

TINY VINES NURSERY



PARENT HANDBOOK & PROGRAM POLICIES

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LICENSING & LEGAL COMPLIANCE

Handbook Version and Applicability

This handbook applies to families who enroll or re-enroll under the version date shown on this document. Families already enrolled under a prior handbook version remain subject to the version they previously acknowledged until Tiny Vines Nursery provides written notice that a revised version will take effect.

Tiny Vines Nursery may revise policies when needed to reflect changes in licensing requirements, law, safety practices, program operations, or the needs of the child care setting. Families will receive written notice of revised policies. Material changes involving tuition, scheduling, enrollment, or other contractual terms will be communicated with the notice required by the applicable policy or agreement.

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 as part of the applicable TVN Enrollment Packet and must be completed, reviewed, and approved before 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 Pathways

Tiny Vines Nursery uses a structured enrollment process to support clear expectations, licensing compliance, schedule compatibility, and program fit. The steps required depend on the type and timing of care requested.

Current Ongoing Enrollment

Families seeking an ongoing placement within approximately thirty days generally complete the following process:

- Interest Form
- Tour
- Application for Enrollment
- Enrollment & Schedule Agreement
- TVN Enrollment Packet and enrollment fee
- Enrollment Confirmation

An application does not reserve a space or guarantee an enrollment offer.

Future Ongoing Enrollment

Families seeking care more than thirty days in the future may be considered for the active waitlist through the following process:

- Interest Form
- Tour
- Waitlist Application
- Waitlist Confirmation
- Periodic continued-interest updates, when requested
- Enrollment & Schedule Agreement if a suitable space becomes available
- TVN Enrollment Packet and enrollment fee
- Enrollment Confirmation

Waitlist placement does not reserve a space or guarantee a future offer. Openings are offered based on availability, licensing capacity, age ratios, requested schedule, start-date compatibility, group needs, and program fit. The waitlist is not necessarily first-come, first-served.

Drop-In Enrollment

Families seeking drop-in care may enroll either after completing an Interest Form and tour or through the self-enrollment pathway.

Drop-in families complete the TVN Drop-In Enrollment Packet and enrollment fee. The packet includes drop-in-specific enrollment, policy, and payment agreements in addition to required licensing and child-care documentation.

Completing the packet does not automatically approve the child for care. Drop-in enrollment is complete only after Tiny Vines Nursery has reviewed the submitted information and sent a Drop-In Enrollment Confirmation.

Drop-in enrollment permits the family to request care. It does not reserve recurring days or hours and does not guarantee approval or availability for any specific booking.

Enrollment Offers and Acceptance

When an ongoing placement is offered, the family will receive an Enrollment & Schedule Agreement identifying the offered start date, enrollment type, contracted days and hours, extended-care arrangements, and assigned tuition plan.

The agreement must be accepted by the deadline stated in the offer, generally within seventy-two hours.

The TVN Enrollment Packet, enrollment fee, and remaining admission requirements must be completed by the separate deadline stated in the offer or enrollment instructions.

If either deadline is missed without an approved written extension, Tiny Vines Nursery may withdraw the placement and offer it to another family.

Signing the Enrollment & Schedule Agreement accepts the offered placement but does not, by itself, complete enrollment.

Enrollment Completion

Enrollment is confirmed only after Tiny Vines Nursery has received, reviewed, and approved all required items, which may include:

- The applicable Enrollment & Schedule Agreement or Drop-In Enrollment Agreement

- The completed TVN Enrollment Packet
- Required California licensing forms
- Immunization documentation
- Handbook and policy agreements
- Tuition and payment agreements
- Participation and topical authorizations
- Infant and toddler allergen verification, when applicable
- Individual Infant Sleeping Plan, when applicable
- Required medical, medication, feeding, allergy, or care documentation
- Enrollment fee
- Brightwheel billing setup, when applicable
- First tuition payment, when applicable

Tiny Vines Nursery may request clarification, corrections, updated records, or additional child-specific documentation before enrollment is confirmed. Care may not begin until written enrollment confirmation has been sent.

Enrollment Fee

An enrollment fee is due when the applicable TVN Enrollment Packet is submitted.

The enrollment fee:

- Covers administrative processing, record setup, document review, and onboarding
- Is not a tuition deposit
- Is not applied toward tuition
- Does not, by itself, complete enrollment or guarantee care

Ongoing Enrollment

For ongoing enrollment, the enrollment fee becomes nonrefundable when the family submits the TVN Enrollment Packet after accepting an offered placement.

Drop-In Enrollment

For drop-in enrollment, the enrollment fee will be refunded only if Tiny Vines Nursery declines the child's enrollment after reviewing the completed packet.

The drop-in enrollment fee is otherwise nonrefundable, including when the family:

- Withdraws
- Does not complete requested follow-up
- Is approved but does not request care
- Has a future booking request declined
- Later discontinues drop-in care

If enrollment is terminated due to nonpayment or policy violation and the family later seeks to re-enroll, a new enrollment fee may be required.

Tuition and Start-Date Requirements

For ongoing enrollment, the first tuition payment must be completed according to the deadline stated in the Enrollment & Schedule Agreement and TVN Tuition Agreement & Payment Terms.

Care will not begin until required enrollment documentation and payment requirements have been completed.

Tiny Vines Nursery does not hold an ongoing placement for a delayed start date without the tuition required under the accepted agreement.

If a family elects to delay a confirmed start date, tuition remains due according to the accepted enrollment schedule unless a different arrangement is approved in writing.

Drop-in care is not reserved until a specific booking has been approved, a Drop-In Booking Confirmation has been sent, and the required payment has been completed.

Denial or Withdrawal of Enrollment

Tiny Vines Nursery may decline or withdraw enrollment at any stage when:

- Required documentation is incomplete, inaccurate, or not submitted by the stated deadline
- Licensing requirements cannot be met
- The requested schedule cannot be accommodated
- Required medical, medication, or safety needs cannot be supported

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- The placement is not compatible with available capacity, age ratios, or group needs
- The placement is determined not to be an appropriate program fit

Enrollment decisions are made in accordance with licensing requirements and the safety and needs of the children, provider, and overall group.

TUITION & PAYMENT

Tuition Structure

Tuition for ongoing enrollment is based on the child's reserved placement rather than attendance. A child's scheduled space is reserved and program capacity is planned accordingly. Tuition therefore remains due regardless of absences, illness, family vacations, partial attendance, paid holidays, or scheduled paid closures, except where a credit is expressly provided by current policy.

Enrollment options and current rates are identified in the published tuition information and the family's Enrollment & Schedule Agreement.

Detailed ongoing billing and payment obligations are governed by the signed TVN Tuition Agreement & Payment Terms.

Drop-in rates and payment obligations are governed by the signed TVN Drop-In Tuition & Payment Agreement and the applicable Drop-In Booking Confirmation.

Tuition and drop-in rates may be reviewed and changed periodically to reflect operational costs, licensing requirements, and program needs. Families will receive at least thirty days' written notice before a rate change affecting ongoing enrollment takes effect. Drop-in bookings are charged at the rate in effect when the booking is approved, unless otherwise stated in writing.

Ongoing Enrollment: 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.

These terms are also included in the TVN Tuition Agreement & Payment Terms, which controls the family's assigned billing arrangement.

Payment Methods

Payments are made electronically through Brightwheel unless Tiny Vines Nursery approves another arrangement in writing. Ongoing families must maintain the payment method and automatic-payment settings required by the TVN Tuition Agreement & Payment Terms.

Credit or debit card payments may be subject to Brightwheel's current processing fee. Families may use an available ACH bank-transfer option when offered to reduce or avoid card-processing fees.

Enrollment Fee

Enrollment-fee terms are outlined in the Enrollment section of this handbook and the applicable ongoing or drop-in enrollment agreement.

Ongoing Tuition: No Refund Policy

Ongoing tuition is not reduced, credited, or refunded for:

- Child absences
- Illness or required exclusion
- Family vacations
- Partial attendance
- Late arrival or early pickup
- Paid holidays
- Scheduled paid program breaks
- Early withdrawal without required notice

Credits for unpaid provider vacation, extended provider illness, or qualifying emergency closure are handled according to the closure policies in this handbook and the TVN Tuition Agreement & Payment Terms.

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, Weekend, & Overnight Payments

All approved drop-in, evening, weekend, and overnight bookings must be paid in full by the deadline stated in the Drop-In Booking Confirmation.

A requested date is not reserved until:

- The request has been approved
- A written Drop-In Booking Confirmation has been sent
- Required payment has been completed
- Any required child updates or missing documents have been received

Cancellation, credit, refund, no-show, sibling, additional-hour, late-pickup, and failed-payment terms are governed by the signed TVN Drop-In Tuition & Payment Agreement and the applicable booking confirmation.

Returned or Failed Payments

Returned, declined, disputed, or failed payments may result in:

- Processing or returned-payment fees
- Suspension of ongoing care
- Cancellation of an unconfirmed drop-in booking
- Refusal of future booking requests
- Termination of enrollment when balances remain unpaid

Care may be suspended until all balances and applicable fees have been successfully paid.

ATTENDANCE & ABSENCES

Attendance Expectations

Children must attend according to either their contracted ongoing schedule or their confirmed drop-in booking. Ongoing enrollment reserves a recurring space, and tuition is based on enrollment rather than attendance.

Drop-in enrollment does not reserve recurring care. A confirmed drop-in booking applies only to the approved date and hours shown in the Drop-In Booking Confirmation.

Parents and guardians are responsible for ensuring that children arrive and depart according to the applicable contracted or confirmed schedule.

Absence Notification

Families must notify Tiny Vines Nursery as soon as possible when a child will be absent, arrive late, or need an unexpected schedule change.

Notice should be provided no later than the child's scheduled arrival time.

Failure to communicate an absence or delay may result in follow-up communication to confirm the child's safety. For drop-in bookings, failure to attend or communicate does not create a refund or credit unless provided by the TVN Drop-In Tuition & Payment Agreement.

Planned Absences

Ongoing families are asked to provide advance notice for vacations, appointments, or other planned absences. Tuition is not reduced or credited for planned absences.

Illness-Related Absences

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

Drop-in illness cancellations, credits, and refunds are governed by the TVN Drop-In Tuition & Payment Agreement. Illness exclusions apply equally to ongoing and drop-in children.

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. These tuition-credit provisions apply to ongoing enrollment. Drop-in bookings are handled according to the booking and provider-cancellation terms in the TVN Drop-In Tuition & Payment Agreement.

Extended or Repeated Absences

If an ongoing child is absent for an extended period without communication or repeatedly fails to attend according to the enrolled schedule, Tiny Vines Nursery may review whether the reserved placement will be maintained.

Drop-in enrollment may be marked inactive when a child has not attended or requested care for an extended period, required records have expired, or updated information is needed before another booking can be approved.

ARRIVAL & DEPARTURE

Scheduled Hours & Arrival Expectations

Children must arrive and depart according to their contracted ongoing schedule or approved Drop-In Booking Confirmation.

To support consistent routines and minimize disruptions, families are asked to arrive no later than 9:30 a.m. unless prior arrangements have been approved.

If a child has not arrived by 9:30 a.m. and no notice has been received, Tiny Vines Nursery may proceed with planned outings or activities. Care may not be available upon late arrival if the group has already left or the delayed arrival cannot be accommodated safely.

Failure to communicate a delayed arrival does not automatically cancel an ongoing child's care for the day, but repeated failure to follow arrival procedures may result in review of the family's enrollment agreement.

Drop-in arrival and departure times are reviewed individually. A requested time may be declined or adjusted when it would significantly disrupt meals, rest, outings, transitions, or the care already scheduled for the group.

Once approved, the family must follow the times listed in the Drop-In Booking Confirmation.

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. Verbal authorization alone may not be accepted. Tiny Vines Nursery may require written authorization through Brightwheel before releasing the child.

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 pickups may result in additional fees, required schedule changes, denial of future drop-in bookings, suspension, or termination of enrollment.

Early Drop-Off Policy

Children may not arrive before their contracted or confirmed arrival time without prior written approval.

Ongoing children enrolled in AM Extended Care may arrive as early as 7:30 a.m.

Ongoing children who are not enrolled in AM Extended Care may not arrive before their contracted start time. Arrival before 8:00 a.m. without an extended-care agreement may result in the applicable early-drop-off fee.

Drop-in children may arrive only at the time listed in the Drop-In Booking Confirmation.

No child will be accepted before 7:30 a.m. unless already present for an approved overnight booking.

Repeated early arrivals may result in additional fees, required enrollment in extended care, denial of future drop-in requests, or review of the family's enrollment.

CLOSURES & PROVIDER TIME OFF

The annual calendar identifies scheduled closures affecting ongoing enrollment. Drop-in care is available only on dates specifically approved and confirmed; no drop-in booking is assumed on a closure date.

Scheduled Holidays

Tiny Vines Nursery observes the following paid holidays. The program will be closed on these days, and ongoing 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.

Drop-in care is not available on scheduled closure days unless Tiny Vines Nursery separately announces and approves a special-care offering.

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 ongoing tuition adjustments. If an early closure affects a confirmed drop-in booking, any applicable credit or adjustment will be handled according to the TVN Drop-In Tuition & Payment Agreement.

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 Tiny Vines Nursery cannot provide a confirmed drop-in booking because of provider illness or an emergency closure, the booking will be handled according to the provider-cancellation terms in the TVN Drop-In Tuition & Payment Agreement.

If a provider illness or emergency closure extends beyond five consecutive business days, ongoing 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.

Ongoing tuition remains due for emergency or weather closures unless otherwise determined by Tiny Vines Nursery. Confirmed drop-in bookings affected by a closure are handled according to the TVN Drop-In Tuition & Payment Agreement.

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 with symptoms that meet the program's exclusion criteria, or is not well enough to participate comfortably in care, Tiny Vines Nursery may refuse admission for the day. This applies to both ongoing and drop-in care.

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

Children must remain home or will be sent home for fever accompanied by behavior changes, discomfort, or other symptoms such as sore throat, rash, vomiting, diarrhea, ear pain, unusual fatigue, or difficulty participating.

Any fever in an infant under four months must be medically evaluated.

Children must be fever-free for at least 24 hours without fever-reducing medication before returning, unless Tiny Vines Nursery approves an earlier return based on written medical guidance and the child is otherwise able to participate comfortably.

Vomiting

Two or more episodes of vomiting within a 24-hour period, or any vomiting accompanied by fever, significant discomfort, unusual lethargy, blood, dehydration concerns, or inability to participate comfortably.

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
- Diarrhea accompanied by fever, blood, mucus, significant abdominal pain, or signs of dehydration

Children must be free from excluded diarrhea symptoms for at least 24 hours before returning and must be able to participate comfortably in routine care.

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

Return requirements may vary by diagnosis, treatment, public health guidance, outbreak conditions, or the child's ability to participate safely in care.

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
- A mild elevated temperature without behavior change or other concerning symptoms
- Rash without fever or behavior change
- Clear watery eye discharge without redness or pain

Final participation decisions are made by Tiny Vines Nursery based on the child's symptoms, ability to participate, supervision needs, risk to others, and current health guidance.

Illness During Care

If a child becomes ill during the day:

- A parent, guardian, or authorized emergency contact will be contacted and must arrange pickup within one hour of notification.
- Families are responsible for maintaining at least one authorized adult who can reliably pick up within the required timeframe.
- 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.

Repeated failure to arrange timely pickup may result in suspension, denial of future drop-in bookings, or termination of enrollment.

Return to Care

Children may return when:

- They have met the applicable symptom-free period or treatment requirement
- They are able to participate comfortably in routine activities
- They do not require more care or individualized supervision than can safely be provided in the group setting
- They no longer pose a significant risk of spreading illness to others

Tiny Vines Nursery may require medical documentation when symptoms persist, the diagnosis is unclear, a contagious condition is suspected, or guidance is needed to support a safe return.

A medical note does not automatically require Tiny Vines Nursery to readmit a child who is still unable to participate safely or comfortably in care.

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

Ongoing tuition is not adjusted, credited, or refunded for illness-related absences or required exclusion periods. Drop-in illness cancellations, credits, and refunds are governed by the TVN Drop-In Tuition & Payment Agreement.

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. Medication will not be accepted or administered until all required information, authorization, labeling, supplies, and provider instructions have been reviewed and approved.

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
- Medication expiration date
- Dosage, route, frequency, and time to be administered
- Reason for administration, when applicable

Tiny Vines Nursery may decline to administer medication when instructions are incomplete, unclear, inconsistent, expired, unsafe, or outside the provider's training and permitted scope.

Prescription medications must include pharmacy labeling with dosage and instructions. Nonprescription medications must be appropriate for the child's age and administered according to the product label unless written medical-provider instructions authorize otherwise.

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

Emergency medication and required supplies must remain current, unexpired, and available whenever the child is in care. Care may be suspended or a drop-in booking denied if required emergency medication or documentation is missing, expired, or unusable.

Tiny Vines Nursery does not maintain stock emergency medications.

If emergency medication is administered:

- Tiny Vines Nursery will follow the child's written emergency or medical action plan
- Emergency services will be contacted when required by the action plan, medication instructions, or the child's condition
- Parents or guardians will be notified as soon as possible
- Required incident and medication documentation will be completed

Emergency response will not be delayed when a child shows signs of a serious or life-threatening reaction.

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
- A written care plan or emergency action plan, when applicable

Tiny Vines Nursery will determine whether the child's medical needs can be safely and consistently supported within licensing requirements, available training, program capacity, and the limitations of a single-provider home setting.

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.

Families are responsible for replacing medications and supplies before they expire and for promptly removing discontinued items. Tiny Vines Nursery may return or dispose of abandoned, expired, or unusable medication in accordance with applicable requirements.

Medication Errors or Reactions

If a medication error, missed dose, spill, refusal, or possible adverse reaction occurs, Tiny Vines Nursery will assess the child, contact the parent or guardian, follow written medical guidance, and seek emergency assistance when needed. The event will be documented as required.

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.

Minor incidents that do not result in visible injury, persistent distress, concerning symptoms, or a need for treatment beyond routine comfort may be communicated through Brightwheel or at pickup rather than immediately.

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
- Any significant head impact, or any head impact followed by visible injury, unusual behavior, persistent crying, vomiting, loss of consciousness, or other concerning symptoms
- Persistent or inconsolable crying
- Biting incidents
- Falls from elevated surfaces
- Any injury requiring first aid beyond basic comfort measures
- Any suspected allergic reaction
- Any medication error or unexpected medication response
- Any incident involving possible ingestion, exposure, or safety concern

The level and timing of parent notification will depend on the nature of the incident and the child's condition.

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

Families must cooperate with requests for follow-up information, medical documentation, or signatures when needed for licensing or incident records.

Emergency Medical Response

If emergency medical care is required:

- 911 will be contacted immediately.

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- First aid will be provided within the scope of certification.
- Parents or guardians will be notified as soon as reasonably possible without delaying emergency care or supervision. If a parent or guardian cannot be reached, Tiny Vines Nursery will continue attempting emergency contacts while following the instructions of emergency personnel.

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

Any costs associated with emergency transportation, medical evaluation, or treatment remain the responsibility of the child's parent or guardian.

Emergency Contact Information

Emergency contact information must remain accurate and current at all times. Families are responsible for promptly updating phone numbers, addresses, authorized pickup persons, medical information, and emergency contacts through Brightwheel.

Families must maintain at least one emergency contact, other than the child's primary parent or guardian when possible, who can be reached and can assist with timely pickup or emergency response.

Care may be suspended or a drop-in booking denied when required emergency or medical information is incomplete, expired, or no longer accurate.

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.

Guidance is individualized according to each child's age, development, communication abilities, sensory needs, and the safety needs of the group.

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
- Environmental adjustments to reduce overwhelm or prevent repeated conflict
- Sensory and movement support when developmentally appropriate
- Predictable routines and advance support for transitions

Expectations and support are adapted to the child's developmental stage and individual needs while maintaining clear and consistent safety boundaries.

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. Children are not expected to manage strong emotions independently before they are developmentally ready.

Calm-Down Space

Time-outs are not used as punishment. A calm, supervised space may be offered when:

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

The goal is to support regulation, safety, and reconnection—not isolation, punishment, or shame.

Prohibited Practices

Corporal punishment is strictly prohibited. This includes, but is not limited to:

- Hitting or spanking
- Shaking
- Withholding food
- Verbal humiliation, threats, intimidation, or shaming
- Forced isolation
- Withholding comfort, rest, toileting, or access to basic needs
- Punishment for accidents, emotional distress, or developmentally typical behavior

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.
- The families of both children will be notified the same day, while maintaining each child's confidentiality.

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.

Strategies will be based on observed triggers, developmental needs, communication skills, sensory needs, and the circumstances surrounding the behavior. Repeated biting that poses ongoing safety concerns may result in a behavior support plan and, if unresolved, possible termination of care.

Challenging Behavior & Escalation

Additional support may be needed when a child's behavior:

- Frequently causes injury or creates a significant safety risk
- Requires a level of individualized attention that cannot be safely provided while supervising the group
- Continues despite reasonable environmental adjustments and support
- Prevents the child or other children from participating safely in care

The following steps may occur:

- Documentation of behavior patterns
- Parent communication and collaboration
- Implementation of agreed-upon strategies
- A defined period to evaluate whether agreed-upon supports are effective
- Referral for outside evaluation when appropriate
- Review of routines, environment, transitions, communication, and sensory needs
- A written support or safety plan, 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 repeated injury or an ongoing serious safety risk to the child, other children, or the provider
- 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
- The family does not provide required information, follow agreed safety measures, or participate in reasonable efforts to address ongoing concerns

For drop-in enrollment, concerns may result in denial of future bookings rather than a formal suspension period. 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 meals and snacks according to the child's confirmed attendance hours, developmental feeding stage, and approved dietary information.

For 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 for approved evening or overnight bookings when the child arrives by the stated dinner cutoff. Families will be informed of the current meal time when the booking is confirmed.
- Breakfast is provided for overnight children according to the overnight care schedule.

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

Families must disclose dietary restrictions, allergies, feeding needs, and medically required foods before care. Outside food may not be brought without prior written approval. Approved outside food must be labeled with the child's name and handled according to any instructions provided by Tiny Vines Nursery.

Food Allergies & Dietary Restrictions

Families must disclose all known or suspected food allergies, intolerances, dietary restrictions, feeding concerns, and medical nutrition needs before care begins and must promptly report any changes.

A diagnosed or suspected food allergy may require physician documentation, a written allergy or emergency action plan, prescribed emergency medication, and other safety information before attendance or meal service can begin.

Tiny Vines Nursery will take reasonable precautions to reduce allergen exposure and cross-contact. Because food is prepared and served in a home-based group setting, an allergen-free environment cannot be guaranteed.

Tiny Vines Nursery will determine whether a dietary or allergy-related need can be safely supported within the program's meal preparation practices, licensing requirements, and single-provider setting.

Infant & Young Toddler Feeding and Allergen Introduction

Families of infants and young toddlers must complete the Tiny Vines Nursery Infant & Toddler Allergen Verification when requested and before applicable solid foods are served in care.

Tiny Vines Nursery does not intentionally introduce a common allergen to a child for the first time in care. Foods containing an allergen will not be intentionally served until the family has confirmed that the allergen was safely introduced at home or appropriate medical guidance has been provided.

Infant meal participation is based on:

- The child's age and developmental readiness
- Foods and textures already tolerated at home
- Completed allergen information
- The child's current bottle and meal schedule
- The ability to safely participate in the group meal routine

Meal participation may begin gradually with one meal or snack and expand as the child's skills, exposure history, and daily rhythm develop.

Tiny Vines Nursery uses a responsive, baby-led approach when developmentally appropriate. Infants may be served soft, safely prepared versions of foods offered to older children, based on their individual feeding readiness and verified food exposure.

Bottles & Breastmilk

Families must provide prepared bottles, formula, or breastmilk for infants and any other child who requires bottle feeding.

Bottles must be clearly labeled with the child's name and any required preparation or handling information.

Breastmilk, prepared formula, and bottles must be transported and stored safely. Tiny Vines Nursery may decline any bottle or milk that is unlabeled, improperly stored, expired, leaking, or otherwise unsafe to serve.

A bottle warmer may be used when appropriate. Bottles and breastmilk will not be microwaved.

Unused milk and partially consumed bottles will be handled according to current food-safety guidance and family instructions when those instructions are safe and permitted.

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. Children are not required to clean their plates or take a specific number of bites.

Tiny Vines Nursery decides what food is offered and when meals occur. Children decide whether and how much to eat from the foods safely available to them.

Separate meals are not prepared solely for food preferences. Reasonable substitutions may be made when needed for an approved medical, allergy, developmental, or documented dietary need that Tiny Vines Nursery has agreed it can safely support.

Celebrations & Treats

Outside birthday treats are not permitted. Families should not send food, candy, or edible gifts for the group unless specifically requested or approved in advance.

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 supply instructions upon enrollment confirmation or before an approved drop-in booking.

Required supplies may vary according to the child's age, attendance hours, season, and care needs.

Diapers & Wipes

Families are responsible for providing an adequate supply of diapers or pull-ups for their child unless otherwise approved.

Ongoing families must replenish supplies promptly when notified. Drop-in families must bring enough diapers or pull-ups for the full confirmed care period, including a reasonable extra supply.

Tiny Vines Nursery provides sensitive-skin wipes. The brand may change. Families who require or prefer a different wipe must provide it in the original package labeled with the child's name.

Clothing

Families must provide:

- At least 2 complete changes of clothing, or more when requested based on the child's age and needs
- 1 set of pajamas (if applicable for evening or overnight care)

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

Drop-in families must bring all required clothing at each attendance unless an approved supply is already stored at Tiny Vines Nursery.

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 may be communicated through Brightwheel, newsletters, booking instructions, or enrollment updates.

If required clothing or footwear is not available, the child may be unable to participate in an outing or outdoor activity. When the group cannot safely be divided, care or participation may be affected.

Sunscreen

Sunscreen may be applied only when the required authorization is on file through the Tiny Vines Nursery Program Participation & Topical Authorization Form.

Families may authorize the program-provided sunscreen, provide an alternate product, or decline sunscreen application.

Family-provided sunscreen must be in its original labeled container and clearly marked with the child's name. Tiny Vines Nursery may decline to use an expired, unlabeled, damaged, recalled, or otherwise unsuitable product.

Families will be informed of the current program-provided sunscreen and notified when the product changes.

Other Topical Products

Diaper cream, insect repellent, and other topical products may be applied only according to the family's completed Program Participation & Topical Authorization Form and any required written instructions.

Family-provided products must be supplied in the original labeled container and clearly marked with the child's name. Medication products and products requiring medical instructions are subject to the Medication & Medical Needs policy.

Bedding & Sleep Items

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

- Infants sleep in cribs or play yards with fitted sheets provided by Tiny Vines Nursery.
- No additional items (blankets, pillows, toys, clips, etc.) are permitted in cribs or play yards, 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

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

The item must remain in the child's designated sleep area and be put away after rest time unless another use is approved.

Comfort items may be restricted when they create a safety, sanitation, sharing, or supervision concern.

Comfort items are not permitted in infant cribs or play yards.

Toys From Home

Toys from home are not permitted. Items brought without approval may be stored out of reach and returned at pickup.

This policy helps:

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

Labeling of Personal Items

Bottles, breastmilk, food, medication, topical products, and any item specifically requested by Tiny Vines Nursery must be clearly labeled with the child's name.

Families are strongly encouraged to label clothing, shoes, comfort items, and other personal belongings.

Tiny Vines Nursery is not responsible for ordinary wear, stains, damage, or loss of personal belongings brought into care.

Missing or Inadequate Supplies

Families are responsible for providing all required child-specific supplies by the stated deadline.

When essential supplies are missing, depleted, unsafe, or unsuitable, Tiny Vines Nursery may:

- Request immediate replacement
- Use an available program supply and charge the applicable replacement or supply fee, when stated in the payment agreement
- Limit participation in an activity
- Decline or end care when the child's health, comfort, or safety cannot otherwise be maintained

Repeated failure to provide required supplies may result in review of ongoing enrollment or denial of future drop-in bookings.

DIAPERING & POTTY TRAINING

Diapering

Families must provide an adequate supply of diapers or pull-ups unless another arrangement has been approved. Diapering procedures follow California Community Care Licensing health and sanitation requirements. Children are supervised at all times during diapering, toileting, and handwashing routines.

Families will be notified when supplies are running low and are responsible for replenishing them promptly. Drop-in families must provide enough diapers or pull-ups for the full confirmed care period, including a reasonable extra supply.

If required supplies are unavailable, unsafe, or unsuitable, Tiny Vines Nursery may use an available program supply when appropriate, request immediate replacement, or end care if the child's health, comfort, or sanitation needs cannot otherwise be maintained.

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.

Potty training is supported in partnership with the family and should be approached consistently between home and care whenever possible.

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
- Ability to sit safely on the toilet or potty
- Willingness to participate without significant distress
- Ability to follow simple toileting routines with support

When a child shows readiness, Tiny Vines Nursery and the family will discuss a consistent approach before beginning active potty learning in care.

Pull-Ups Requirement

Children who are actively potty learning must wear pull-ups or another approved absorbent garment until they are consistently successful and accidents are infrequent.

Underwear may be introduced when the child demonstrates reliable readiness and Tiny Vines Nursery agrees that the transition can be supported safely within the group setting.

Families are responsible for providing enough pull-ups and extra clothing for the full care period.

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. Clothing that cannot be removed quickly or independently may need to be changed before potty learning can continue in care. Families must provide sufficient extra clothing during the potty-learning period.

Accidents & Temporary Pause

Accidents are a normal part of potty learning and will be handled calmly and without shame.

Potty learning in care may be paused when:

- Accidents are frequent enough to interfere with sanitation, supervision, or the child's comfort
- The child shows significant distress or resistance
- The child is not yet able to participate safely in the routine

- Required clothing or supplies are not consistently provided

During a pause, the child may be required to return to pull-ups until readiness and consistency are re-established. The timing of resuming potty learning will be determined in collaboration with the family and based on the child's current needs.

Assistance With Toileting

Young children who require assistance with wiping or clothing adjustments will receive appropriate support. Children will be supported with wiping, clothing, handwashing, and other toileting needs according to their age and development, while gradually encouraging independence as appropriate.

Regressions

Temporary regressions may occur due to illness, developmental changes, family transitions, schedule changes, or stress.

If regression becomes persistent or significantly affects sanitation and supervision, Tiny Vines Nursery may require a temporary return to pull-ups until the child is ready to resume.

Drop-In Potty Training

Drop-in children may be supported with an established potty routine when the family provides clear, current information and all required supplies.

Tiny Vines Nursery may require pull-ups for a drop-in child when the child is newly potty learning, attendance is infrequent, the routine is not yet well established, or the child's needs cannot be safely supported within the confirmed booking.

SLEEP PRACTICES

Tiny Vines Nursery supports healthy sleep habits in a manner that is developmentally appropriate and compliant with California Community Care Licensing regulations. Sleep and rest practices apply to both ongoing and drop-in care, including evening and overnight bookings.

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. A current Individual Infant Sleeping Plan is maintained on file for each infant when required by licensing. Families are responsible for promptly reporting changes in the infant's sleep routine, rolling ability, medical instructions, or other relevant information.

Infant Sleep Monitoring

Infants are observed and documented according to applicable licensing requirements. Sleep position, breathing, color, comfort, and the sleep environment are monitored throughout the sleep period.

Families may receive sleep information through Brightwheel, but documentation practices may vary according to the child's age, care period, and licensing requirements.

Rest Time (12 Months and Older)

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

Children attending during the program's rest period are expected to participate in a quiet rest routine, even when they do not sleep.

Children who do not sleep will be supported in remaining calm and quiet through developmentally appropriate rest activities that do not disrupt sleeping children.

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.

Family Sleep Requests

Families may share sleep preferences and routines, but Tiny Vines Nursery cannot guarantee exact nap times, nap lengths, wake times, or individualized sleep conditions that conflict with safe sleep requirements, the child's needs, or the group setting.

Children will not be kept awake or forced to sleep.

Comfort Items During Sleep

Children age 12 months and older may use one approved comfort item during rest.

The item must remain in the child's designated sleep area and be put away after rest unless another use is approved.

Comfort items are not permitted in infant cribs or play yards.

Nap Supervision

Children are supervised throughout sleep and rest periods in accordance with licensing requirements.

Infants are monitored visually and by sound. Audio or video monitoring equipment may be used as an additional safety tool during overnight care, but does not replace direct supervision.

Sleep equipment is arranged and used according to the child's age, size, development, and applicable safety requirements.

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.

Reasonable flexibility is provided, but individual sleep needs must be balanced with safe supervision, the group's rhythm, and the limitations of a single-provider setting.

Evening and Overnight Sleep

Evening and overnight routines will be based on the confirmed booking, the child's age, family-provided routine information, and program needs.

Families must provide pajamas and any approved personal sleep item requested for the booking.

Tiny Vines Nursery cannot guarantee that a child will fall asleep, remain asleep, or follow the same sleep pattern used at home.

Safe sleep requirements remain in effect during all evening and overnight care.

SAFETY & SUPERVISION

Tiny Vines Nursery maintains a safe and developmentally appropriate environment in accordance with California Community Care Licensing regulations. Supervision decisions are based on the children present, their ages and needs, the activity, the environment, and applicable licensing ratios. 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 responsible for supervision during operating hours. When an approved assistant is present, responsibilities may be shared within licensing requirements and the assistant's authorized role. 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

Adults who are required by licensing to obtain criminal record clearance will be cleared as required before having unsupervised access to children.

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. Pets may be separated from child care areas using doors, gates, kennels, or other safe barriers. Any permitted interaction is closely supervised.

Water Play

Water play may be offered periodically.

Water play requires authorization through the Tiny Vines Nursery Program Participation & Topical Authorization Form. Water play may include sprinklers, sensory bins, water tables, or other shallow-water activities. Swimming or use of large bodies of water is not included under general water-play authorization and would require separate planning and consent.

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
- Safe use and storage of child care equipment
- Routine inspection of indoor and outdoor play areas
- Removal or restriction of damaged or unsafe materials

Areas of the home may be designated on-limits or off-limits according to the facility plan, safety needs, and current child care use.

Any hazardous condition identified will be addressed promptly.

Security & Access

Parents and authorized representatives may enter and inspect the family child care home during operating hours in accordance with licensing requirements.

Entry must still occur in a manner that protects the safety, privacy, and supervision of all children.

Other visitors must have a legitimate reason for entry and may be required to remain supervised while children are present.

Doors, gates, and other security measures may be used to control access and prevent children from leaving designated care areas.

Emergency Preparedness

Tiny Vines Nursery maintains emergency plans and supplies for events such as fire, earthquake, power outage, hazardous air quality, evacuation, shelter-in-place, or other emergencies.

Emergency drills are conducted and documented as required.

Families are responsible for keeping emergency contacts and authorized pickup information current.

During an emergency, Tiny Vines Nursery may relocate children to a designated safe area or alternate location and will communicate with families as soon as reasonably possible.

FIELD TRIPS & TRANSPORTATION

Tiny Vines Nursery may offer routine walking outings and occasional vehicle transportation or off-site field trips.

Walking outings and vehicle transportation require separate authorization through the Tiny Vines Nursery Program Participation & Topical Authorization Form. Permission for one does not automatically authorize the other.

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).

Ongoing and drop-in children may participate only when current walking-outing authorization is on file. A child without walking-outing authorization may be unable to attend care during an outing when alternate supervision cannot be provided.

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.

Families are responsible for providing an appropriate, correctly sized car seat when requested. The seat must be in safe condition, unexpired, and suitable for the child. A program-owned or spare car seat may be used only when available, appropriate for the child, and permitted by current authorization and safety requirements.

Driving field trips are expected to be infrequent.

Transportation Limitations

Vehicle transportation is not guaranteed and may be limited by car-seat availability, vehicle capacity, age ratios, weather, the children present, or other safety considerations.

Tiny Vines Nursery may cancel or modify a planned outing when conditions are not appropriate.

Extended Field Trips (Over 3 Hours)

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

- Require advance parent notice
- Require separate written consent
- May have additional arrival, supply, transportation, or participation requirements

If a family declines participation, alternate care is not guaranteed and may need to be arranged by the family. Drop-in care may be unavailable on extended field-trip days unless specifically offered and confirmed.

Schedule Flexibility

Outings and field trips may be part of the program experience when the required authorization is on file.

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Families must arrive by the stated departure time. If the group has already left, care may be unavailable until the group returns.

Outing plans may change because of weather, air quality, child needs, transportation limitations, safety concerns, or other operational factors.

COMMUNICATION

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

Primary Communication Platform

Brightwheel is the primary method of communication.

Required child-care records and communications, including attendance, sleep information when applicable, incident reports, billing notices, and program updates, may be recorded or shared through Brightwheel.

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

Families are responsible for maintaining access to Brightwheel, keeping notification settings current, and reviewing messages and documents in a timely manner.

A business phone number is available for urgent or time-sensitive text communication when needed. Brightwheel remains the primary channel for routine messages, official notices, documents, billing, and enrollment communication. Important information shared by text may also be documented in Brightwheel.

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. For urgent matters affecting same-day care, pickup, illness, or safety, families should send a text message clearly identifying the matter as urgent.

Routine messages are generally answered by the beginning of the next business day. Response times may be longer during care hours, evenings, weekends, closures, or emergencies. Messages sent through multiple channels do not require separate responses, and immediate responses are not guaranteed.

Communication During Closures

Messages are not routinely monitored or responded to during:

- Weekends when drop-in care is not available
- Paid holidays
- Provider vacation
- Spring Break
- Winter Break

Non-urgent messages sent during closures or outside regular business hours will be addressed after the program reopens or during the next reasonable administrative period.

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

Families with a confirmed weekend, evening, or overnight booking will receive booking-specific communication as needed.

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

Families remain responsible for information communicated through Brightwheel, signed agreements, newsletters, calendars, booking confirmations, and written program notices.

Policy Updates & Revisions

Tiny Vines Nursery may revise policies to reflect licensing requirements, law, safety practices, program operations, or the needs of the child care setting.

Families will receive written notice when a revised policy or handbook version is issued.

Depending on the nature of the change, families may be required to:

- Review the updated policy
- Complete a new acknowledgment or agreement
- Provide updated authorization or information

- Comply with the revised policy by its stated effective date

Material changes involving tuition, scheduling, enrollment, or contractual obligations will be communicated with the notice required by the applicable agreement or policy.

A family's continued use of care after the effective date may constitute acceptance when stated in the written notice.

Professional Communication Expectations

Communication between families and Tiny Vines Nursery must remain respectful, direct, and professional. Concerns should be brought to the provider privately so they can be addressed constructively.

Threatening, harassing, discriminatory, abusive, or repeatedly hostile communication may result in limits on communication, suspension, denial of future drop-in bookings, or termination of enrollment.

Concerns involving another child or family must not be addressed directly with that family through Tiny Vines Nursery.

PHOTO, VIDEO, & MEDIA

Tiny Vines Nursery respects the privacy of all enrolled children and families. Photo and media permissions are governed by the family's current Tiny Vines Nursery Program Participation & Topical Authorization Form.

Social Media & Marketing

Tiny Vines Nursery may photograph or record program activities, materials, environments, and special moments for documentation, private family communication, website content, social media, or other program materials.

Public images showing a child's identifiable face will not be shared without explicit written permission.

No-face or non-identifying images may be shared according to the family's completed media authorization.

Families may update or revoke future media permission in writing. Changes do not require removal of materials already lawfully created, printed, distributed, or published before the update was received, although reasonable requests will be considered.

Private Communications

Photos and videos may be shared privately through Brightwheel, direct family communication, or private program materials when permitted by the family's authorization.

Private sharing may include group images in which more than one child appears.

Families must protect the privacy of other children and may not download, repost, forward, publish, or distribute images containing another child without that family's permission.

Parent Sharing

Families may share images of their own child when no other child is visible or identifiable.

Images, names, personal information, or identifying details involving another enrolled child or family may not be posted or distributed without explicit permission from that family.

Photos taken during parent-participation events must follow any event-specific privacy instructions.

Security Cameras

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

- Cameras are used as an additional safety, security, and incident-review tool.
- Cameras do not replace direct supervision.
- 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 may be retained temporarily, overwritten automatically, or preserved longer when needed for an incident, licensing matter, legal requirement, or safety review.
- Camera placement may change as the child care environment and security needs change.

Security cameras are not used for live parent viewing.

TERMINATION OF CARE

Ongoing Enrollment: 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. Notice must clearly state the child's final intended day of care.

Withdrawal from ongoing enrollment does not automatically cancel or refund separately confirmed drop-in, evening, weekend, or overnight bookings.

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.

Drop-In Enrollment Discontinuation

A family may discontinue drop-in enrollment at any time by providing written notice through Brightwheel.

Discontinuing drop-in enrollment does not create a refund or credit for the enrollment fee or for any confirmed booking except as provided by the TVN Drop-In Tuition & Payment Agreement.

Tiny Vines Nursery may mark drop-in enrollment inactive when records are outdated, the child has not attended for an extended period, or updated information is required.

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, developmental, medical, supervision, or care needs that cannot be safely supported within the program setting
- Disregard for arrival and departure procedures
- Failure to comply with licensing or safety requirements
- Failure to maintain current emergency, medical, immunization, or enrollment information
- Failure to provide required medication, supplies, or documentation
- Repeated failure to communicate or respond to required notices
- Conduct that interferes with the safe or stable operation of the program

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

Immediate Termination

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

- Serious or unresolved nonpayment after required notice
- Behavior that poses a serious safety risk
- Threatening, aggressive, or inappropriate parent behavior
- Falsification or significant omission of enrollment, health, custody, or safety information
- Failure to provide required emergency medication or safety documentation
- Conduct or actions creating an immediate risk to children, the provider, household members, or the safe operation of the program

In such cases, care ends effective immediately.

Suspension of Care

Care may be suspended when:

- Tuition, booking payment, or required fees remain unpaid
- Required enrollment, medical, emergency, or licensing documentation is missing or expired
- Required emergency medication or supplies are unavailable
- A health, safety, conduct, or supervision concern requires review
- The family has not complied with a required corrective action or deadline

Suspension does not eliminate any financial obligation already incurred.

For drop-in enrollment, Tiny Vines Nursery may deny or pause future booking requests instead of issuing a formal suspension.

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 later seeks to re-enroll after withdrawal, inactivity, suspension, or termination, Tiny Vines Nursery may require a new enrollment process, updated documents, and a new enrollment fee.

Transition of Care

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

Transition support is subject to the circumstances of termination, family cooperation, safety needs, and available provider time.

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

DROP-IN CARE

Drop-in care is available only to families whose drop-in enrollment has been completed and approved.

Drop-in enrollment allows a family to request occasional care. It does not reserve recurring days or hours and does not guarantee approval or availability for any specific date.

Drop-in care may include weekday, weekend, evening, or overnight care when offered, requested, and approved.

Eligibility Requirements

Each request is considered based on:

- Licensing capacity and age ratios
- The children already scheduled
- Group needs and compatibility
- The child's age, care needs, and current information
- Requested hours and type of care
- Planned activities or outings
- Provider availability
- Whether the child's needs can be safely supported

Tiny Vines Nursery may approve, decline, shorten, modify, or propose alternate times for any request.

Approval of one booking does not guarantee future approval.

Enrollment Completion Requirement

Before requesting care, drop-in families must complete and receive approval of the TVN Drop-In Enrollment Packet.

Required items may include:

- Drop-In Enrollment Information
- Drop-In Enrollment Agreement
- Required California licensing forms
- Immunization documentation
- Parent Handbook & Program Policy Agreement
- Drop-In Tuition & Payment Agreement
- Program Participation & Topical Authorization Form
- Infant & Toddler Allergen Verification, when applicable
- Infant Sleeping Plan, when applicable
- Required medical, feeding, medication, allergy, or emergency documentation
- Enrollment fee

Drop-in enrollment is complete only after Tiny Vines Nursery sends a Drop-In Enrollment Confirmation.

Keeping Drop-In Information Current

Families must promptly report changes involving:

- Contact information
- Authorized pickup persons
- Health, allergies, medication, or emergency needs
- Feeding or sleep needs
- Development, behavior, toileting, or supervision needs
- Custody or legal information

Tiny Vines Nursery may require an updated child-information form, periodic child update, licensing document, or other record before approving another booking.

Scheduling & Pre-Approval

All drop-in care must be requested and approved in advance through the method designated by Tiny Vines Nursery. A request is not a booking.

Care is reserved only after:

- Tiny Vines Nursery approves the request
- A Drop-In Booking Confirmation is sent
- Required payment is completed
- Required updates, forms, or supplies are received

Unscheduled or unannounced arrivals will not be accepted.

Same-Day Requests

Same-day requests may be considered when space, ratios, provider availability, supplies, and the child's records allow.

Same-day care is never guaranteed and may require immediate payment and confirmation before arrival.

Confirmed Booking Times

Families must follow the arrival and departure times shown in the Drop-In Booking Confirmation.

Early arrival, late pickup, or requests to extend care are not automatically approved and may result in additional charges.

Tiny Vines Nursery may decline an extension when doing so would affect ratios, supervision, household needs, or other scheduled care.

Payment Requirements

Drop-in rates, payment deadlines, booking requirements, cancellation terms, credits, no-shows, late pickup, additional hours, sibling charges, failed payments, and refunds are governed by the TVN Drop-In Tuition & Payment Agreement and the applicable Drop-In Booking Confirmation.

A booking is not reserved until all stated payment requirements are completed.

Arrival, Supplies, and Readiness

Families must arrive with all supplies listed in the booking confirmation or current supply instructions.

Tiny Vines Nursery may decline or end care if required medication, food, bottles, diapers, clothing, sleep items, or other essential supplies are missing, unsafe, or unsuitable.

The child must arrive healthy enough to participate and must meet all illness and exclusion requirements.

Evening and Overnight Care

Evening and overnight bookings may have additional requirements involving meals, pajamas, sleep routines, bedding, medication, emergency contacts, and pickup times.

Overnight care is offered only when the child's age, needs, sleep habits, and required supervision can be safely supported.

Tiny Vines Nursery may decline overnight care even when daytime drop-in care has been approved.

Policy Adherence

Drop-in families must follow all applicable handbook policies, signed agreements, booking instructions, arrival and departure requirements, illness rules, and safety expectations.

Policy concerns may result in:

- Modification or cancellation of a request
- Denial of future bookings
- Temporary inactive status
- Required updated documentation
- Suspension or termination of drop-in enrollment

Tiny Vines Nursery may decline any future request when care cannot be provided safely or appropriately.