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## Think Like a Professional Nanny *NannyTemps™*

The top nannies get the highest paying jobs because they have 3 things

1. Experience
2. Excellent References
3. Attitude and sense of professional behavior

TPNN has seen nannies with years of experience have a difficult time getting paid the higher fees because they fall short on the 2<sup>nd</sup> and 3<sup>rd</sup> attributes above. The attitude and sense of professional behavior doesn't mean that one needs to be stiff and distant. It means that the nanny should use common sense and think about the consequence of actions. Below are some tips and sound pieces of advice. We hope you take this to heart!

### How TPNN contacts Nanny for Temp Jobs

- TPNN will call or e-mail nanny to check on availability giving the details of the job.
- If nanny can do the job, TPNN will supply the nanny with the name and telephone number of the family. TPNN expects the nanny to show up at the job.
- TPNN will contact the family with the nanny's name and telephone number, requesting them to call the nanny.
- If the nanny does not hear from the family, she must make every effort to contact the family for directions.
- Mapquest.com can be used by Internet savvy nannies to get directions. It is advised to still call the family to confirm you have directions.

### Job Duties

- Be prompt and be prepared
- Follow the parents' instructions on feeding, napping, changing diapers, snacks, television, learning activities, outdoor activities, limit setting
- Provide infant stimulation and/or early childhood learning activities for the children in the home.
- Function as a teacher as well as a caregiver
- Provide security, love, safety, protection and guidance
- Always use distraction methods, positive reinforcement, and time-outs as methods of limit setting. Never use physical punishment, bribery or withholding of food as a form of discipline.
- If required to transport the children, car seats and seat belts must be used. Only transport the children as directed by the parents.
- Housekeeping duties include:
  - Cooking and clean up of children's meals
  - Preparation and clean up of bottles for infants and toddlers
  - Clean up of toys, play materials, arts and crafts materials and learning activities
  - Children's laundry
  - Keeping children's rooms and bathrooms neat and clean
  - Load and empty the dishwasher
  - Nannies are not responsible for heavy house cleaning such as vacuuming, dusting, ironing, floor mopping
- Meet the children's basic needs
  - Feeding
  - Diapering
  - Bathing
  - Playing
  - Comforting

### Clothing/Appearance

- Dress in clean clothes. Avoid wearing trendy outfits that reveal bare midriff, undergarments, tattoos, body piercing, etc.
- Wear clothing that allows romping on the floor and outside. Sweat pants, khakis, jeans without holes, polo shirts, unstained T-shirts with appropriate design are all acceptable.
- Shorts should reach mid thigh, short shorts and mini skirts should be kept for off duty attire.
- Fingernails should be neatly manicured. Long artificial nails for newborn/infant care are not appropriate.

## Professional Etiquette

- Arrive 5 minutes early for all jobs.
- If you know you are going to be late, call ahead.
- Call the office if you are unable to fulfill the job commitment. Call the family immediately if it is on the weekend.
- Personal phone calls should not be made while on the job, unless there is an emergency. Ask permission to make the call when you can, otherwise let the parent know that you made the call.
- Should a call need to be made, it should be limited to three minutes and the employer informed either at the beginning of the workday or at the end.
- Cell phones should be turned off while working.
- Your laundry should not be done in the employer's home.
- Time spent on the computer should be with the children only. It is not appropriate to view your e-mail or search the Internet while working. On-line activity should be done on your own time.
- If out to dinner with family, don't order the most expensive item on the menu unless the parent insists.
- When traveling with the family, make your bed in the morning and keep your quarters neat and orderly.
- Clean up the kitchen and pick up after the children. Dishes should not be left in the sink and on the counter
- Smoking is not permitted during working hours under any circumstances.
- Use of drugs or alcohol while on the job is grounds for immediate dismissal without pay.
- Caregivers must not leave the premises of the job with the children without expressed consent of the parent.
- Caregivers should never release the children with someone other than a person authorized by the parent. Identification with picture should be requested before releasing the children to an authorized person the nanny has never met.

## Communication

- Ask parent to leave emergency information with you including:
  - Parent's cell phone number and work number
  - If parents are out for the evening you should have written their location and a number where they can be reached in case they cannot hear a cell phone. If they are out to dinner you should have the name the reservation for which the reservation was made.
  - Who to contact in case you cannot reach the parent
  - Doctor's telephone number and poison control number
- Ask parent to write down instructions for dispensing medications
- Call TPNN every time a family who they have introduced you to calls to book a temp job.
- If a family cancels with less than 24-hour notice, let them know they will need to pay you for a four-hour minimum. They may change their mind about the cancellation.

### Please call the office when:

- You are available for work
- You are not available work or your schedule changes
- You have a change in address, home number or cell phone number
- When an on-going job assignment comes to an end
- Changes in the work hours occur
- Any problems you may have with the parents. Never argue with the parent. If there is a problem, call the office to discuss it.
- Call TPNN every time a TPNN family calls to book a temp job.

**I have read all of the above "Think Like a Professional Nanny" and understand all ideas and expressed concepts.**

Name \_\_\_\_\_ Date \_\_\_\_\_

**The Philadelphia Nanny Network, Inc.**

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