

The Nanny Journal



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Introduction

The following pages contain important information and instructions for the nanny and your job assignments. These instructions are the result of trial and error, along with feedback from both nannies and families over decades of time. 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.



Nanny Duties

Care of the children include:

- 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

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.

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.

A current Infant and Child CPR and First AID certification is required to sit for the exam, which can be 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.



Dress Codes

You represent not only yourself, but also NWC. Please dress in a clean and modest 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 to 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 them up and \$25 to have it shipped. If you are interested in a NWC shirt, please email Dee@nannieswhocare.com.

Nanny Tote Bags:

Always bring your nanny tote with age-appropriate toys or activities on Temp jobs. A nanny tote is any small bag that you can have games, toys, or activities ready for a well prepared shift. Also, remember your “What We Did Today” form, Time Sheet, 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. WWDT sheets and nanny business cards are left with the family.



For Hotels

When calling to introduce yourself and confirm details, 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 and short term 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 before it ever goes live to the nannies. 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:

- You are required to 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. This helps us in the future too!

If you cannot keep an interview appointment with a family:

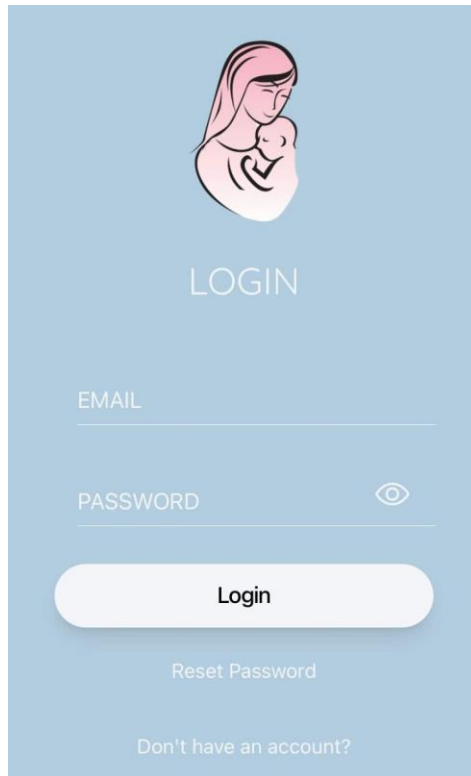
- **Call the client directly and let them know you cannot attend, let them know you are also notifying the agency next. Call the agency, **do not cancel an interview via text or email.****
- **You must notify the agency if offered a position. Should we not know of a placement, the nanny may become responsible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

Permanent Placement Interview Reminders:

- You are required to dress modestly and professionally for all interviews.
- We recommend bringing a nanny portfolio with you to every interview- ask our Permanent Placement team about this for help on what this should include!
- Review the job description again before heading to the interview with the family.
- Review the Tips to Nail that Interview! Attachment provided by our team in your interview confirmation email.



The Nannies Who Care App

The image shows the login screen of the 'The Nannies Who Care App'. At the top, there is a logo featuring a stylized illustration of a woman with long pink hair holding a baby. Below the logo, the word 'LOGIN' is centered. There are two input fields: 'EMAIL' and 'PASSWORD'. The 'PASSWORD' field has an eye icon to its right, indicating a toggle for visibility. Below the input fields is a large, rounded 'Login' button. Underneath the button is a link that says 'Reset Password'. At the bottom of the screen, there is a link that says 'Don't have an account?'. The entire screen has a light blue background.

The Nannies Who Care app is how you will receive all job opportunities for On call and Back Up Care Jobs.

Once you have completed your interview and onboarding homework, you will have received your “Welcome To The Team” email and you will be added to the Nannies Who Care’s App! This is available at any app store. Your login will be your email address on your nanny profile, and the password when you first log in will also be your email address. We recommend that your availability remains open, so you receive all job opportunities, but you may adjust this if you prefer. You can accept jobs on the app based on your availability. Job opportunities may occasionally be sent via text directly from our team and not via The Nannies Who Care App should we need to fill the job quickly or the family be requesting you by name. Please be sure to clock in and clock out when your shift ends, especially in front of the family for all on call jobs Failure to do this may result in your payment being delayed. Nannies can clock in on their own for a shift up to ten minutes after the shift starts. You can enter a note as to why you are clocking in late. After ten minutes. When clocking out, if you forget to clock out the job will clock out on its own or by an admin at the scheduled end time. If your back up care job goes past the scheduled end time, or the



family requests you arrive earlier than scheduled, you are still required to submit an overtime sheet with your time sheet, signed by the family. You can mark your favorite families, and families can request you directly and favorite you too! The jobs that go out will be On Call Jobs (Date Nights, Overnights, Daytime, Group events (wedding or event care) etc) or Back Up Care Jobs (Bright Horizons, Care@Work, Corporate Care Solutions, and LifeCare).

On-Call jobs

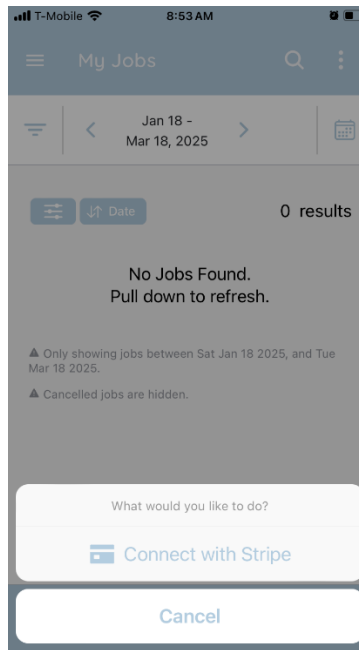
TEMPORARY JOBS- On call and Back Up Care.

All temp jobs have a four (4) hour minimum. You will always be paid for 4 hours, even if you work less. The hourly rate is set starting at \$16/hour for one child and \$1/hour more for each additional child. (In Miami-Dade, Broward, Brevard, and Palm Beach Counties, the hourly rate for one child is \$18/hour, two children is \$19/hour)

If you transport children for on call jobs, you are eligible for mileage reimbursement by the family. The amount is subject to change, as we go by the standard IRS rate per mile, this is currently .70 cents per mile. Please notify the agency if you feel that you have not been paid properly. Nannies can report mileage for back up care jobs if the job was 40+ miles away.

Starting 2/1/2025, nannies will be paid out to the account of their preference via Stripe on the NWC app
Nannies are REQUIRED to clock in and out for all jobs, nannies must clock out while in front of the family while still in their home. To connect your account to stripe, go to My Jobs, click the three white dots in the upper right corner. Your account information is only visible to you. If you have any questions or need assistance with registering, reach out to Amanda@nannieswhocare.com.





When the nanny first registers with the agency, temp jobs may be slow. It may take 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 get you booked based on your availability. However, we would like you to remember that we are currently covering 17+ 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 and nannies eat while working. **Arrive 5-10 minutes early for every job, you are responsible to factor in traffic or mapping time.**

*** It is absolutely never permitted to bring your own child to a temp job- both on call and back up care***

It is never permitted to give a child medication without the parent's request or consent.

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

This team can be fun and flexible since you 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! We only cancel jobs for true emergencies.

Please review the cancellation policy to know how to cancel should a true emergency arise.

Always call the family the same day you accept a job to confirm the date and time with the family



as soon as you verify the job status is “Assigned” on the NWC app and then again, the day before it is scheduled.

When the nanny works 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 them again directly the next time he/she needs someone. Although we frown upon this, you may accept such a job offer but **you are required** to both tell the client that he/she should be arranging this through the agency **and** notify us that they are requesting you for that date and time frame.

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.

Our agency has a two warning policy with nannies.

Should nannies repeatedly break policy, we are not comfortable referring you to families.

Back-Up Care jobs

NWC contracts with other companies to provide backup nanny service to their employees, this is considered corporate childcare. All back up care jobs are paid via our payroll biweekly and require time sheets to be emailed after each completed shift. If you would like to do this type of work, there is a video and test on our site to be completed and direct deposit form as you will be paid by NWC. Back Up Care jobs hourly rates start at \$16/hour for 1 child and \$17/hour for 2+ children. If four or more children are present the job will have a bonus offered. (Miami-Dade, Broward, Brevard, and Palm Beach Counties back up care rates are \$18/hour for 1 child and \$19/hour for 2+ children. On our site we have a Family on Call v. NWC On Call/Back Up Care. Please review this document which explains the difference between the two services. 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 an additional



form to complete as well as a video online to review.

When working any back up care job, you are required to fill out a Time Sheet and email this to Amanda@nannieswhocare.com directly after your shift has been completed or as soon as possible. Time sheets are due by Tuesday mornings at 9am. We recommend that each job have a separate time sheet sent in, but if you prefer to list them on one sheet and send this in before Tuesdays at 9am, this is acceptable. Should you be working a job that ends on Tuesday afternoon or evening, please submit this immediately once the shift has ended. This will be on the following pay period.

Payroll is every other Friday, direct deposit, with the cut off being the Tuesday prior at 9am.

Over time sheets: 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 included with your time sheet to Amanda@nannieswhocare.com 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

\$ Nanny Pay! \$

All On Call jobs are paid directly to the nanny by the family. Starting 2/1/25, all payment will be electronic through the app. At the end of the shift, nannies will be required to clock out of the job in front of the family before leaving their home to issue payment. If you have any trouble clocking in or out please reach out to Amanda@nannieswhocare.com to get this corrected. Families will be given an *option* to tip for a job well done. Should they tip the nanny, nanny will receive an email letting them know.

All back up care jobs require timesheets to be emailed to Amanda@nannieswhocare.com and are paid via direct deposit payroll, every other Friday.

*When you receive your Welcome to the Team Email, you will also receive an email from Isolved/GTM



(This sometimes goes into spam) This link is active for 72 hours before expiring. Click this link to register your payroll account. This account is where you will receive your paystubs for all back up care jobs, can request for advances through Zayzoon, and will receive your W2. You must click the accept/yes option for receiving electronic W2s. If you accidentally select no and need to go back, click the down arrow next to your name in the left upper corner and choose Documents*

Cancellation Policy

- **Nannies are expected to keep all interviews and jobs that have been scheduled.**
- Clients cancelling on call jobs within 24 hours of the start time may be charged a cancellation fee for the nanny. Let us know if a client cancels last minute, as you may be entitled to a fee.
- All back up care last minute cancellations by the client are paid a four hour minimum to the nanny.

However, if an **emergency** arises, and you must cancel, **always** call the family first and keep calling until you reach someone. Then call **and** text the agency's **main** number 727-784-8868. 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 they 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 assigned or 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 as they are comfortable with the agency sending them a great Nanny. Often, these families use our agency regularly and are confident all nannies coming are top notch.

COULD NOT STAFF- Sometimes you may see a booking via the app that it says Could Not Staff. This means our auto assistant tool that we use to book jobs was not able to staff this in the back up care portal. Should you see this, contact our agency. If this is for a job starting the next day, do not go, as you are not officially confirmed. Often times we may need to contact a rep with the back up care company to find out specific details or get this job back for staffing. We will follow up with you to let you know if it is cancelled or staffed.



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.

Pet Sitting and Party Serving

Nannies Who Care sometimes provides pet sitting & party serving. Salaries vary on this type of service depending on job description and will typically be sent out via the Nannies Who Care App with details. If you are interested in these services, email Amanda@nannieswhocare.com.



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 \$17/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

Many families visiting the area for vacation may book a hotel sitting. These can range from a sit in the hotel room while the parents go out to a nanny joining them for a trip to a theme park. Always park in self-parking/free parking if they have it available. If you must 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. (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 mealtime, the nanny is **NOT** to order food for herself unless the client extends the offer to her. If your job takes you into mealtimes 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 on 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

We do provide sick care to families. If a child is sick, we will state this in the booking so you can have the full information before deciding if you wish to accept. If we know what the child is sick with, we will provide this information to you. 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, with another course in the Fall. All attendees receive certificates of completion for each workshop held on this day. We always recommend attending 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

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 Nannies Who Care.

Need More Work?

Please remind us if we are not providing you enough for Temp work. We prefer that you contact us via text/email so the phone lines may be kept open. If you need work and are willing to travel, we may be able to provide work in one the fifteen counties we cover. In some cases, a travel fee or bonus may apply.

We recommend that you leave your availability open on the Nannies Who Care App.

You may lose work if we do not have your current schedule, as the app does not send you jobs if you have it blocked off on your calendar/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 - Owner

amanda@nannieswhocare.com - Director of Operations



dee@nannieswhocare.com - Permanent Placement Director

Jenny@nannieswhocare.com- Permanent Placement Assistant

toni@nannieswhocare.com- Recruiter

Alyssa@nannieswhocare.com -Recruiting Assistant

Anamarie@nannieswhocare.com -Temp Placement Coordinator

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!



NANNIES WHO CARE

Experience Matters.

Matching great families with great nannies since 1989

