. The decision to transition a child to the Preschool Group is also based on several developmental and logistical factors:

- Space Availability: A prerequisite for transitioning is the availability of space in the Preschool Group.
- Attention Span: The child's ability to focus and engage in activities for a reasonable duration is crucial for their successful integration into the Preschool Group.
- Participation in Group Activities: The child's readiness to participate in circle time, follow teacher-led instructions, and engage in group activities are important indicators of their preparedness for the Preschool environment.
- Potty-Training Readiness: While not mandatory, a certain level of potty-training readiness/interest is preferred to ensure the child's comfort and ease of transition into the Preschool Group.

### **Individualized Assessment**

Each child's development is unique, and the transition process is individualized to meet their specific needs. The teachers and caregivers in the Toddler Group continuously observe and assess each child's development in relation to the above criteria.



## Preparing for Transitions

The decision to transition a child to the Preschool Group is made collaboratively by Pillar's teachers and the child's parents and/or caregivers. Open communication and collaboration between all parties ensure a smooth and successful transition experience for the child.

The transition process is designed to be gradual and supportive. Children may initially spend a few hours a day in the Preschool Group, gradually increasing their time as they adjust to the new environment and routine.

Parental involvement is crucial during the transition process. Parents are encouraged to communicate openly with the teachers and caregivers about their child's progress and any concerns they may have.

### 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 \$5 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

### 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**

Starting August 11, 2025, Pillar Preschool will have new operating hours for the 2025-2026 school year:

##### **Full-Time:**

- Children 2 years and older: 8:00 am - 5:00 pm
- Children 18-23 months: 8:30 am - 4:30 pm
- Monday through Friday for all students.

##### **Part-Time:**

- Ends at 12:00 pm for all ages.



Pillar Child Care observes major federal holidays and weekends. You can view our upcoming [school year calendar here](#).

### **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 send a message via Brightwheel to inform your child's teacher. 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. If the teachers do not know the individual, they must present an ID with the corresponding name at the time of pick-up. Please ensure the authorized person signs your child in/out for the day.

### **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 2 hours, 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 children. 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. Also inform staff of foods their child should refrain from eating due to religious or cultural beliefs.*



### General Daily Schedule

(exact time varies by group)

8:00 am Arrival begins. 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.
3:15-5:00 pm Free play time. Pick-up time.

### Tuition and Membership Packages

**All preschool plans include childcare hours plus access to the coworking space for parents while children are in our care. Please refer to our annual contract for tuition rates.** Tuition is billed automatically on the 1st of each month by Pillar Cowork.

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.