

TINY VINES NURSERY

PARENT HANDBOOK & PROGRAM POLICIES

LICENSING & LEGAL COMPLIANCE

Licensing & Regulatory Compliance

Tiny Vines Nursery operates as a licensed Family Child Care Home in the State of California and complies with all applicable provisions of the California Health and Safety Code and the California Code of Regulations, Title 22.

All required Community Care Licensing forms are provided to families upon enrollment and must be completed prior to a child's first day of care. Families will receive and acknowledge all state-mandated documents as part of the enrollment packet.

Parents and guardians have the right to review licensing inspection reports and related documentation. Inspection reports are available for review upon request.

Parent Rights

Parents have the right to access their child's records maintained by Tiny Vines Nursery and may request copies of documentation as permitted by law.

Parents are welcome to visit the program during operating hours in accordance with licensing regulations.

Information regarding the Community Care Licensing Division complaint process is provided in required state-issued documents included in the enrollment packet.

Non-Discrimination Policy

Tiny Vines Nursery provides care and services without discrimination in accordance with applicable federal and California state law. Enrollment and participation in the program shall not be denied on the basis of race, color, national origin, ancestry, religion, sex, gender identity, sexual orientation, marital status, disability, or any other protected characteristic.

We are committed to maintaining a safe, respectful, and inclusive environment for all children and families.

Confidentiality

All information regarding children and families enrolled at Tiny Vines Nursery is considered confidential. Records are maintained securely and are accessible only to authorized individuals as permitted by law.

Information will not be shared with outside parties without written authorization from a parent or legal guardian, except as required by law or licensing regulations.

Photographs and video documentation are handled in accordance with signed consent forms completed at enrollment.

Mandated Reporter Statement

The provider of Tiny Vines Nursery is a mandated reporter under California law. As required by law, any reasonable suspicion of child abuse or neglect must be reported to the appropriate authorities.

Mandated reports may be made without prior notification to parents or guardians. The safety and well-being of children is our highest priority.

Severability

If any provision of this handbook is found to be invalid, unlawful, or unenforceable, the remaining provisions shall remain in full force and effect.

ENROLLMENT

Enrollment Process

Enrollment at Tiny Vines Nursery follows a structured process to ensure alignment, readiness, and program fit.

Families begin by submitting an interest form. When space becomes available, families may be contacted to schedule a tour. Applications for ongoing enrollment are typically accepted only after a tour has been completed. Families seeking drop-in care may complete required enrollment documentation without a tour, subject to approval and availability.

Submission of an application does not guarantee enrollment. Enrollment offers are extended based on availability, program fit, and applicable licensing requirements.

If an offer of enrollment is extended, families have seventy-two (72) hours to accept the placement. Enrollment is confirmed only when all required enrollment forms are completed and the non-refundable enrollment fee is paid within the 72-hour window. Offers not accepted within this timeframe may be withdrawn and the space offered to another family.

Enrollment Fee

A non-refundable enrollment fee is required at the time enrollment forms are submitted following an offer of placement. This fee offsets administrative costs associated with tours, processing enrollment paperwork, record-keeping, and onboarding.

The enrollment fee is not a deposit and is not applied toward tuition. The enrollment fee is non-refundable under all circumstances.

If enrollment is terminated due to non-payment or policy violation and a family later seeks to re-enroll, a new enrollment fee will be required.

Tuition & Start Date Requirements

The first month's tuition must be paid in full prior to the child's first day of care. Care will not begin until all required paperwork has been completed and payment has been received.

Tiny Vines Nursery does not hold spaces for future start dates without full tuition payment. If a family elects to delay a confirmed start date, tuition remains due according to the agreed enrollment schedule.

Tuition options and enrollment schedules are defined by the current published tuition structure. Enrollment availability is determined by the provider based on program capacity and scheduling considerations.

Denial of Enrollment

Tiny Vines Nursery reserves the right to deny or decline enrollment at any stage of the process if required documentation is incomplete, licensing requirements cannot be met, the requested schedule cannot be accommodated, or the placement is determined not to be a good fit for the program.

Enrollment decisions are made in accordance with licensing regulations and in the best interest of the children and overall group dynamic.

TUITION & PAYMENT

Tuition Structure

Tuition at Tiny Vines Nursery is based on enrollment rather than attendance. A child's scheduled space is reserved and staffed accordingly; therefore, tuition is required regardless of absences, illness, holidays, vacation days, or scheduled closures as outlined in this handbook.

Enrollment options and rates are defined by the current published tuition schedule.

Tuition rates are reviewed periodically and may increase each calendar year to align with rising operational costs, licensing requirements, and program improvements. Families will receive at least thirty (30) days written notice prior to any rate change.

Monthly Billing & Due Dates

Tuition is billed monthly and paid in advance.

Invoices are issued on or around the 13th of each month for the upcoming month of care. Tuition is due on the 20th of each month.

If payment is not received by the 22nd, a late fee will be applied.

If tuition remains unpaid by the 1st of the service month, enrollment will be suspended and care will not be provided until the balance is paid in full.

If tuition remains unpaid by the 5th of the service month, enrollment will be terminated and the child's space will be forfeited.

Payment Methods

Automatic payments through Brightwheel are required for all enrolled families.

A 2.95% processing fee applies to credit or debit card payments. Families may elect to pay via ACH bank transfer to avoid processing fees.

All payments must be made electronically through Brightwheel unless otherwise approved in writing.

Enrollment Fee

Enrollment fees are outlined in Section II and remain non-refundable.

No Refund Policy

Tuition is not adjusted or refunded for

- Child absences
- Illness
- Family vacations
- Scheduled holidays and program breaks
- Partial attendance
- Early withdrawal without proper notice.

Tuition adjustments, if any, for extended provider illness or emergency closures are addressed at the provider's discretion and in accordance with this handbook.

Late Payment Fees

A late fee will be assessed on the 22nd of the month if tuition has not been received.

Repeated late payments may result in termination of enrollment.

Subsidy Programs

Families utilizing subsidy programs are responsible for paying any difference between program tuition and subsidy reimbursement amounts. Co-payments and parent fees remain the responsibility of the family and must be paid according to the regular tuition schedule.

Failure to maintain eligibility with a subsidy program does not relieve the family of full tuition responsibility.

Drop-In, Evening & Overnight Payments

All drop-in, evening, and overnight care must be paid in full at the time of booking in order to reserve the space.

Cancellations made at least seventy-two (72) hours in advance may receive a credit to the family's account.

Cancellations made with less than seventy-two (72) hours' notice are non-refundable.

Credits must be used within a timeframe determined by the provider.

Returned or Failed Payments

Any returned or failed payment may incur additional processing fees. Care may be suspended until payment is successfully processed.

ATTENDANCE & ABSENCES

Attendance Expectations

Regular attendance is expected in accordance with each child's enrolled schedule. Enrollment secures a reserved space in the program, and tuition is based on enrollment rather than attendance.

Parents are responsible for ensuring children arrive and depart according to their contracted schedule.

Absence Notification

Families are asked to provide advance notice for planned absences whenever possible.

If a child will be absent due to illness or unexpected circumstances, parents must notify the provider as soon as possible, and no later than the child's usual arrival time for that day.

Failure to notify the provider of an absence may result in follow-up communication to ensure the child's safety.

Planned Absences

Advance notice is requested for vacations, appointments, or other planned absences.

Tuition is not reduced or credited for planned absences, including family vacations.

Illness-Related Absences

Tuition is not adjusted or refunded for child illness, required exclusion periods, or absences due to contagious conditions.

If a child is excluded from care due to illness, tuition remains due according to the regular schedule.

Provider Vacation & Scheduled Breaks

Tiny Vines Nursery closes for scheduled program breaks and unpaid provider vacation as outlined in the annual calendar.

Tuition credits for unpaid provider vacation will be applied during the billing cycle in which the final day of the scheduled vacation occurs.

For example, if provider vacation extends from late July into early August, the tuition credit will be reflected in the August billing cycle.

No additional credits or adjustments are provided for other closures unless otherwise stated in this handbook.

Extended or Repeated Absences

If a child is absent for an extended period of time without communication or fails to attend according to their enrolled schedule, the provider reserves the right to review the enrollment agreement and determine whether the reserved space will be maintained.

ARRIVAL & DEPARTURE

Scheduled Hours & Arrival Expectations

Children must arrive and depart according to their enrolled schedule or approved drop-in reservation.

To support consistent routines and minimize disruptions to the group, families are asked to arrive no later than 9:30 a.m. unless prior arrangements have been made. If a child has not arrived by 9:30 a.m. and the provider has not received communication regarding a delayed arrival, the program may proceed with planned outings or activities.

Failure to communicate delayed arrival may result in the space being made available for drop-in care, and care may not be available upon late arrival.

Drop-in scheduling is considered on an individual basis. If a requested drop-off or pick-up time would significantly disrupt the daily schedule or previously planned activities, the provider may deny the request or ask that the time be adjusted.

Sign-In & Sign-Out

All children must be signed in and signed out through Brightwheel each day. Brightwheel serves as the official record of attendance and is used for billing purposes.

Parents or authorized adults are responsible for completing sign-in and sign-out at the time of arrival and departure.

Authorized Pick-Up

Children will only be released to individuals listed as authorized for pick-up in the child's records. Identification may be required for any individual unfamiliar to the provider.

If a parent or guardian wishes to authorize an additional individual for pick-up, written notification must be provided in advance through Brightwheel.

Late Pick-Up Policy

Children must be picked up no later than their scheduled departure time.

Late pickup fees will be assessed for any time past the scheduled pick-up time.

If a child has not been picked up:

- After approximately 5 minutes late, the provider may send a message to the parent through Brightwheel.
- After approximately 10 minutes without response (15 minutes late), the provider may attempt to call the parent directly.
- If there is no response, emergency contacts will be called.

If neither the parent nor emergency contacts respond or make timely arrangements, the provider will contact the appropriate authorities. Authorities may be contacted no sooner than approximately 30 minutes late and no later than one hour past the scheduled pick-up time without successful communication.

Repeated late pick-ups may result in termination of enrollment.

Early Drop-Off Policy

Children enrolled in contracted AM Extended Care may arrive as early as 7:30 a.m.

Children who are not enrolled in AM Extended Care may not arrive before their scheduled start time. If a child arrives prior to 8:00 a.m. without an extended care agreement in place, an early drop-off fee will be applied.

No children will be accepted prior to 7:30 a.m., unless the child is already present due to scheduled overnight care.

Repeated early arrivals without prior arrangement may result in required enrollment in AM Extended Care or review of the family's enrollment agreement.

CLOSURES & PROVIDER TIME OFF

Scheduled Holidays

Tiny Vines Nursery observes the following paid holidays. The program will be closed on these days, and tuition remains due:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Eve
- Thanksgiving Day
- Black Friday
- Christmas Eve
- Christmas Day
- New Year's Eve

If a holiday falls on a weekend, it may be observed on the closest weekday.

Scheduled Program Breaks

Tiny Vines Nursery closes annually for the following scheduled breaks:

- Spring Break – One week (paid)
- Winter Break – Two weeks (paid)
- Summer Vacation – Two weeks (unpaid)

Dates for scheduled breaks and vacation will be published in advance on the annual calendar.

Tuition credits for unpaid summer vacation will be applied during the billing cycle in which the final day of the scheduled vacation occurs.

No additional credits or adjustments are provided for paid holidays or scheduled paid breaks.

Administrative Closure Days

Tiny Vines Nursery is closed on the second Monday of each month for administrative planning, program maintenance, and professional responsibilities.

These administrative closure days are paid and tuition remains due.

Early Closures

On occasion, the program may close up to two (2) hours early due to appointments, professional obligations, or unforeseen circumstances. Families will receive advance notice whenever possible.

Early closures do not result in tuition adjustments.

Provider Illness or Emergency Closure

In the event of provider illness or emergency circumstances requiring closure, families will be notified as soon as reasonably possible.

If a provider illness or emergency closure extends beyond five consecutive business days, tuition credit will begin on the sixth consecutive closure day and will apply to each additional consecutive closure day thereafter.

Any tuition credit:

- Will be applied to future tuition only
- Is non-refundable
- Does not apply to isolated or non-consecutive closure days

The provider reserves the right to determine when a closure qualifies as extended under this policy.

Emergency & Weather Closures

Tiny Vines Nursery may close due to unsafe conditions, natural disasters, power outages, hazardous air quality, or other emergency circumstances that impact the safety of children in care.

Tuition remains due for emergency closures unless otherwise determined by the provider.

HEALTH & ILLNESS

Daily Health Check

A brief health check is conducted upon arrival each day. If a child appears unwell, unusually fatigued, uncomfortable, or unable to participate in routine activities, the provider may determine that the child cannot remain in care. If a child arrives ill, the provider reserves the right to refuse admission for the day.

Reasons for Exclusion

A child may be excluded from care if:

- The child is not well enough to participate comfortably in routine activities.
- The child requires more care than can be provided without compromising the supervision and safety of other children.
- The child poses a risk of spreading illness to others.

These criteria are consistent with California Childcare Health Program guidelines.

Symptoms Requiring Exclusion

Children must remain home or will be sent home if any of the following occur:

• Fever

- Fever accompanied by behavior changes or other symptoms such as sore throat, rash, vomiting, diarrhea, or earache.
- Any fever in an infant under 4 months must be medically evaluated.

Children must be fever-free for at least 24 hours without fever-reducing medication before returning.

• Vomiting

- Two or more episodes of vomiting within a 24-hour period.

Children must be vomit-free for at least 24 hours before returning.

• Diarrhea

- Runny, watery, or bloody stools that cannot be contained in a diaper
- Accidents in a toilet-trained child
- Stool frequency significantly above the child's typical pattern

Children must be diarrhea-free for at least 24 hours before returning.

• Severe or Concerning Symptoms

Immediate exclusion and possible emergency response may occur if a child has:

- Difficulty breathing
- Uncontrolled coughing or wheezing
- Severe abdominal pain
- Continuous crying that cannot be consoled
- Unusual lethargy
- Rapid worsening of symptoms

Emergency services will be contacted when necessary.

• Contagious Conditions

Children must remain home until medically cleared or treated as appropriate for:

- Strep throat (24 hours after treatment begins)
- Impetigo (24 hours after treatment begins)
- Scabies (24 hours after treatment applied)
- Thick eye discharge until evaluated by a healthcare provider
- Mouth sores with drooling until evaluated by a healthcare provider
- Any condition identified by the local health department as contributing to an outbreak

Conditions That Do Not Automatically Require Exclusion

The following conditions alone do not require exclusion unless accompanied by other concerning symptoms:

- Common cold symptoms or runny nose
- Mild cough without respiratory distress
- Fever without behavior change
- Rash without fever or behavior change
- Clear watery eye discharge without redness or pain

Final determination of participation rests with the provider, consistent with health guidance.

Illness During Care

If a child becomes ill during the day:

- Parents will be contacted and must arrange pick-up within one (1) hour.
- The child will remain supervised and separated from close contact as much as possible until pick-up.
- Toys and surfaces will be sanitized.
- Symptoms and actions taken will be documented.

Return to Care

Children may return when:

- They are symptom-free for at least 24 hours without medication (unless otherwise specified).
- They are able to participate comfortably in normal activities.
- They do not require more care than can reasonably be provided.

A doctor's note may be required at the provider's discretion if symptoms persist or diagnosis is unclear.

HEALTH & ILLNESS

Emergency Situations

Emergency medical services (9-1-1) will be contacted immediately if a child:

- Is unresponsive or decreasing in responsiveness
- Has difficulty breathing
- Has a seizure for the first time
- Has blue, gray, or purple lips or skin
- Vomits blood
- Has a severe head injury
- Exhibits signs of severe illness

Parents will be notified immediately in all emergency situations.

Tuition & Illness

Tuition is not adjusted for illness-related absences or required exclusion periods.

MEDICATION & MEDICAL NEEDS

Medication Administration

Medication will be administered at Tiny Vines Nursery only when necessary and when all required documentation is provided. Whenever possible, medication should be given at home.

A child may remain in care while receiving medication if they are otherwise well enough to participate in daily activities.

Required Authorization

All medications — prescription and nonprescription — require:

- Written parental authorization
- Clear written instructions
- The child's name on the medication container
- Medication in its original container

Prescription medications must include pharmacy labeling with dosage and instructions. Nonprescription medications must be administered according to the product label directions.

If written instructions conflict with the label, clarification from a medical provider will be required before administration.

Emergency Medications

Tiny Vines Nursery may administer prescribed emergency medications, such as:

- Epinephrine auto-injectors (EpiPen®)
- Glucagon
- Prescribed anti-seizure medication

These medications must be:

- Prescribed to the child
- Provided by the parent
- Properly labeled
- Accompanied by written authorization and medical instructions

Tiny Vines Nursery does not maintain stock emergency medications.

If emergency medication is administered:

- 9-1-1 will be called immediately
- Parents will be notified as soon as possible
- Required incident documentation will be completed

Emergency response will never be delayed.

Ongoing Medical Needs (Incidental Medical Services)

If a child requires ongoing medical services beyond routine oral or topical medication, the following are required:

- Written physician's orders
- Written parental authorization
- Any necessary medication, equipment, or supplies
- Required training for the provider

The provider reserves the right to determine whether medical needs can be safely met within the setting of a small, home-based child care program.

Storage & Documentation

All medication will be stored securely and out of reach of children. Refrigerated medication will be stored appropriately.

Each administered dose will be documented, and parents will be informed of medication given during the day.

Expired or discontinued medication must be promptly removed and returned to the parent.

Medication Errors or Reactions

If a medication error occurs or a child experiences an adverse reaction, parents will be notified immediately and appropriate medical guidance will be sought.

ACCIDENTS, INJURIES & EMERGENCY RESPONSE

Minor Injuries

Minor bumps, scrapes, and bruises are a normal part of early childhood development as children learn to move, explore, and develop coordination.

If a child experiences a minor incident that does not result in visible injury, persistent crying, or concerning symptoms, immediate notification may not be necessary. When appropriate, families may be informed at pickup.

Basic first aid supplies are maintained on site at all times.

Documented Incidents

Parents/Guardians will be notified the same day of any injury or incident involving:

- Visible marks, swelling, or bruising
- Head impact with visible injury or concerning symptoms
- Persistent or inconsolable crying
- Biting incidents
- Falls from elevated surfaces
- Any injury requiring first aid beyond basic comfort measures

Incidents meeting documentation criteria will be recorded and shared with the parent/guardian.

Serious Incidents & Licensing Reporting

Tiny Vines Nursery complies with California regulations regarding the reporting of unusual incidents and serious injuries.

An Unusual Incident/Injury Report will be completed and submitted to Community Care Licensing within the required timeframe when applicable.

Parents/Guardians will be notified immediately if:

- Emergency medical services are contacted
- A child requires medical treatment beyond basic first aid
- An incident meets state reporting requirements

Emergency Medical Response

If emergency medical care is required:

- 911 will be contacted immediately.
- First aid will be provided within the scope of certification.
- Parents/Guardians will be notified as soon as it is safe to do so.

Transportation for emergency medical care is provided by Emergency Medical Services (EMS). Tiny Vines Nursery does not transport children for medical treatment.

All costs associated with emergency medical services or treatment are the responsibility of the parent/guardian.

Emergency Contact Information

Emergency contact information for each child must remain current at all times. Families are responsible for promptly updating any changes to phone numbers, addresses, or emergency contacts to ensure timely communication in the event of injury or emergency.

BEHAVIOR GUIDANCE

Philosophy of Guidance

Tiny Vines Nursery is committed to providing a respectful, developmentally appropriate environment that supports emotional growth and social learning.

We believe behavior is communication — particularly in infants, toddlers, and pre-verbal children. Guidance focuses on teaching skills, supporting regulation, and maintaining a safe environment for all children.

Co-regulation is a primary approach in our program. Young children rely on calm, responsive adults to help them regulate emotions. Through connection, modeling, and support, children gradually develop self-regulation skills over time.

Positive Guidance Methods

The following strategies are used to support positive behavior:

- Redirection to appropriate activities
- Modeling appropriate behavior
- Clear, consistent boundaries
- Emotional coaching and validation
- Co-regulation and calm adult support
- Problem-solving support
- Natural and logical consequences when developmentally appropriate

Expectations are consistent and tailored to each child's developmental stage.

Redirection & Emotional Regulation Support

When challenging behavior occurs, the provider will:

- Intervene calmly and immediately when safety is a concern
- Separate children if necessary
- Provide support for emotional regulation
- Teach replacement skills
- Guide children toward appropriate problem-solving

Support may include helping a child label emotions, offering sensory tools, adjusting the environment, or providing quiet space to reset.

Calm-Down Space

Time-outs are not used as punishment.

A supervised calm-down space may be used when:

- A child needs help regulating strong emotions
- Safety requires temporary separation
- A brief reset is needed before rejoining group activities

The goal is calming and regrouping — not isolation or shame.

Prohibited Practices

Corporal punishment is strictly prohibited.

This includes, but is not limited to:

- Hitting or spanking
- Shaking
- Withholding food
- Verbal humiliation, intimidation, or shaming

All discipline practices comply with California Community Care Licensing regulations.

Biting Policy

Biting is a common developmental behavior in infants and toddlers. While developmentally typical, biting is taken seriously due to safety concerns.

If a biting incident occurs:

- Immediate first aid will be provided to the injured child.
- The child who bit will be calmly redirected.
- Both families will be notified the same day.
- The identity of the other child will remain confidential.

If biting becomes repetitive:

- Patterns and triggers will be observed.
- Environmental adjustments may be made.
- Additional supervision may be implemented.
- Parents will be consulted to collaborate on strategies.

Repeated biting that poses ongoing safety concerns may result in a behavior support plan and, if unresolved, possible termination of care.

BEHAVIOR GUIDANCE

Challenging Behavior & Escalation

If a child demonstrates ongoing behavior that:

- Causes injury to self or others
- Results in persistent disruption
- Cannot be safely managed within group care

The following steps may occur:

- Documentation of behavior patterns
- Parent communication and collaboration
- Implementation of agreed-upon strategies
- Trial period for improvement
- Referral for outside evaluation when appropriate

The provider reserves the right to determine whether the program can safely meet the child's needs within licensing ratios and the limitations of a single-provider home setting.

Suspension or Termination Due to Behavior

The safety of all children and the provider is essential.

A child may be suspended or dismissed from care if:

- Behavior results in intentional injury or repeated harm to others
- Ongoing violent or unsafe behavior cannot be safely managed
- The child requires a level of individualized supervision that exceeds what can be provided in a group setting
- Parents are unwilling to collaborate in addressing concerns

Whenever possible, efforts will be made to communicate concerns and explore solutions prior to dismissal. However, immediate termination may occur if safety is at risk.

MEALS & FEEDING

Meals Provided

Tiny Vines Nursery provides all meals and snacks during regular program hours.

For enrolled children attending during standard hours (8:00 a.m.–5:00 p.m.), the following are provided:

- Morning Snack
- Lunch
- Afternoon Snack

For evening and overnight care:

- Dinner is provided to children who arrive before 6:45 p.m. (Dinner is cleaned up at 7:00 p.m.)
- Breakfast is provided at 7:00 a.m. for children staying overnight

Meals are prepared in advance based on the number of children scheduled to attend that day.

Outside Food

Outside food is not permitted unless required due to a documented medical condition or special diet.

This policy helps:

- Maintain food safety
- Prevent cross-contact with allergens
- Ensure consistency in meal planning

Parents must notify the provider in advance of any dietary restrictions or medical needs.

Food Allergies & Dietary Restrictions

Families must disclose all known allergies and dietary restrictions prior to enrollment and update the provider of any changes.

If a child has a diagnosed food allergy, a written care plan may be required.

While there are currently no known food allergies within the program, reasonable precautions will be taken when necessary to maintain safety.

Infant Feeding Policy (Under 12 Months)

Families of infants under one year of age must complete a meal and allergy introduction form prior to solid foods being served in care. The form includes documentation of exposure to common allergens and confirmation that foods have been safely introduced at home prior to being served in care.

Infant feeding progression is generally as follows:

- **6–7 months:** Bottles only, while families introduce first foods at home.
- **7–9 months:** With completed meal form, infants begin joining lunch.
- **9–11 months:** Infants typically participate in lunch and one snack (usually morning snack, though timing may vary based on sleep schedule).
- **12 months and older:** Children join the full meal schedule.

Tiny Vines Nursery follows a baby-led weaning approach. Infants are served developmentally appropriate versions of the same foods offered to older children.

Bottles & Breastmilk

Parents must provide prepared bottles or breastmilk for infants.

A bottle warmer is available to safely warm bottles or breastmilk. Bottles will not be microwaved.

All bottles must be clearly labeled with the child's name.

Food Refusal & Mealtime Expectations

Children are encouraged, but not forced, to try new foods.

We aim to create a calm and positive mealtime environment. Children are encouraged to listen to their bodies and eat according to hunger cues.

Alternative meals are not prepared for food preferences.

Celebrations & Treats

Outside birthday treats are not permitted.

If a birthday or holiday is celebrated in care, any special treats will be provided by Tiny Vines Nursery to ensure safety and consistency.

SUPPLIES & PERSONAL ITEMS

Families will receive a detailed supply list upon confirmation of enrollment. The following outlines general supply expectations.

Diapers & Wipes

Parents are responsible for providing diapers for their child.

Tiny Vines Nursery provides wipes (currently a sensitive-skin variety). The specific brand may change as needed. Families who prefer a different brand may provide their own supply.

Clothing

Parents must provide:

- 2–3 complete changes of clothing
- 1 set of pajamas (if applicable for evening or overnight care)

Clothing should be appropriate for the current season and fit properly.

Weather-Appropriate Clothing

Families are responsible for providing clothing suitable for outdoor play in all seasons, including but not limited to:

- Rain gear
- Cold-weather layers
- Sun hats
- Swimwear (when applicable)
- Closed-toe shoes

Seasonal reminders will be communicated through the monthly newsletter.

Children without appropriate clothing may not be able to participate in outdoor activities.

Sunscreen

Tiny Vines Nursery provides a baby- and sensitive-skin-safe sunscreen (brand may vary).

Families will be informed of the current brand upon enrollment and notified of any changes. If a family prefers an alternate sunscreen, it must be provided in its original labeled container.

Bedding & Sleep Items

Tiny Vines Nursery provides all sleep equipment and bedding in accordance with licensing regulations.

- Infants sleep in cribs or playpens with fitted sheets provided by Tiny Vines Nursery.
- No additional items (blankets, pillows, toys, clips, etc.) are permitted in cribs or playpens, except for a pacifier. Pacifiers may not be attached to clips or cords while the child is sleeping.
- Older children nap on cots. A nap mat and appropriate bedding are provided by Tiny Vines Nursery.
- Bedding and nap mats are assigned to individual children and are used only by that child. Bedding is laundered regularly and as needed.

Comfort Items

Comfort items are permitted for children napping on cots during rest time. These items must remain in the child's designated sleep space and may not be used during active play unless otherwise approved.

Comfort items are not permitted in cribs or playpens in accordance with safe sleep regulations.

Toys From Home

Toys from home are not permitted.

This policy helps:

- Prevent loss or damage
- Reduce conflicts between children
- Maintain a consistent and safe learning environment

Labeling of Personal Items

While labeling is not strictly required (except for food, bottles, and breastmilk), families are strongly encouraged to label clothing and personal items to prevent confusion or delays in returning misplaced items.

Tiny Vines Nursery is not responsible for lost, stained, or damaged personal belongings.

DIAPERING & POTTY TRAINING

Diapering

Diapers must be provided by parents and replaced as needed.

Diapering procedures follow California Community Care Licensing health and sanitation standards. Children are supervised at all times during diapering and handwashing routines.

Parents will be notified when diaper supplies are running low and are responsible for replenishing them promptly.

Potty Training Philosophy

Potty training is a developmental milestone and occurs at different ages for different children.

Tiny Vines Nursery supports potty learning when a child demonstrates clear signs of readiness. Potty training is approached calmly, positively, and without pressure.

Readiness

Children must demonstrate readiness before beginning potty training in care. Readiness may include:

- Communicating the need to use the bathroom
- Staying dry for longer periods
- Showing awareness of bodily functions
- Interest in using the toilet

If a child demonstrates readiness while in care, they will be supported appropriately.

Pull-Ups Requirement

Children who are potty training must wear pull-ups (not underwear) until they are mostly accident-free.

Underwear may be introduced once a child demonstrates consistent success.

Clothing for Potty Training

During potty training, children should wear clothing that supports independence. Pants with elastic waistbands are strongly recommended.

Clothing with complicated buttons, snaps, overalls, belts, or difficult fasteners may delay toileting and increase accidents. Families are encouraged to dress children in simple, easy-to-manage clothing during this phase.

Parents must provide sufficient extra clothing during the potty-training period.

Accidents & Temporary Pause

Accidents are a normal part of the learning process.

However, if a child has multiple accidents in one day or frequent accidents over several days, potty training in care may be paused temporarily. This indicates that the child may need additional time before continuing.

Training may resume when the child shows consistent readiness again.

Assistance With Toileting

Young children who require assistance with wiping or clothing adjustments will receive appropriate support.

To promote independence, children will gradually be encouraged to take increasing responsibility for self-care as they develop the necessary skills.

Regressions

Temporary regressions may occur due to illness, schedule changes, or developmental shifts. If regression becomes persistent, parents may be asked to return to pull-ups temporarily until readiness is re-established.

SLEEP PRACTICES

Tiny Vines Nursery supports healthy sleep habits in a manner that is developmentally appropriate and compliant with California Community Care Licensing regulations.

Infant Safe Sleep (Under 12 Months)

Infants are placed on their backs for sleep unless a physician's written directive states otherwise.

In accordance with licensing regulations:

- Infants shall not be swaddled while in care.
- An infant's head shall not be covered during sleep.
- No loose objects, blankets, pillows, soft items, or positioning devices are permitted in a crib or play yard.
- Pacifiers are permitted; pacifier clips or attachments are not allowed.
- Car seats are used for transportation only and shall not be used for sleeping.

No infant shall be forced to sleep, remain awake, or remain in a designated sleeping area.

Infants under 12 months follow individualized sleep schedules based on their developmental needs. An Individual Infant Sleeping Plan is maintained on file for each infant as required by licensing regulations.

Rest Time (12 Months and Older)

A daily rest period is part of the program schedule for children 12 months and older.

All children are expected to participate in quiet rest time, even if they do not fall asleep.

Children who do not sleep will be expected to:

- Remain on their assigned cot or mat
- Engage in quiet, independent rest activities
- Respect the rest time of others

Children who are transitioning between sleep schedules may be accommodated as developmentally appropriate.

Rest time supports regulation, growth, and overall well-being in a group care setting.

Comfort Items During Sleep

Children 12 months and older may bring one small comfort item for rest time.

Comfort items:

- Must remain on the child's cot or mat
- Must be put away immediately after rest time
- May not be carried throughout the day

Comfort items are not permitted in cribs or playpens in accordance with safe sleep regulations.

Nap Supervision

Children are supervised at all times during sleep and rest periods.

Infants are monitored visually and by sound. During overnight care, monitoring may include the use of audio or video monitoring equipment in addition to direct supervision.

Sleep equipment is arranged and used in accordance with licensing safety standards.

Sleep Transitions & Flexibility

Sleep needs change as children grow. Tiny Vines Nursery supports developmentally appropriate transitions in sleep schedules while maintaining consistency within the group setting.

While reasonable flexibility is provided, the program's daily schedule and group needs must be maintained.

SAFETY & SUPERVISION

Tiny Vines Nursery maintains a safe and developmentally appropriate environment in accordance with California Community Care Licensing regulations.

Children are supervised at all times while in care.

Supervision Standards

Supervision is provided in accordance with licensing ratio and capacity requirements for Family Child Care Homes.

The provider remains the sole responsible supervising authority during operating hours. Children will never be left alone or unsupervised.

The provider maintains required certifications in CPR, Pediatric First Aid, and Preventive Health & Safety as required by licensing.

Adults in the Home

At times, adults other than the provider may be present in the home. This may include:

- Assistant providers
- Volunteers
- Adult residents of the home
- Outside vendors, service providers, or repair personnel

All required individuals are subject to criminal record clearance in accordance with California licensing regulations.

Children will never be left alone with any individual who has not received required background clearance.

Outside vendors, service providers, or repair personnel will not be left alone with children and will remain under supervision at all times.

Documentation of required background clearances is maintained in accordance with state regulations.

Pets

Tiny Vines Nursery has household pets.

- Sami (dog) is kept separated from the child care space by gates or doors.
- Ash (cat) has access to the home but generally avoids direct interaction with children.

Children are supervised during any incidental interaction with pets.

All pets are maintained in accordance with licensing health and safety standards.

Water Play

Water play may be offered periodically.

A signed water play consent form is required prior to participation.

Water activities are closely supervised at all times. Standing water is emptied immediately after use.

Facility Safety

The facility is maintained in accordance with licensing health and safety standards, including:

- Safe storage of hazardous materials
- Secure storage of medications
- Age-appropriate equipment and materials
- Ongoing cleaning and sanitation practices

Any hazardous condition identified will be addressed promptly.

Security & Access

Parents and authorized individuals may enter the home during operating hours in accordance with licensing regulations.

All other visitors must have a legitimate purpose for entry and remain under supervision while children are present.

FIELD TRIPS & TRANSPORTATION

Tiny Vines Nursery may provide transportation for walking outings and occasional off-site field trips.

A Transportation and Field Trip Consent Form must be signed at enrollment to authorize participation in routine walking outings and general transportation.

Walking Outings

Walking outings may occur regularly as part of the daily routine. These may include:

- Neighborhood walks
- Visits to nearby parks
- Outdoor exploration within walking distance

Children are supervised at all times and transported using developmentally appropriate safety equipment (such as strollers, wagons, or walking ropes, as applicable).

Drop-in children may participate in routine walking outings, provided a signed consent form is on file.

Vehicle Transportation

When transportation is provided by vehicle:

- The driver will be properly licensed.
- The vehicle will be registered and insured in the state of California.
- Children will be secured in age- and size-appropriate car seats or restraints in accordance with California law.
- Children will never be left unattended in a parked vehicle.

Parents of enrolled children are responsible for providing an appropriate car seat for their child. In rare emergency situations, spare car seats may be used if available.

Driving field trips are expected to be infrequent.

Extended Field Trips (Over 3 Hours)

Field trips that keep the group away from the family child care home for more than three hours:

- Will require advance planning and parent notification
- Will require a separate written consent form
- Will occur no more than once per month

If a family chooses not to have their child participate in an extended field trip, alternate care arrangements must be made for that day.

Drop-in care will not be available on days when a planned extended field trip is scheduled.

Schedule Flexibility

Participation in outings and field trips is considered part of the program experience.

Families must ensure children arrive on time for scheduled departures. If a child arrives after the group has left, care may not be available until the group returns.

COMMUNICATION

Clear, respectful communication supports strong partnerships between families and Tiny Vines Nursery.

Primary Communication Platform

Brightwheel is the primary method of communication.

All required logs (sleep, incident reports, etc.) are recorded in Brightwheel. Families are responsible for reviewing their child's daily information within the platform.

While important information is documented, there is no requirement to log every activity throughout the day.

A business phone number is available for text communication when needed; however, Brightwheel remains the primary communication channel.

Messaging & Response Times

Written communication is preferred whenever possible.

Phone calls during care hours are generally not answered, as answering calls pulls attention away from children in care. If a matter is urgent, parents should send a text message indicating urgency.

Messages are typically responded to by 8:00 a.m. the following business day. There is no guarantee of immediate response during operating hours.

Communication During Closures

Messages are not routinely monitored or responded to during:

- Paid holidays
- Provider vacation
- Spring Break
- Winter Break

Non-urgent messages sent during closures will be addressed upon return.

Families should not expect real-time communication while the program is closed.

Newsletters & Program Updates

Tiny Vines Nursery distributes a monthly newsletter and periodic program updates.

Families are responsible for reviewing:

- Brightwheel messages
- Newsletters
- Policy updates
- Schedule reminders
- Seasonal announcements

Failure to read communications does not exempt families from policies or scheduled changes.

Policy Updates & Revisions

Policies may be updated periodically to reflect changes in licensing regulations, operational needs, or program improvements.

When policies are revised:

- Families will be notified in writing through Brightwheel.
- Updated policies will be provided electronically.
- Continued enrollment constitutes acknowledgment of and agreement to updated policies unless otherwise specified.

Advance notice will be provided when changes materially impact tuition, scheduling, or enrollment terms.

Professional Communication Expectations

Communication is expected to remain respectful and professional at all times.

Concerns should be addressed directly with the provider so they may be resolved constructively.

PHOTO, VIDEO & MEDIA

Tiny Vines Nursery respects the privacy of all enrolled children and families.

Social Media & Marketing

Tiny Vines Nursery may share general program activities, classroom environments, and special moments on social media, the website, or other marketing platforms.

Children's faces will not be publicly posted without explicit written consent.

If a family prefers that their child not appear on social media at all — including in group photos where faces may not be clearly visible — they must notify the provider in writing.

Families may update their media consent preferences at any time.

Private Communications

Photos may be shared privately through Brightwheel or in the monthly newsletter.

Private newsletters may include images of children participating in activities. Families are expected to respect the privacy of others and may not share photos of other children outside of their own family.

Parent Sharing

Parents may share photos of their own child. However, families may not post or distribute images that include other children without explicit permission from those families.

Respect for family privacy is a priority.

Security Cameras

Tiny Vines Nursery utilizes security cameras for safety and monitoring purposes.

- Cameras are used for supervision and safety only.
- Parents are not provided direct access to camera feeds, as the child care program operates within a private residence.
- Recordings may be reviewed if related to a specific incident or concern.
- Recordings are not permanently stored and are overwritten after a designated period of time.

Security cameras are not used for live parent viewing.

TERMINATION OF CARE

Parent-Initiated Withdrawal

Written notice is required to terminate care. Notice must be submitted in writing through Brightwheel.

Notice must be received by the 15th of the month to terminate care effective at the end of that same month.

If notice is received after the 15th, termination will apply to the end of the following month, and tuition remains due accordingly.

Tuition is owed for the full billing period once the month begins, regardless of attendance.

Provider-Initiated Termination

Tiny Vines Nursery reserves the right to terminate care with written notice for reasons including, but not limited to:

- Nonpayment of tuition or fees
- Repeated late payments
- Repeated policy violations
- Failure to follow program procedures
- Ongoing behavioral or care concerns that cannot be reasonably supported
- Disregard for arrival and departure procedures
- Failure to comply with licensing or safety requirements

Termination may occur with notice or immediately, depending on the circumstances.

Immediate Termination

Immediate termination may occur in situations including, but not limited to:

- Nonpayment resulting in suspension
- Behavior that poses a serious safety risk
- Threatening, aggressive, or inappropriate parent behavior
- Any action that compromises the safety, well-being, or operation of the program

In such cases, care ends effective immediately.

Suspension of Care

Care may be suspended if tuition or required documentation is not received by the stated deadline.

Suspension does not eliminate financial obligation for the billing period.

Final Payments & Outstanding Balances

All outstanding tuition, fees, or balances are due upon termination of care.

Unpaid balances may be referred to a collections agency if necessary.

If a family seeks to re-enroll after termination, a new enrollment fee will be required.

Transition of Care

When appropriate and feasible, reasonable efforts may be made to support a smooth transition out of care.

The provider is not obligated to provide referrals or placement assistance.

DROP-IN CARE

Drop-in care is intended for occasional use and does not secure an ongoing enrollment space. Drop-in care is offered based on availability and is not guaranteed.

Eligibility Requirements

Drop-in care is available only when space allows and must comply with licensing capacity and ratio requirements.

Overnight care is subject to additional limitations, including age restrictions as outlined in the published tuition structure.

Tiny Vines Nursery reserves the right to determine eligibility for all drop-in requests.

Enrollment Completion Requirement

All drop-in families must complete the same enrollment documentation required of regularly enrolled families prior to care. This includes, but is not limited to:

- Enrollment forms
- Emergency contact information
- Medical and allergy information
- Required consent forms
- Signed acknowledgment of handbook policies

Drop-in children are subject to all handbook policies.

Care will not be provided until all required documentation is completed and approved.

Scheduling & Pre-Approval

All drop-in, evening, and overnight care must be scheduled and approved in advance.

Unscheduled or unannounced arrivals will not be accepted.

Each request is evaluated individually based on:

- Licensing capacity
- Group dynamics
- Scheduled activities
- Provider discretion

Approval for one drop-in date does not guarantee approval for future dates.

Same-Day Requests

Same-day drop-in requests may be considered when space allows but are not guaranteed.

The provider reserves the right to deny same-day requests without explanation.

Payment Requirements

Payment in full is required at the time of booking to reserve the requested date.

Care is not secured until payment has been received.

Cancellation Policy

Cancellations made at least seventy-two (72) hours in advance may receive a credit to the family's account.

Cancellations made with less than seventy-two (72) hours' notice are non-refundable.

Credits are non-transferable and must be used within a reasonable timeframe as determined by the provider.

If the provider must close unexpectedly and is unable to provide scheduled drop-in care, a credit will be issued to the family's account. Credits may only be applied toward future care and are not refundable.

No Refund Policy

All drop-in payments are non-refundable once the scheduled care period begins.

No refunds or adjustments will be made for:

- Absences
- Late arrival
- Early pickup
- Schedule changes
- Illness

Policy Adherence

Drop-in families must adhere to all policies outlined in this handbook, including arrival and departure procedures, illness policies, payment deadlines, and behavior expectations.

Repeated policy violations or concerns may result in denial of future drop-in requests.

Tiny Vines Nursery reserves the right to deny any drop-in request at any time, with or without prior notice.