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The following pages contain important information and instructions for the nanny and her job assignments. These instructions are the result of trial and error, along with feedback from both nannies and families over a period of many years. They are meant solely to help you avoid mistakes that have occurred in the past, resulting in complaints from families, and to make your work experience a productive and pleasant one. We realize that our experienced nannies will already be well versed in the information to follow and thank them for their patience. In this way, our newer nannies can benefit from prior experience.

Remember, a nanny is a Professional and should not only behave in a professional manner, but should also expect to be treated as such by family employers. We would like to thank you for registering with NWC and encourage you to contact us with your questions and concerns.

We also recommend that nannies who have at least one year of experience take the “Nanny Credential” exam which can be found on the International Nanny Association website at www.nanny.org.

**Care of the children including:**

* Children’s laundry
* Tidy children’s rooms and play areas
* Clean diapers
* Transport children to after school activities
* Outing with children
* Doctor appointments
* Help with homework
* Meal preparation and clean up after children
* Provide intellectual stimulation
* Prepare and organize age-appropriate play activities
* Develop good communication skills to use with both children and parents
* Create a safe and healthy environment that fosters confidence, self-esteem and trust, which includes both the physical and emotional wellbeing of the child.



A current Infant and Child CPR and First AID certification is required to sit for the exam, which is completed online. A certificate will be issued to those who pass and their names will be listed on the INA website. This can be added to your resume and can be helpful in job interviews and could result in a higher salary. Becoming a member of INA is also beneficial. Members may attend seminars at the annual convention and there is a “Nanny of the Year” award. And of course, members have access to important information. In some cases, clients may agree to pay for some or all of the related expenses since it would benefit their families.

It is **VERY IMPORTANT** that CPR and First AID Certifications are done promptly for new nannies and that they are kept current. **PLEASE MAKE THIS A PRIORITY**. The agency will notify you one month before your CPR is to expire to give you time to schedule a renewal class. Please be prompt in scheduling your class once the agency has notified you. NWC recommends checking with your local fire departments, hospital, or community centers for classes. Online CPR and/or First AID may only be used if you have done an in-person class previously.

TEMPORARY JOBS

Temporary jobs can be fun since you can set your schedule. You are under no obligation to accept a job, but once you say yes to a job, then you are **required** to go!

Once you receive a confirmation from us, phone the client to introduce yourself and confirm the job, the client is anxious to hear from you, so do this ASAP to make them feel comfortable and reassured.

When the nanny works on a temporary job for a client, and the client wishes to use this nanny again; this would be arranged through the agency. Many times, a client who has previously used a nanny will call her again directly the next time he/she needs someone. Although we frown upon this, you may accept such a job offer provided that you inform the client that he/she should be arranging this through the agency.

**You cannot go until the agency confirms with you**.

Do not rely on the client to call us even if they say they will. We will not continue to use a nanny who repeatedly makes direct arrangements with clients and ignores agency policy.

PERMANENT

* Always confirm time and date with the family as soon as your receive confirmation from NWC and then again the day before it is scheduled.
* Please call the agency after each interview to let us know how it went. If you cannot keep an appointment:
* **PLEASE CALL THE CLIENT DIRECTLY AND KEEP CALLING UNTIL YOU REACH THEM. DO NOT LEAVE A MESSAGE**.
* Call the agency also. You may leave a message if it is after hours or on the weekend.
* **MESSAGES ARE NOT ALWAYS CHECKED AFTER HOURS**.
* Never leave a message cancelling an interview on our voice mail.
* You must notify the agency if offered a position.



Temp jobs have a four (4) hour minimum. You must be paid for 4 hours, even if you work less. The salary is set at $13/hour for one child and $1/hour more for each additional child.

If you transport children, you are paid a “per mile” fee by the family. The amount is subject to change, so please call us for the current amount. Please notify the agency if you feel that you have not been paid properly. When the nanny first registers with the agency, temp jobs will be slow. It takes some time for families to get to know the nanny and begin to request him/her. Until that happens, we will make every effort to provide work. However, we would like you to remember that we are three people covering nine (8) counties, so please remind us by e-mail or text if you are not getting enough work. See our form on the difference between On Call and NWC Backup Care jobs on our website under “helpful forms”.

Bring a bag lunch/snack. The family is not required to provide your meals. Arrive 5-10 minutes early.

\* It is absolutely never permitted to bring your own child to a temp job\*

\*It is also never permitted to use your cell phone during an on-call job. If the child is napping, you should be tidying up any messes related to the job; toys, child’s laundry, meal messes etc.

Nannies Who Care provides group nanny service at events such as weddings, conventions, etc. We provide activities and you will work with other nannies and a group of children. We have very good nanny to child ratios with our group events. A monitor nanny is assigned to each group event to ensure policy & safety are in effect. Salary is $16/hour with a four-hour minimum.

NWC contracts with another company to provide backup nanny service to their employees. If you would like to do this type of work, there is a video and test on our site to be completed and bank information as you will be paid by NWC. Salary starts at $15/hour for 1 child and $1/hour more for each additional child. Please contact the agency for more information. On our site we have a Family on Call v. NWC On Call/Back Up Care. Please review this document which explains the services. With Back up jobs you could be texted as early as 5AM or as late as 11PM for a job the same day or the next day. There is no obligation to take a job if you are not available. If you would like to do back up jobs, please notify the agency as you will be on our payroll for these jobs and there is additional paper work to complete as well as a video online to review. Back up jobs may pay more than family on call jobs. After you have established yourself as a professional nanny with NWC, we will provide you with a shirt to wear on back up care jobs. Extra shirts are $25 each.

* Salaries for permanent jobs are negotiable according to job duties and nanny experience.
* It is expected that nannies provide at least two weeks’ notice when leaving a permanent position. Check our job board for opportunities.
* Bring a bag lunch/snacks. The family is not required to provide your meals unless agreed upon in interview.



Nannies Who Care also provides pet sitting & party serving. Salaries vary on this type of service depending on job description.



In cases where there is a court order that one parent be supervised while visiting with their children, NWC wants to make it more enjoyable. Sure, there are centers where parents and children sit and look at four walls, but it is so much more fun for the children to go to the park, Chuck E Cheese, or their place of choice. NWC does not accept any cases where there could be any cause for safety concern. Salary is $15/hour for 1 child and $1/hour more for each additional child.

Non registered clients such as hotel or out of town clients, must pay in cash. Registered clients that are local may pay by cash or personal check. Do not accept a check from a hotel guest, they must pay in cash. Always park in self-parking if they have it. If you have to pay for parking bring your receipt to the family for reimbursement, and the family is aware of this as we tell them in the confirmation. (Please allow extra time for parking and waiting in line at hotels so you are not late for the job.) Unless requested by the client, NEVER park valet.



If the client instructs the Nanny to order food for the children at any time, including meal time, the nanny is NOT to order food for herself unless the client extends the offer to her. If your job takes you into meal times and meals have not been previously discussed, bring your own meals and snacks.

* There is no policy for cancellations for registered clients. Non-registered clients are required to provide a 24-hour cancellation notice. Let us know if a client cancels last minute, as you may be entitled to a travel fee. \*
* Non-registered clients may be local families or hotel/out-of-town residents staying within our nine-county coverage area.

Nannies are expected to keep all interviews and jobs that have been scheduled.

However, if an emergency arises, and you must cancel, always call the family first and keep calling until you reach someone. Then call the agency. Messages left with the agency may not be received in time to notify the clients, so it is imperative that the client be contacted directly.

You are only paid for the time worked. If you are booked for six (6) hours and they client(s) returns in five (5), you are only paid for the five. There is always a four (4) hour minimum.

When any interview OR job is scheduled, the agency confirms with both the family and the nanny. Even so, it is agency policy that the nanny calls the client upon receiving the job confirmation from NWC and then again one day prior to your scheduled date and time. If you have been confirmed for a job and have not yet heard from the agency, contact us immediately.

Unless you hear directly from the client or the agency that a job has been cancelled, the job is still on and you are required to go.

*You represent not only yourself, but also NWC. Please dress in a clean and neat manner at all times and dress appropriately for the occasion.*

For group jobs and clients, you have never worked for before, we prefer you wear your NWC shirt, if you have one. If you have not yet received one, please contact our office. Once you have done a few jobs, you will receive a complimentary shirt. If you would like additional shirts, the fee is $25.

For Hotels

Ask the client what you will be doing with the children while at the hotel to determine what to wear. Families may want the children taken to weddings, parties, or other occasions that require more formal dress or want the nanny to bring a swimsuit to take the children swimming, so always ask. Unless you have been told to dress casually, do not wear shorts or flip flops.

Tote Bag

Always bring age-appropriate toys or activities in your NWC tote bag. Also, remember your “What We Did Today” form & Nanny Business cards! WWDT forms are available to be printed directly from our website.



Some families have surveillance or nanny cameras. The family ethically should tell the nanny that these cameras are present, but do not always do so and are not required to do so. We expect to conduct yourselves as if there is ALWAYS a surveillance camera.

No matter if you are working a temporary assignment or a permanent position, you should **always** bring your own breakfast, lunch, and/or dinner and beverages and snacks. Do not rely on the family to supply your food.

There will be occasions when Nannies are asked to take care of mildly ill children. When doing On-Call jobs you are permitted to administer medications to the children per the parent’s instructions. Back Up Care is not permitted to administer any medications. Should a child’s temperature reach 100 or higher than notify parent immediately.

Nannies Who Care offers various training workshops throughout the year.

Nannies that attend at least one during the year will be on our preferred nanny list and will be called more often for work.



For all useful forms, see our website www.NanniesWhoCare.com under For Nannies: “Helpful Forms”.



In order to become a preferred nanny, you must be working on our on-call list. Preferred nannies have attended continual NWC training days. To become a preferred nanny you must have performed multiple successful scheduling’s with positive feedback from the families. The first NWC shirt is a gift, any shirts thereafter will be $25.00.



Please remind us if we are not calling you enough for Temp work. We prefer that you contact us via text/email so the phone lines may be kept open. If you are in need of work and are willing to travel, we may be able to provide work in one the five counties we cover. In some cases, a travel fee may apply. **PLEASE NOTIFY US IF YOUR SCHEDULE CHANGES ESPECIALLY WHEN YOU ARE AVAILABLE FOR MORE HOURS**. You may lose work if we do not have your current schedule.

For full time or part time permanent jobs, please check the website often. Jobs are listed PROMPTLY as they are received. Check the website at www.nannieswhocare.com and use the “Job Board” option.



If you should encounter a problem related to your job, please notify us ASAP so that we will have your take on the incident before we hear from the client. If you are unsure of the protocol in a situation, please always call or text before you take any action. If you feel you have not been paid properly for a job, please notify the agency and we will handle it for you.



Two weeks’ notice is customary when leaving a permanent placement position. If proper notice is not given, we may not be able to place you with another family.



Please text/email us rather than call if it is not an urgent matter. Our texts and email addresses are checked very frequently and we will respond back to you quickly.

Our email addresses are:

dbrown@nannieswhocare.com

amanda@nannieswhocare.com

marketing@nannieswhocare.com

sabryna@nannieswhocare.com

kristen@nannieswhocare.com

The numbers to send text messages is the same as our office number (727) 784-8868

and our fax number is (727) 784-8868.

Office hours are M-F 9AM-5PM, however we will respond to emergency text messages on the weekend. If it is not an emergency, please wait until office hours to send your text or email.



1. You can easily find books, activities, and games at the local dollar store and the $1 bins at Target. You will be a “hit” with the children and parents, especially at the hotels where they do not have toys or activities!
2. With permission, suggest an outing to the park or local playground.
3. There are lots of local hands on museums in the Tampa Bay Area that are low cost such as “The Clearwater Marine Science Center” where a child can see dolphins, sting rays, and sea turtles. MOSI in Tampa is another great children’s museum. You might want to stay local with a new client, however, if you have been there before, feel free to make suggestions.
4. Crafts projects are inexpensive and always fun. Just don’t forget to clean up afterward.
5. With permission, suggest a local play group with neighborhood children.
6. Library play time is another free activity and the children can get their “own library card” and check out books. Just remember to remind parents to return the books to avoid late fees.



1. Call the family the day before the job to confirm with them. (Even if you have already done so prior, job was scheduled some time out etc.)
2. Arrive a few minutes early for instructions & greetings.
3. Greet the children soon after arriving and show interest and enthusiasm.
4. Be warm and friendly…………...SMILE.
5. Bring age-appropriate toys and activities in your tote. The dollar store has good bargains including books, crafts, puzzles, and games.
6. Be professional and remember that you are representing not only yourself, but the agency.
7. Ask for and take a tour of the house.
8. Review the family’s rules, schedules, and approved activities for those receiving care.
9. Review and verify emergency contact information with the parent/guardian.
10. Prepare nutritious snacks and meals as agreed upon by the parent/guardian.
11. Clean up after meal preparation and after play time. The home should look as neat or better than you found it.
12. Keep pool areas locked.
13. Do not let small children out of your sight.
14. Supervise creative play and learning activities.
15. Parent-approved activities are recommended. Find out about area play groups and story time at the library, along with other activities. Let the family know you are available for these activities.
16. If you enjoyed the children, let the parents know and you will be requested in the future. We will also add those families to your “Favorites”.
17. Speak to the parents about the activities you engage in with the children.
18. Inform the client immediately if the child becomes injured or appears ill in any way during care.
19. Remember to leave our form “What We Did Today” with the family along with a nanny business card with your name so the family may request you again!
* Arriving late.
* Cancelling at the last minute without good cause.
* Computer or TV use without permission.
* Chatting or texting on your cell phone (even if the child you are caring for is asleep!).
* Helping yourself to food without permission.
* Leaving children unattended.
* Leaving the children’s play area, bedroom, & toy areas messy.
* Taking children anywhere without permission.
* Spanking.
* Failure to keep children clean.
* Failure to clean the kitchen area after meal preparation.
* 12. Ordering food from room service without permission at a hotel or condo, even when ordering for the children.
* Talking to parents or children about your personal business.
* Failure to act in a warm and friendly manner.
* Taking photos of children and/or posting them to social media.
* 16. Even though we value your experience, it is not the right of the nanny or the agency to express our opinion about the family situation or to offer parenting advice.

**REMEMBER THAT CHILDREN WILL REPORT EVERYTHING TO THEIR PARENTS.**