

A woman with long brown hair, wearing a blue button-down shirt, is high-fiving a young girl with long brown hair in a ponytail, wearing a white long-sleeved shirt and purple pants. They are in a bright room with large windows in the background. The scene is captured in a warm, slightly overexposed style.

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SOLUTION

THE NANNY SOLUTION

TIPS FOR SUCCESS

PERSONALIZED CHILDCARE SOLUTIONS TO FIT YOUR LIFESTYLE



Dear Nannies,

At The Nanny Solution, we have both our families' and our Nannies best interests at heart. We want to ensure that the placement is a successful, rewarding experience for everyone involved. That's why we've put together a guide with tips to help you in your professional Nanny career. We recommend reviewing this guide before starting your Nanny placement, so you can put your best foot forward from day one.

The Nanny Solution team is always here to help you as well. Please let us know if any issues come up; we are happy to help you work through them. If something happens, such as an accident involving the kids, please keep us informed. It's in your best interest to let us know if something happens and we hear it from you first. We have years of knowledge, expertise, and advice to give, and we are experts at diffusing situations.

We wish you the best of luck in your new job!

The Nanny Solution Team



SAFETY

Safety is our number one priority. Remember that it only takes a second for something to happen, so it's always best to err on the side of caution.

You should never leave the children in your care unattended, even if you see the parents do it. You are responsible for them the entire time you are working. This includes leaving them with other people (i.e., friends), in cars while you go into the store, etc.

Please ensure that your First Aid certificate, Criminal Record Check, and driver's license are always valid.

SICKNESS AND PUNCTUALITY

Arriving late for work is NEVER okay. Plan to arrive 5-10 minutes before you're supposed to start each day and for every activity/school pick-up, etc.

If you are sick, inform the family with as much notice as possible. Let the family know how you are feeling and ask them if they would still like you to come or not, but never work if you are seriously ill or contagious. Avoid texting in about a sick day.

Please remember that the parents are relying on you, so you are expected to go into work if you are feeling under the weather, have a headache, etc. Sometimes, they will just need you to stay for a few hours because they have an important meeting to attend, or they may ask you to stay long enough for backup childcare to arrive.





COMMUNICATION

Open communication is key. If the family tells you things in passing, encourage them to keep weekly or monthly meetings. Small things can often add up, so it is important to address them as they come up.

Find out how the parents like to communicate. Speaking in person is often the best way to communicate, and is more effective than sending a text or email. The written word can be interpreted in so many different ways, which often leads to miscommunication and misunderstanding.

If the parents don't already use a communication book, take the initiative and purchase one for the household. This can be an ordinary one-day per page agenda. Use it for recording the events of the days (good and bad), appointments, evenings when you need to leave at a specific time, overtime, sick days, etc.

For more helpful communication tips, read our Family Feedback guide.



DAILY WORK

You are responsible for everything relating to the children. This means preparing meals, cleaning up, making sure the stroller and car seat are clean, tidying up the toys, folding the children's laundry, etc. Any mess made must be completely cleaned before the end of the day. On a Friday, take the time to ensure that the diapers, wipes, etc. are fully stocked. Emptying the dishwasher or throwing a load of towels in the washing machine will take you less than 5 minutes, but to a busy working parent, this can make a world of difference.

Remember, you are not just a babysitter, you are a professional Nanny. Be prepared and do research on various classes, activities, and playgroups to do with the children. Be an expert in your field and research the latest children's products, read parenting magazines, and be informed about upcoming events by subscribing to newsletters and blogs.

You are being hired to engage and interact with the children, not just to supervise or sit them in front of the television. When you are at the park, you should not be sitting on a bench, you should be in the sandbox, sliding down the slide, and playing with the children.

When the children are sleeping, you can certainly make yourself a cup of tea, make a personal call, and take a break for a portion of the nap time. This is also your prime opportunity to plan crafts, outings, research future plans, and do your household chores. Because you are paid for your breaks, you are required to be available for work at all times.

Never bring the children under your care to your own home, to the mall, or on other personal errands. You are hired for their care and development, and your focus should always be the children.

GENERAL KNOWLEDGE

Don't push your other business or beliefs on the family you work for, their children, or their friends.

Appearance is an important part of your professional image, the family's image, and the agency's image. Please maintain a high standard of grooming and personal hygiene, and remember to always wear appropriate clothing (things that you can get down on the ground and play in and that are not too revealing).

All phone and email correspondence should be polite and professional. Ensure your email address is appropriate and any social media accounts are completely private.

If you are given a credit card for on-the-job expenses, avoid any discrepancies by using it only on purchases pre-approved by the parents, and be sure to keep and submit receipts.

If the parents offer you a glass of wine or a cocktail at the end of the day, never accept. Getting too friendly with your employers is not a good idea. They are not your friends, they are your employers.

As you gain more experience in the industry, you will find that there will be times when you are the same age or older than your employers. It is likely that the parents will have a higher income than you or may be more privileged in other areas. It is important to avoid feeling resentful about this. Be thankful that you have a good job and remember that the grass is not always greener on the other side.

TIPS FOR SUCCESS



BREAKS

You are paid for the entire day, Nannies do not get "breaks". As parents and Nannies, we eat and have a seat when the children are also eating, or are otherwise safely occupied.

VACATIONS

The parents are your employers and ultimately, they decide when you can take your vacation. Giving advance notice for times needed off is stated in your contract.

WORKING CONDITIONS

Keep track of your hours, overtime, and vacation pay. Review your payslip and keep a record of the direct deposits.

Know your rights. Keep a copy of your contract available to you at all times. Make sure that you are not being taken advantage of and contact The Nanny Solution with any questions or issues you may have.

If you feel that you are being treated unfairly (i.e., frequently working longer hours and not being compensated, not being paid for certain things, being asked to do tasks over and above what you agreed to), speak to The Nanny Solution team. We can't help unless we know!

Keep your relationship with your family professional. Becoming too friendly or emotionally dependent on a family crosses the line of what is normal for an employer/employee relationship. In addition, becoming friends with your employers on social media is not recommended. They don't need to know what you have been up to on the weekend or that you were up late last night.



CELL PHONE AND COMPUTER USE

Your cell phone should be the only electronic device that you bring to work. It should remain in your pocket and should only be used to communicate with the parents that you are working for. You should never spend the time you are being paid for texting, chatting to friends, or using social media apps. If your eyes are on your phone, they are not on the children.

Make sure that you have permission to use the family computer. Time spent on their computer should only be used for researching activities, looking up recipes for the kids, or finding local events related to the family. Checking your personal email and updating your social media sites should be done on your own time and on your own computer.

Photographs of the children should not be taken unless you have the parents' permission. NEVER post photos of the children under your care on Facebook, Instagram, or other social media sites.

A woman with long brown hair, wearing a teal button-down shirt, is smiling and high-fiving a young girl. The girl has long brown hair in a ponytail, is wearing a white long-sleeved shirt and purple pants, and is also smiling. They are in a bright room with large windows in the background. A blue square logo with the text 'THE NANNY SOLUTION' is positioned above the high-five.

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