



While we understand that situations can arise after you have accepted an on call or back up care job, NWC must maintain our very high standards which helps us as a professional agency and you as a professional nanny. This being said, it is **imperative** that you follow these guidelines if you find yourself in a situation where a cancellation by you is required. Please note, those instances would be illness, family emergencies, and other things of this nature.

### TO CANCEL CARE

1. Contact the family by **phone call** and notify them that you are unable to provide care. Let the family know that you are going to contact Nannies Who Care so that the agency can work on finding a replacement.

- If the family does not answer the phone leave a voice message. Try again in a few minutes.
- You may also leave a text message asking the family to contact you and let you know they received the message.
- You **MUST** get a confirmation from the family or our agency.

2. Contact Nannies Who Care: If it is before 9:00 am or after 6:00 pm, make sure to follow up to ensure that your message was received.

### YOU MUST MAKE CONTACT WITH THE AGENCY WHERE YOU GET A RESPONSE.

Call, text, and emails are great ways to contact the agency, but be sure to follow up with Nannies Who Care if you do not hear from the agency as we may not have received your message/text/email.

As a professional nanny agency, we are constantly looking for ways to improve our services. We want to remain Central & South Florida's Premiere Nanny Agency. This not only benefits the agency, but **you**, the nanny as well. If we continue to excel, we will have more nanny jobs for you. Help us grow together by maintaining our superior nanny service, even if you are not able to provide care. If you have any questions about this Cancellation Policy, or any other information from Nannies Who Care, please contact our agency.