

The Nanny Journal



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Introduction

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.



Nanny Duties

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.



CPR & First AID Certification

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.



Dress Codes

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.

A blue or pink shirt to represent agency colors would be fantastic! If you do not have a modest blue or pink shirt, any modest and appropriate shirt will do. Always wear close-toed shoes and pants to a job.

Ripped jeans, crop tops, tank tops, short shorts, or flip flops are never permitted on a job.

Facial jewelry must always be removed while on the job, or a clear stud be put into place to prevent possible injury. This is to protect our nannies as it is also a liability.

For group & event jobs, we prefer you wear your NWC shirt, if you have one. If you have not yet received one, please contact our office. **When you are confirmed for a group event, you will be given a shirt.**

We do have NWC shirts to purchase, the fee is \$20 if you are able to pick up and \$25 to have it shipped.

Nanny Tote Bags:

Always bring your nanny tote with age-appropriate toys or activities on Temp jobs. Also, remember your “What We Did Today” form, Over-Time Sheet & Nanny Business cards! We recommend checking out places like Dollar Tree, Five Below, or the \$1 section at Target for great ideas on activities to do and bring! These forms are available to be printed directly from our website at www.NanniesWhoCare.com/nanny-forms.

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.



Permanent jobs

- Check our job board at www.NanniesWhoCare.com/nanny-jobs for permanent opportunities.
- Salaries for permanent jobs are negotiable according to job duties and nanny experience. We discuss with families their range and we list this on each family's job description. Always reach out to us first to inquire if the family is open to paying a higher amount, do not ask the family this in the interview.
- It is expected and customary for nannies to provide at least two weeks' notice when leaving a permanent position. This leaves you in good standing with both the family and the agency.
- Bring a bag lunch or snacks. The family is not required to provide your meals unless agreed upon in interview or within the family-nanny agreement.

Interviews

Permanent Placement Interviews:

- Please connect with the agency after each interview to let us know how it went. Your feedback is just as important and we look forward to hearing it.

If you cannot keep an interview appointment:

- Call the client directly and let them know you can not attend, let them know you are also notifying the agency next. Call the agency, do not cancel an interview via text or email.
- You must notify the agency if offered a position. Should we not know of a placement, the nanny may become responsible for any fees the family did not submit to finalize placement.



On-Call jobs

TEMPORARY JOBS- On call and Back Up Care.

Temp jobs have a four (4) hour minimum. You will always be paid for 4 hours, even if you work less. The salary is set at \$15/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 currently covering eleven 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- both on call and back up care***

***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.**

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!

Always confirm time and date with the family as soon as you receive confirmation from NWC and then again, the day before it is scheduled.

A phone call is the proper way to connect with 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 **must** 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. We have a two-warning policy with our agency.

Back-Up Care jobs

NWC contracts with other companies to provide backup nanny service to their employees, this is considered corporate childcare. 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 your Recruiter 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 contacted via text or on the SitterPro App 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.

When working a back up care job, you are required to punch in and punch out for your hours worked. All back up care jobs are taxed and receive a w2. Please be sure to bring the WWDT sheet and an Over-Time sheet on every back up care job.



Should you work different hours or additional hours other than what is listed on your confirmation, you are required to fill out an overtime sheet and have the client sign this. Over-Time sheets are required to be submitted to NWC within 24 hours of the job ending to submit to billing.

To establish yourself as a professional nanny with NWC, please consider purchasing a NWC shirt.

Shirts are \$20 if picked up and \$25 if shipped, to inquire about a shirt email Dee@nannieswhocare.com

Cancellation Policy

- **Nannies are expected to keep all interviews and jobs that have been scheduled.**
- There is no policy for cancellations for registered clients, meaning no cancellation fee. 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 eleven-county coverage area.

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.

Please continue to call until you reach someone. NEVER cancel a job via text or email. ALWAYS cancel via phone call or if you are injured/unable to call, have someone else call for you immediately/as soon as possible.

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



Confirmations

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. Some families may not answer or return your confirmation call. Often, these families use our agency regularly and are confident all nannies coming are top notch.

Event jobs

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. With our group and event childcare, we provide all games, activities, arts and crafts needed for an organized and fun time! 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.



Pet Sitting and Party Serving

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

Supervised Visitation

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 \$16/hour for 1 child and \$1/hour more for each additional child. If you are interested in being a Supervisor let us know. **All Supervisors must understand that there is always a possibility of being subpoenaed in court to discuss a case. All supervisors must submit their report form within 24 hours of the visit ending.**



Hotel jobs

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/free parking if they have it available. If you have to pay for parking, we always recommend bringing your receipt first to the hotel front desk, letting them know that you are nannying for a guest in their hotel and ask if they validate parking. Should they not validate, bring your receipt to the family for reimbursement. The family is aware of this as we tell them in their 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.

Hotel and Condo Room Service

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.



Surveillance Cameras

Most families now-a-days have surveillance, doorbell, 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.

Meals

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.

Sick Children

DUE TO COVID, WE ARE NOT SENDING NANNIES TO SICK CHILDREN, IF A CHILD HAS ANY ILLNESS THAT HAS BEEN PROVEN TO NOT BE COVID19 WE WILL NOTIFY YOU AND IT WILL BE AT YOUR DISCRETION As a reminder: 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.



Training

Nannies Who Care offers various training workshops throughout the year.

Our main event is International Nanny Training Day held each April. All attendees receive certificates of completion for each workshop held on this day. We always recommend to attend to continuously further your knowledge and education in the childcare field, but it also looks wonderful on your Nanny Resume and does make a big difference to families looking for a nanny! Reach out to us to find out when our next Nanny Training event is!

How to Become a Preferred Nanny

In order to become a preferred nanny, you must be **ACTIVELY** working on our on-call list. Preferred nannies have attended NWC training days. To become a preferred nanny, you must have performed multiple successful scheduling's with positive feedback from the families. Should we have a high profile client or specific needs, we will reach out to our preferred nannies prior to sending it out via text to a group or sending out via SitterPro.



Need More Work?

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 eleven 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. ALSO BE SURE YOUR AVAILIBLTY IS MARKED OPEN ON THE SITTERPRO

APP. You may lose work if we do not have your current schedule.

To stay up to date on new full time or part time permanent jobs, please check the Job Board often. Jobs are listed PROMPTLY as they are received. Check the website at www.nannieswhocare.com/nanny-jobs

Problems

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.



Leaving a Family

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.

Contact the Team

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. Office hours are M-F 9AM-5PM, however we will respond to emergency text messages on the weekend.

Our email addresses are:

debbie@nannieswhocare.com

amanda@nannieswhocare.com

dee@nannieswhocare.com

crystal@nannieswhocare.com

monique@nannieswhocare.com

toni@nannieswhocare.com

brianna@nannieswhocare.com

Text or call (727) 784-8868 & Fax (727) 784-8933.



Possible Nanny Activities

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 and ensure it will not stain, damage, or ruin anything in the client’s home. (Slime is usually not recommended)
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.



Policies for *Nannies*

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. Some great ice-breakers are “Can you show me your room?” or “Show me your favorite toy!”
4. Be warm and friendly.....SMILE. Did you know children connect faster and feel safer when you smile?
5. Bring age-appropriate toys and activities in your tote. We recommend including items like 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. Always ask if the child has any allergies.
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 (or any child you are caring for) out of your sight.
14. Supervise all activities including 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!



Nanny No-No's

- 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.
- 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- always keep it professional.
- Failure to act in a warm and friendly manner.
- Taking photos of children and/or posting them to social media.
- 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.



Being a Nanny is a fun, rewarding position. Every child remembers their favorite babysitter or nanny. Every child holds onto memories that made a difference in their lives including small, fun memories! When you do a great job and connect with these children, you become their life-long favorite nanny or memory. It shows that you are truly a Nanny Who Cares!

Thanks for being a great nanny!

