



**The Nanny Nexus  
Nanny Process Workbook**



# Nanny Nexus

The Nanny Nexus Nanny Process Workbook has been developed to provide information and create a process by which to interview, evaluate, negotiate, and maintain your in-home caregiver (nanny) job. Nanny Nexus assumes no liability with respect to the use of this information.

We hope that with this guide you will be prepared to take a systematic approach to selecting and keeping your caregiver job.

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# Introduction

The Nanny Nexus Placement Service is designed to match you with families in search of in-home childcare (nanny). It is the objective of Nanny Nexus to find you job leads that meets your needs. We take into consideration location, salary, number and ages of the children, hours on duty, and family values. Nanny Nexus does not charge you a fee for this service.

You will interview with the families. Please review the following steps. It is very important that you remain in communication with Nanny Nexus during the interviewing process.

1. We will provide you with names and information pertaining to the positions available. We will call/email the families to review your file and resume. If the family is interested in meeting with you they will contact you directly to set up an interview.
  - Make sure that you are getting all messages and staying in contact with Nanny Nexus and families. You could lose a great job if you are not returning all calls.
  - If for any reason that you are not interested in a job, or cannot call the family at that time, call us and discuss it with us.
2. When you speak with the family make sure that you are professional and friendly. Avoid allowing anything else to distract you while you are talking. Tell the parents a little bit about yourself and your experience with children. Set up the interview time according to the families schedule and as soon as possible. Make sure to get directions to the family's home and make sure that you understand where you are going. You may also want to use [mapquest.com](http://mapquest.com).
3. Before you go to the interview make sure you know the names and ages of the children, and the details of the job description. If you really want to impress the family, prepare a folder for them to see. This may include a copy of your resume with written references, a copy of any childcare certificates, or pictures children have made for you. Students should take a list of childcare courses you have taken. You can include your CPR and first aid classes. Remember to dress appropriately for childcare. You should wear nice slacks or a casual dress. No large jewelry, heavy perfumes high heels or tattered clothing.

4. **BE ON TIME** for your interview. Leave 10-15 minutes earlier than you think you will need. Upon arriving, show immediate interest in the children. How secure you are with the children during the interview gives the parents the extra security they need. Be polite and courteous. Answer all questions honestly and enthusiastically. Also you should prepare some questions or use the Nanny Nexus list enclosed. Make sure you have a complete understanding of the family's requirements. If you are interested in the job let them know and thank them for the interview. After the interview send them a thank-you note. Writing that note may be what puts you above the other applicants. Also let Nanny Nexus, know how your interview went and if you would like the job.
5. When a family hires you, you will need to sign a contract that covers all the details of the position. Nanny Nexus will supply the contract and a copy of it is enclosed for you to look at. Having a contract will help you and the family to feel like everyone is on the same page. If you have any questions about contracts please email or call Nanny Nexus.



# **In-Home Childcare**

## **What is In-home Childcare?**

In-home childcare is a situation in which a nanny comes to the families home to care for their children. With in-home care, children receive one-on-one attention from a familiar person in their own home environment.

The following section will discuss the different arrangements of in-home childcare available, and the different characteristics of the typical caregiver (nanny).

## **Types of In-Home Care for Nanny Nexus families**

### **Live-Out**

The live-out nanny typically comes to your home for a 9-10-hour day, five days a week. You and the family will arrange a set weekly schedule, with weekend care arranged separately. It is your responsibility to provide your own transportation to and from your home. The great part of this arrangement is that you will have a life of your own when you leave the job. This allows you to relax and rejuvenate before your return. The live-out nanny does cost a little more but she is generally more independent and fulfilled with her personal life outside of the job.

### **Live-in**

Live-in nannies generally are on duty 10-12 hours per day, five days a week and an occasional evening. They eat meals with the family and share in the cooking and cleaning-up duties. Be assured that live in will expect most nights and weekends off, unless previously arranged.

Most live-ins, require a private living space, use of the family car, and specific hours off-and on-duty. Both you and your boss may have to make concessions regarding visitors and curfews, it is the families house and they have the right to set reasonable rules.

Live-in nannies help out with emergency care and babysitting and depending on your personal preference, often become more a part of the family than live-out nannies. It does, however, require special care on the parent's part to realize that the nanny has a life beyond the job and she is not at their beck and call.



## **Shared Share Arrangements**

This is a less talked about but more economical alternative. This situation is defined as two families sharing the expense of employing a nanny to care for their children as a **group**. This would mean that both families are the nannies employers. The nanny cares for both families' children in one home and might spend part of the day at the other home.

Before the families decide to share a nanny they will need to discuss and agree upon a philosophy for childcare that works for both families. You and both families need to discuss exactly what each of them will want the nanny to do on a day-to-day basis. And realize when hiring this nanny she must be able to handle all types of personalities in order to please two families at once.

## **Nexus Lake Temps**

Most families would love to have an extra set of hands. Nanny Nexus and you can help offer families lake nannies that will travel with them and help the family enjoy their trip to the lake. For the nanny this is like a business trip. She/he is required to be compensated by the employer for all hours during the trip, and this includes travel time. The cost of trip and room and board are not taxable income to the nanny. These are expenses the family incurs to have a lake temp nanny. If the trip is longer than 40 hours in a seven-day week the nanny must be paid time and a half for each hour over according to the Fair Standards Act. However the family is not required to pay for non-work hours (i.e. free time completely on her own, sleeping time, etc.)

## **Nanny Nexus Temps**

Nexus Temps have a 4 hr min. The fees are time and a half on holidays for temps (New Years Eve, Valentines Day, Memorial Day, Labor Day, etc). Additionally, temps working for the same family for over 40hours in a seven week work period will need to be paid time and ½ for each additional hour. If child is driven mileage should be paid to Nexus temp at government allotted rate. If the child is sick Nexus Temp is paid an additional 20%. Temps are requested for day, evening, weekend, and overnight care 7 days a week. This service can be used in private homes, hotels, social events, churches, synagogues, day care centers, seminars, meetings, and corporate facilities.

## **Compassionate Companions**

Compassionate Companions are temp caregivers for non-medical elderly care or short term disabled individuals. These, caregiver can provide many services such as transportation, help with errands, assistance around the house, and companionship. There is a 4hr min.

## **Pet Caregiver**

These caregivers will provide in-home pet care for family pet(s) while they are unable to. Pet caregivers will care for dogs, cats, fish, and others small pets. Caregiver could be asked to perform any normal task that the animal will need such as walks, grooming, feeding, and companionship.

## **Reasons Families use the In-home care option**

because....

... they want their children at home with one primary caregiver?

...they feel that a daycare center is not appropriate for their children on a full-time/part-time basis?

...they have a child that they feel is not ready for out of home care?

...they have children who need special care, such as for a physical handicap or behavioral problem?

...they have two or more children who need care?

... they need child care in your home after school?

...they are willing/able to pay more for full-time/part-time childcare than daycare?

An in-home caregiver's primary responsibility is the care and nurturing of young children. This is a person whom children will learn to take guidance from and grow with.

## **Personal Characteristics families look for:**

- Maturity
- Patience
- Sense of humor
- Warm-hearted yet firm
- Happy and self-secure
- Strong family values
- Principled, responsible, honest, ethical
- Respects your family's privacy
- Communicative
- Friendly



# Range of Nannies

In-home nannies vary widely in background, determined by age, training, experience, education, energy level, and willingness to learn. The following types are common and acceptable:

## Levels of experience:

- Previous experience as a nanny
- Babysitting experience with course work in child development
- A loving and nurturing individual who is willing to learn
- Experience in daycare or toddler and preschool programs
- Graduate of a certified nurse's aide training program, an LPN or a retired RN
- A nursing student
- A retired elementary school teacher
- Parents or grandparents who have raised their own families and are committed to the health, safety and welfare of small children
- Experience in elderly care

## Types of childcare givers

There are many types of people who work as nannies. Nannies are of every race, religion, and age. Examples are:

- Young, early to mid-20s, with some daycare or baby-sitting experience, maybe some college education. Most nannies are in this category. These caregivers normally have a willingness to commit to a long-term relationship, self-security, and ability to expend playful energy on your children.
- College students who are either taking evening classes around a work schedule or taking a year off of school. These students are typically studying education, early childhood education, etc.

- Young women with a degree in either elementary education or secondary education who choose to work one-on-one with children instead of in a classroom setting.
- The mother's helper, may be a teenager studying in a related field, perhaps with baby-sitting experience, may help around the house as well.
- People aged 30 to 40 who work in childcare to support their own families; they may have vocational training in childcare.
- Older, more mature, probably raised own family and wants to enjoy the experience once again; work and education backgrounds will vary greatly: may need the income or like the security of a family environment; consider hours available, energy level, devotion to children, self-assuredness.
- The childcare professional, may have a college degree in a related area or three or more years of nanny experience.

Each level of training and experience carries with it a salary level commensurate with the perceived level of quality. Consideration should be given to the quality versus cost issues, as well as to the issue of more experience versus little experience but higher education. A willingness to learn is always appreciated.

## **Cover Letter**

Before you meet with the families you will need to provide a cover letter about yourself to Nanny Nexus. This cover letter should include:

Your interest in childcare  
 Your background and education  
 What kind of family you are looking to meet  
 What interest you have beyond child care  
 Hobbies and talents you have  
 Language skills or musical talents  
 Awards you have been giving

These cover letters will be your first contact with families looking to hire. Make sure that yours is professional and well thought out. If you would like to add a picture to your cover letter, that is up to you and not required. Next you will find 3 examples over cover letters that applicants have used in the past. Please look them over for your own ideas and then create your own. Next you will need to email your cover letter to us at [contact@nannynexus.com](mailto:contact@nannynexus.com)

## EX1

My background: I was born on October 29th 1980 in Washington D.C. I grew up in Maryland & Northern Virginia. I was raised in a faith based, close-knit family that encouraged moral values and a love for life.

My childhood was filled with many wonderful opportunities, which allowed me to experience many different aspects of life. I was home schooled, attended private school and public school. I completed eight years of tap, ballet and Jazz. I trained in gymnastics too. I come from a very musical family. I took piano lessons and dabbled in playing the flute. I played softball, volleyball, and cheerleading throughout middle school and high school. I enjoyed being very active in theatre and choir. I was in student government and participated on different debate and speech teams.

I moved to Kansas City in June of 2003. I met my husband Joel and was married on October 27th 2006. We've recently purchased our first home in Kansas City in the same neighborhood as Joel's family. Though the Midwest is quite a change from the east coast for me, I can honestly call Kansas City my home.

My hobbies & Interests: I absolutely love music! I have recently been brushing up on piano, as well as letting one of my little brother-in-laws teach me the guitar. I am very into health & fitness and have been studying with the National Academy of Sports Medicine to become a certified personal trainer and nutritional counselor. My husband and I have two labs. I love all animals. I also love to cook & bake. My mom is a high school home ec. teacher, and I have learned a lot from her. I enjoy anything outdoors. I stay pretty fit by attending the gym 6 days a week. J My dad is a financial planner. I am fortunate to have learned the value in budgets & savings at a young age. I thoroughly enjoy sports, watching & playing them. My husband's family is working on me to become a KU and Chief's fan, but I could never betray the Terps or Redskins. J I enjoy different cultures and in my spare time I like reading history books. A typical Saturday night looks like hanging out with my husband, all my in-laws, and having board game marathons, such as scrabble.

What I'll bring to your home: I have over fifteen years of childcare experience. I first started as a mother's helper in my neighborhood at age 12, and helping my mom teach a course called Romp 'N Roll at various child care facilities. I have worked in numerous reputable day care centers and have nannied for several families.

I have also worked with children who have learning disabilities and handicaps. I have tutored all ages in school, and have given my summers over to being a camp counselor. I have also had specific experience with newborns. I understand the demands of infants and am 100% confident in caring for them. This includes helping them get on a schedule, and facilitating their development, emotionally and physically.

From 12/07 until present, I have nannied/house managed for a family with two little girls in Mission Hills. My responsibilities have included everything from traveling or staying with the girls as the parents travel, doctors apt.'s/physicals, field trips & regular outings with the girls, country club functions, tennis & swim lessons, laundry, cooking,

homework/school projects, taking the oldest to and from school, paying bills, overseeing the maids & other house hold maintenance jobs, grocery shopping & other errands, pet care, library trips, enduring endless snow ball fights, numerous scavenger hunts, losing my voice while cheering on at little sporting events, eating countless homemade Christmas cookies, always losing to basketball in the driveway, cleaning up science experiments in the back yard, cleaning up various bodily functions on sick days, and learning that I am not better at the Wii than a 7 year old. Hugs can make the day a million times greater. Encouragement & affirmation are what children live for, and communication with parents makes for a peaceful working environment.

I desire to not only bring my childcare experience into your home, but to bring a stable, consistent environment that would serve not only your children, but would also serve you as a parent. I will bring you the comfort and peace of mind that a trustworthy, loving, professional, and organized person, with attention to detail is looking after your home & loved ones. Safety & common sense is always priority. In choosing me to be a part of your family, I can assure you that you and your children will be treated with the utmost respect and integrity.

Ex 2

My background: I was born on July 16<sup>th</sup>, 1981 in El Paso, Texas. When I was 5, my family and I moved to Houston and I lived there until age 18. I grew in a faith-based family with 3 other siblings, learning how to love and serve others through our involvement in our church and volunteering to meet others needs (baby-sitting for families for free when the parent's lost their jobs, taking care of elderly people in our neighborhood, watching our neighbors cats, etc). I was involved in youth group/youth group leadership, taught Sunday School for a college group and babysat for the church nursery for years.

I spent 2 years in public school, 5 years in private school and 5 years being home-schooled. While home-schooled, I participated on a girl's basketball team for 2 years, and then joined a United States Swim Team for 2 years that met at our local high school swimming pool. I also swam on our neighborhood summer league team for 6 years. At age 16, I started teaching swimming lessons at a local swim school, and later began doing my own lessons apart from the swim schools. I have taught from 6 months up to elderly, and love each age group! I coached for two summer league swim teams, and later, coached for a United States Swim Team in Dallas, TX. At the age of 12, I started babysitting on a regular basis. In addition, I worked with a family who had an autistic 4 year old. I was his teacher three times a week, for four hours, focusing on motor/visual skills, flash cards of family members/pets/house/cars, and learning how to potty-train and brush teeth! This was a very special time in my life, because I thoroughly enjoyed my time with him!

After high school, I participated in a one-year internship, called Teen Mania's Honor Academy Program, in Tyler, TX. It was focused on teaching young people to love God, to serve Him with their lives, how to walk in Excellence, Vision, Faith, Integrity, and Honor in all aspects of life. After I completed my program and went home for 10 months,

I returned to work on staff for them, managing their swimming pool and lifeguard team! I definitely enjoyed both years, and know that who I am today reflects the two years that they poured into me!

After Teen Mania, I became a nanny for a family of four children for a year. I helped home-school the children, play outside, clean house, prepare meals, take the kids to ballet, run errands, etc! I loved the world of Nanning, and when I moved to Dallas, I became a live-in nanny for 3 more families—each having a set of twins (first set: two boys, ages 9 months, second set: two girls, ages 9week preemies, and third set: two girls, ages 9 months). The first and the last families had other siblings in addition to the twins! With all but the preemie families, we played outside, went swimming, rode bikes, blew bubbles, had story-time, etc. I love having fun with the children. I typically only allow a 30-minute video each day, as I believe in being active!

In March of 2005, I was recruited by the first family I nannied for in Dallas to join the husband and his team working in an office that was focused on sending teams overseas to do missions work. I agreed, since my last nanny job had just ended. Two years later, I had been to Tajikistan to do a youth sports camp for two weeks, sent over 300 people overseas all over, doing various different projects in each country, and found myself longing to go for a longer period of time overseas.

After I finished college, in May 2006, I began preparing to join a team that worked with us in Pakistan to teach English! I received my TEFL (Teaching English as a Foreign Language) certificate from a school in Boston, MA in December, and February 3<sup>rd</sup>, 2007, I was on a plane to a completely foreign land! I got my first job on my first interview the second week of being in Pakistan at an all-girls school. I was asked to teach three times a week, and later was asked to become the girl's volleyball/dodge-ball coach! We had a blast!! I joined them in their competitions, and began to learn the life of a 15-year old girl in Pakistan. I still keep in contact with my students today! In addition to the school in the city, I taught two times a week in a nearby village-which was the poorest, highest drug-rated/murder-rated village of all of Pakistan. I was honored to be there. These ladies (ages 18-27) knew no English when I first met them, but when I left; they were fluent beyond my wildest expectations! Teaching in the village was quite possibly the coolest thing I've ever done, and I can't wait to return one day!

For now, I am living in Kansas. I love it here and am excited at what lies ahead!

EX3

For the past seven years, I have been a professional childcare provider. The last five of which, I have been the full-time Nanny to three sisters: 7-year-old Claire, 5-year-old Natalie, and 3-year-old Sydney, who is a special needs child. She was

born with a rare chromosome disorder – one of only approximately 250 known cases throughout the world. She currently functions on an 18- to 24-month developmental level.

In the two years before Sydney's birth, the two older girls and I created a deep bond, as first words were spoken, and first steps were taken. When I became their Nanny, we approached such achievements as potty training and the sharing of toys with the same great sense of adventure. I spent some early-on time in helping them overcome occasional tantrums, and developing a more structured daily routine.

The most rewarding duties – and my favorite time with the two girls – were engaging them each day in the various age appropriate activities over the years. Eventually, my job included transporting them to and from school and appointments, our doing errands, and designing various field trips that taught them more and more life skills.

We had our time together greatly changed when it became evident that infant Sydney's needs would be requiring more than just those of a newborn. My task then was to help them lovingly expand their awareness for her needs, while making sure their needs were also met. I attended Sydney's therapy sessions, and other special classes, and then shared with the girls how we could better help their sister. When it became obvious to me that the baby was going to have communicating difficulties, I taught myself sign language on my own time at home. With the approval of her parents and the specialists, I then commenced teaching signs to Sydney.

The respectful interactive relationship I generated with the three girls, and their parents, made my five years of employment with this Kansas family an amazingly fulfilling time of continued learning and great enjoyment for me.

Now I am ready to have this with my next “family.”



## The Interview

When meeting the family, remember that this is a mutual interview. You should get to the interview prepared to ask some of the questions listed below. Remember this is a position asking for a year commitment. If you don't feel like you are a good match for the family let them know and thank them for the interview. Also let Nanny Nexus know how the interview went.

1. Please tell me about your child (ren's) current developmental stages?
2. Have you ever employed a nanny? Can you describe the experience?
3. How would you describe a typical day in your home for your nanny?
4. Will you be requiring housekeeping duties? What will they include?
5. Would I be allowed to take the children on outings?
6. Are there any regular transportation needs? If yes, will they provide gas/ miles money?
7. Can you describe your basic philosophy regarding child rearing and discipline?
8. Do you employ other help in your home? If yes, how often?
9. What are the typical days and hours of employment?
10. What is the salary you are offering? Will you handle employee taxes? How will overtime hours be paid?
11. How many paid or unpaid vacation days are offered per year? What about holidays and sick days?
12. Does the child (ren) have any special needs I should know about?
13. Can you tell me about your work and about yourselves so I can understand your lifestyle?



14. What activities are your children involved in?
15. Will there be extra weekend and evening hours?
16. If the family travels will I be, asked to come along?
17. If the family travels without the children will I be asked to stay with the children?

The following are questions a family may ask you in the interview. Please review the list and be prepared to give detailed answers. The more prepared you are for the interview, the more competent you will appear. Answer all the questions honestly. It is best to get the truth out now rather than have these issues come up later.

### **Work Related Questions:**

1. Why do you want to be a nanny?
2. What do you feel are the most important characteristics a nanny should possess?
3. Tell me about your childcare experience?
4. Tell me about your last childcare job (job type, hours, ages of children, duties, etc.)?
5. How long were you there? Why did you leave?
6. What do you think are your strong points working with children?
7. What type of light housekeeping duties would you be comfortable assisting with?
8. What salary and benefits are you requiring?
9. How long can you commit to a position?
10. What do you enjoy most about working with children?
11. Have you worked with children with special needs?
12. How would you feel about having a nanny share?
13. If we have another child do you have infant experience?
14. Are you open to traveling with the family?
15. How do you feel about overnights?

### **Questions About Your Personal Lifestyle:**

1. Are you a student? What is your class schedule?
2. What do you see yourself doing in five years?
3. Who are you closest to in your family? Why?
4. Who are your role models? Why?
5. How do you spend a typical weekend?
6. Do you smoke? Do you drink? How often?
7. Are you willing to transport children? How often?
8. Do you mind pets?
9. Do you swim well enough to supervise children in a pool?
10. How would your best friend describe you? Your last employer?
11. Are you on any medication that might impair your judgment?

12. Have you ever been convicted of a crime?
13. Do you cook? Would you mind preparing /starting family meals?
14. When was your last physical exam?
15. What are your hobbies and interest?
16. How long do you plan to live in the area?
17. Do you drive and talk or text?

## **Questions About Job Competency:**

1. What activities would you include in a typical day with my children?
2. Would you pick up my baby ever time she cries?
3. What would you do to soothe a crying baby who is not hungry or wet?
4. How often would you take my baby outside?
5. How do you handle temper tantrums? What do you do with a child who bites or kicks you?
6. What would you do if my child had a fever of 101 or higher and was vomiting?
7. Tell me about a time when you found yourself frustrated with a child? How did you handle your frustration?
8. Would you be willing to potty train a child?
9. What rainy day activities would you do with a school-age child?
10. What TV viewing habits do you allow a preschooler? What programs do you feel are suitable?
11. What indoor/outdoor activities do you think are appropriate for preschoolers?
12. What forms of discipline do you think are appropriate for a school-aged child?

## **Ten Mistakes in interviewing**

1. Not preparing for the interview properly- the interviewee should anticipate the type of questions that she will be asked by any interviewer and prepare concise and direct answers (see the sample questions provided above)
2. Do not bring up the issue of salary – if the employer brings it up you should avoid expressing a figure until you know that an offer has been extended. Do not price yourself out of the market.
3. Not understanding the responsibilities of the position—through clear understanding of the job responsibilities you will be able to relate your transferable skills and accomplishments as they may be pertinent to the position, even if you come from another field.
4. Not dressing properly for the interview—the respect shown to the interviewer through the proper attire is significant to the impression you will make.

5. Using slang and improper grammar—since speech is the way we communicate, proper speech will help us communicate better. Also, parents are looking for nannies that will teach their children good verbal skills.
6. Not using good eye contact – indicates a lack of confidence from which an interviewer may draw a negative conclusion.
7. Not knowing how to control the interview—guiding or “controlling” an interview should not be left to the interviewer. Too many times the interviewer is not very good at interviewing and the interviewee may draw a negative conclusion.
8. Not knowing what you want to do—being vague as to what you want to do can hurt you both from the type of position offered as well as the financial point of view.
9. Not asking questions that are thought out – preparing relevant and specific questions which you need answers to is pertinent to the knowledge you will receive concerning the responsibilities, environment and expectations involving the position.
10. Not having a good resume for which to discuss your skills and experience – you should be able to relate quickly to your resume and prove your abilities with your experience. This is not absolutely required for a nanny position, but you may wish to prepare a current list of references.



**You should also ask for the information below**

- Special instructions
  - food and medicine
  - special needs
  - Children’s schedules for eating, sleeping, etc.
  - television shows children can watch
- Emergency numbers and plans
  - for police, fire, pediatrician, plumber
  - emergency plan for fire
  - parents’ work phone numbers, relatives, neighbors, friends to call in emergency

# The Job

## Nanny Responsibilities

As a Nanny Nexus nanny, you will be expected to provide the following duties to the family that hires you as their caregiver:

1. Provide for the health, safety and well-being of the child.
2. Provide all responsibilities related to the child's needs in the home. This includes:
  - A) Housekeeping duties that are directly related to the child including preparation and clean-up of meals.  
Preparation and clean-up of formula and bottles  
Clean-up of toys, learning materials, etc.  
Bathing/washing and keeping the child neat and clean  
Laundry of children's clothing, including diapers.
  - B) Educational activities and outings appropriate to the child's age and developmental level. Your focus of responsibilities should be on planning and coordination of child's schedule. Days should be pleasant and busy with a healthy balance between active and quiet play. Learning games and crafts should be incorporated into daily play activities.
  - C) Any duty mutually agreed upon by parent and caregiver as a responsibility of the caregiver.  
This may include:  
Transportation of children  
Household duties such as cleaning, shopping, meal preparation, etc.  
Duties should be outlined in a contract signed by yourself and the parents before the job starts.

**If your caregiver responsibilities include household duties, do not allow care of children to suffer. Nanny Nexus primary objective is to provide for the health, safety, and well-being of the child(ren).**

- 3) Maintain a positive and professional image regarding your position with Nanny Nexus. Maintain confidentiality regarding the household in which you work. Respect the parents' right to privacy. Remember, you are part of a domestic relationship that relies on honesty, integrity, and communication.
- 4) Communicate well with the parents. Involve them as much as possible in the daily activities of the children. Talk with them about achievements as well as problems. You are the parents link to their child(ren)'s life with you. The need to know as much as possible is very important to them. Always be open and non-judgmental, and use positive speech rather than negative thoughts.

**Remember that Nanny Nexus is always here to answer any questions or counsel you if needed or requested.**

## **Communication**

*Now that you have the job, you want to make it last.*

### **Keep the lines of communication open**

- Suggest to the parents that you have a monthly or quarterly meeting so that you can discuss your job and the child(ren).
- Field trips that you would like to take with the kids, (Gymboree, My Gym, Pump it up, Deana Rose Farm, Crown Center, Zoo, Picnic, pool, Union Station, etc.)
- Art supplies, learning materials, that you would like purchased
- How you feel about the job
- Talk about how you will communicate: Text, voice, email, notebook, etc.

### **If there are any problems.**

- The more often you communicate with your employers, the easier it will be for you to confront them.
- Make sure to speak up if new duties are making you uncomfortable. If you don't speak up you will become frustrated, begin to resent your employers and not look forward to going to work. Your employer will never know but the kids will.

## **Other Scenarios and Suggestions**

1. You have worked for your family for a year:
  - Ask your employer when you will re-negotiate your contract and salary for another year.
  - If they have not suggested ways, ask how you can do things differently to do a better job.
  - Realize that monthly/quarterly reviews are necessary for you to know how you are doing and how you can improve.
2. The family will be having another baby, ask if your salary will increase.
  - Most nannies receive an extra \$10-\$30/ week or 20% raise for an extra child. Remember, you are earning a salary with benefits and your salary will not double when your job changes from one child to two.
3. Your hours are gradually increasing because you're staying late each day.
  - In your contract, your salary should be based on a number of pre-determined hours. Anytime over that you should be paid overtime.

- Don't be petty. If the parent is a few minutes late, don't expect extra pay. You would not want your pay docked if you are a few minutes late one morning from traffic.
- Tell your employers nicely that you can stay a little late some days, but you have things to do on your time off.

Keep in mind, that if you need someone to talk with about your job, please call, Nanny Nexus. Sometimes it's nice to have someone listen. Nanny Nexus encourages you to call if you have any problems instead of giving up. The next job placement will be contingent on your references and your length of commitment. If you jump around from job to job, a family will be reluctant to hire you.

## Expectations

You and the family are going to enter the relationship with expectations about what the other one will do and how things will workout. Some of the expectations are reasonable and some just will not be met

Employer can expect:

- Proper childcare
- A minimum one-year commitment
- Nanny will listen to instructions and follow your rules
- Some flexibility of hours
- Nanny's childcare philosophy comes close to theirs
- Nanny plans activities for the children
- The children's health is maintained
- Nanny will perform light housekeeping duties directly related to the children
- Nanny will live life separate from the family
- That you will not talk or text when you are driving

Employer cannot expect:

- Nanny will be "Super Nanny" and take care of your children as well as all the house hold chores and errands
- Nanny will be available during hours which clearly are not on-duty hours
- Nanny will read your mind

Nanny can expect:

- Fair pay
- No responsibilities beyond those in the contract
- A life beyond the job
- Respect
- Constructive feed back

Nanny cannot expect:

- To be like a real member of the family
- To have a easy, breeze job
- Full reign over the household and children

## **Making the Relationship work**

Important elements in keeping your relationship alive and strong include a common approach to childcare, open lines of communications and adherence to the terms of the contract.

Maintaining the relationship will take some effort, but it is essential for your children's welfare and your peace of mind:

- Keeping communications open will prevent many problems
- If you are unhappy about something, get it out right away

On a daily basis you could keep a log that included information such as:

- Date/ hours of care
- Diaper changes
- Planned activities
- New skills
- Medical irregularities
- Meals
- Comments
- Nap duration

Nanny Nexus can provide a sample log page if requested.

On a weekly, or monthly, basis:



- Schedule meetings for you and the family to share information. You may want to make this a weekly meeting for the first few weeks. As time goes on you both may decide that monthly talks are more appropriate. This time can be used to discuss: events, concerns, questions, and issues regarding the nanny's job. The purpose of these meetings is to keep everyone up to date on the children's development—emotional, physical, intellectual, and social. Additionally, use this time to take a look at the months and weeks ahead. Talk about any changes that will be arising in the future.

On a semi-annual basis:

- review your job description and salary/benefit package

## **Nanny/Family Relationships: a Working Arrangement**

Client's greatest concern is for their children's safety and well-being. Parents hiring a nanny will need to devote considerable time and money to finding the ideal caregiver for their child. Parents, the children, and nanny all benefit from maintaining an open, working relationship. Like all relationships, a good nanny/parent arrangement will take time, understanding and communication. Don't let the relationship deteriorate over petty things that can be worked out if discussed. Please feel free to call Nanny Nexus for any advice or suggestions.

Below are several points to keep in mind when establishing and maintaining the nanny/family relationship.

### **Start with a Written Agreement**

This is a business relationship and it should be treated as one. A written agreement will go over what is expected of the employer and employee. Having this agreement will help to settle any future problems. Both the nanny and the employer will need to be realistic and flexible with their needs and wants. The contract should be mutually agreed upon and in place before the position starts.

### **Workplace Etiquette**

The unique in-home aspect of the job can make it appear to be a more casual arrangement than the traditional workplace. Nannies should be aware that professional courtesy still applies in the in-home position. Parents should

know that when they get home the nannies job is over. Parent need to immediately take over care of the children and unless discussion is necessary, let the nanny go.

### **Keep the Lines of Communication Open**

As in all relationships good communication is key in having a great nanny/family relationship. If anyone has an idea, concern or problem they should be encouraged to speak up. This will help to stop little problems before they start.

In summary, there is a lot that goes into finding and keeping a great nanny. You want a relationship then be reliable, communicative, and open to your suggestions. Furthermore the family should follow the same guidelines in dealing with a nanny. Start off on the right foot with the family by making your expectations clear.

## **13 Ways to be the best Nanny!**

1. **Be Prompt:** If you are late to work, your employer will be late too. If you are running late (on an occasion), call the family and let them know ahead of time. They will appreciate your consideration
2. **Be Dependable:** Your employers rely 100% on you for childcare. If you must miss a day due to illness, be sure to let them know as early as possible so they can make alternate arrangements (let them know they can call Nanny Nexus for a temp). If you are taking a personal day let them know in writing as early as possible. Personal and sick days should be kept to a minimum.
3. **Look Professional:** Come to work neat and ready to work. If you look good on the outside you will feel good on the inside as well. Wear comfortable clothes and shoes. If you are caring you're for little ones avoid dangly jewelry and perfume.
4. **Act Professional:** Remember you are a professional nanny and role model for children. Always be courteous and avoid profanity. Don't talk negatively about others. Smile and leave your personal problems at home. Don't have personal visitors while working and keep personal calls and text to a minimum. **Do not talk or text when your are driving** and limit during working hours.
5. **Pay Attention to Details:** Your employer will give you specific instructions each day in regard to the children and the home. Such as, "Stacy needs to be picked up at 3:15 from school, please stop by the store for more milk and pick up the dry cleaning. To avoid confusion or embarrassment write everything down and check off your list as you go. Your employer will appreciate your organization.

6. **Remember Your Place in the Home:** Nannies are extremely important to the families they work for. Often the nanny will spend more time with the children than the parents. Nannies form strong bonds with the children. It is important to remember that you are not the children's parents and you must always respect the parents' wishes, even if you don't agree with them.
7. **Be a Neat Freak:** Be sure to pick up after yourself and the children through the entire day. Wipe off counters and high chairs; sweep up messes, and put dishes in the dishwasher. The last thing a working parent wants to come home to is a messy house! If your car is used for transporting children keep it clean, inside and out.
8. **Be Polite and Courteous to your employers' friends and family:** When your employer receives a phone call is sure to write down all messages or ask the caller to call back and leave a message on the machine. Be sure to always let your employer know of any messages. Also, ask your employer how she would like her telephone to be answered, for example "Johnson residence," or just "hello".
9. **Be More Than a Nanny, be a Teacher:** In many instances you will be the child's first teacher. Work on gross motor skills, ABC's, numbers, and songs. Take every opportunity to teach. Remember to keep TV time to a minimum.
10. **Keep your commitments:** All nanny jobs will require a year commitment. It is very important that you keep this commitment because the family is counting on you. If you decide not to renew after the first year, it is important to give your employer at least 30 days notice. It may take awhile to replace you.
11. **Show Affection:** Children need affirmation. Always smile at them, hold their hands and give them hugs when needed.
12. **Safety First:** Remember to always put children in the back seat and in car seats or seatbelts. Don't talk on your cell phone while driving. Keep small objects out of the reach of children. Keep your CPR and First Aid current. Don't leave your children unattended.
13. **Have Fun!** The best part about being a nanny is the fun you allowed to have while on the job!



# NannyNexus

## **Nanny Nexus Performance Evaluation**

Employer \_\_\_\_\_

Employee \_\_\_\_\_

Please complete this evaluation and review it with your nanny after six weeks of employment. As agreed upon in the Nanny Nexus Services Agreement, please return this evaluation to Nanny Nexus.

Punctuality \_\_\_\_\_

Attendance \_\_\_\_\_

Enthusiasm \_\_\_\_\_

Concern for children's well being

\_\_\_\_\_

\_\_\_\_\_

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Ability to plan a full and active day

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Choices for children's meals and snacks

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Upkeep of home or completion of housekeeping duties

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Safety consciousness

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Concern about children's growth

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Pride in her work

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Flexibility

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Communication with parents

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Discipline/control over children

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Consistency with parents' rules

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Overall strengths

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Areas for growth

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Please comment on anything you feel we should know about your nanny's performance.

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**IN-Home Care Agreement**

THIS DOCUMENT DEFINES THE TERMS OF AGREEMENT BETWEEN:

\_\_\_\_\_ OF \_\_\_\_\_ AND

Employee Address

\_\_\_\_\_ OF \_\_\_\_\_

Employer Address

FOR A PERIOD OF \_\_\_\_\_ BEGINNING ON \_\_\_\_\_, 20\_\_, TO BE REVIEWED, NEGOTIATED AND RENEWED 3, 6, OR 12 MONTHS (CIRCLE ONE) FROM THE ABOVE DATE. Suggestion: regular meetings for communication and review should be scheduled.

**CONDITIONS OF EMPLOYMENT AND RESPONSIBILITIES**

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**Children** (Include names, birth dates, and days and hours of school)

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**Days Per Week**

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**Hours Per Day**

Variations: \_\_\_\_\_  
(This includes extra children, ill children, siblings, after school care, summer, etc)

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**Gross Weekly Salary****Net (Take Home) Salary****Frequency**

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The agreed upon salary is \_\_\_\_\_ per week. The average work week is \_\_\_\_\_ hours. The weekly salary is comprised of \_\_\_\_ regular hours at \$\_\_\_\_ per hours and \_\_\_\_\_ overtime hours at \$\_\_\_\_.

Employer understands that it is required by law to withhold and file employee taxes. Information concerning taxes is available through Nanny Nexus. Comments regarding taxes \_\_\_\_\_ Comments Regarding Benefits \_\_\_\_\_

Employer agrees to make their best effort to be home by the above stated hours. Employee agrees to be flexible with the above stated hours when emergencies occur.

**Overtime Hours** Begin After \_\_\_\_ hours per week and will be paid at the rate of \$\_\_\_\_ per hour. Overtime hours will be calculated and paid on a Weekly, Bi-weekly, or Monthly basis (circle one)

**Additional Childcare** will be compensated as follows: evening/weekend sitting \$\_\_\_\_/HR. Overnight care \$\_\_\_\_/Day. Additional Children at home \$\_\_\_\_per day/hour  
Comments: \_\_\_\_\_

Employee will be paid for \_\_\_\_ Sick days and \_\_\_\_\_ Personal days per year. After these days are used, time off will be deducted from employee's pay

The following are paid holidays: \_\_\_\_ Memorial Day \_\_\_\_ July 4 \_\_\_\_ Labor Day  
\_\_\_\_ Thanksgiving \_\_\_\_ Christmas \_\_\_\_ New Years Day \_\_\_\_ Other \_\_\_\_\_

**Vacation:**

Paid: \_\_\_\_\_ week(s) after \_\_\_\_\_ months of employment.

Unpaid vacation \_\_\_\_\_ week(s) i.e. when employee requests time off before eligible for vacation.

\_\_\_\_\_ Notice will be given by either employee or employer for vacation.

Regarding days when employee will not be needed (may include, but is not limited to, vacation \_\_\_\_ Paid in Full \_\_\_\_ Partial payment (\_\_\_\_\_ amount)

Comments \_\_\_\_\_

**Meals:**

\_\_\_\_\_ employee will provide own food \_\_\_\_\_ employer will provide food

Food requests \_\_\_\_\_

**Transportation:**

Employee may/may not (circle one) Transport children in her care

Employee may/may not (circle one) run personal errands with children

Compensation for child-care-related mileage will be \_\_\_\_ per mile



Employee will/will not (circle one) provide automobile for employee  
Make and model of car \_\_\_\_\_  
Conditions car may be used for \_\_\_\_\_  
Automobile insurance will/will not be extended to cover employee (circle one)  
Comments \_\_\_\_\_

Employee's primary responsibilities for childcare may include, but are not limited to, the following. Please alter or expand according to your needs and situation.

1. creatively plan and execute activities promoting physical, emotional, intellectual, and social development of the children.
2. plan and prepare nutritious meals and snacks.
3. comply as closely as possible with employer's preferences regarding child rearing and discipline.

Comment on how employer disciplines

\_\_\_\_\_  
\_\_\_\_\_

4. Tend to children's personal hygiene, health and welfare.
5. Maintain children's laundry and bedroom and play areas
6. Be reasonably flexible regarding emergencies and unexpected changes in Employer's schedule
7. Transport children to and from school, lessons, sports, and appointments.

**Employee Agrees to the following house rules regarding:**

Nanny's Visitors \_\_\_\_\_  
Children's Visitors \_\_\_\_\_  
TV/ music for nanny \_\_\_\_\_  
TV/ videos for children \_\_\_\_\_  
Snacks \_\_\_\_\_  
"Off limits" areas \_\_\_\_\_  
Outdoor play \_\_\_\_\_  
Outings \_\_\_\_\_

Additional Responsibilities:

\_\_\_\_\_  
\_\_\_\_\_

Employee agrees to the following housekeeping duties:

\_\_\_\_\_  
\_\_\_\_\_

Employer and employee agree to allow \_\_\_\_ weeks notice should either wish to terminate this agreement. Should employer wish to terminate this agreement before the year is completed, Employee can expect \$ \_\_\_\_\_ in early termination payment.

Employer and employee mutually agree to the terms of this contract. Employer agrees to keep the job description consistent throughout the term of the agreement. Employee agrees to follow the above duties and hours.

Additional comments:

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Employer \_\_\_\_\_ Date \_\_\_\_\_

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Employee \_\_\_\_\_ SSN \_\_\_\_\_ Date \_\_\_\_\_

Copies to: Employer, Employee, and Nanny Nexus.

### Medical Care Release Form

I, \_\_\_\_\_ (parents/guardian) authorize the following household employee, \_\_\_\_\_, to act on my behalf in the care of my dependent(s). The above person has my authority to request emergency health and/or medical services for my dependent in case of a health emergency.

Primary Physician: \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_

Dependent Name: \_\_\_\_\_ DOB \_\_\_\_\_  
Known Allergies: \_\_\_\_\_ Special Needs \_\_\_\_\_

Dependent Name: \_\_\_\_\_ DOB \_\_\_\_\_  
Known Allergies: \_\_\_\_\_ Special Needs \_\_\_\_\_

Dependent Name: \_\_\_\_\_ DOB \_\_\_\_\_  
Known Allergies: \_\_\_\_\_ Special Needs \_\_\_\_\_

Dependent Name: \_\_\_\_\_ DOB \_\_\_\_\_  
Known Allergies: \_\_\_\_\_ Special Needs \_\_\_\_\_

Dependent Name: \_\_\_\_\_ DOB \_\_\_\_\_  
Known Allergies: \_\_\_\_\_ Special Needs \_\_\_\_\_

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Parents/Guardian Signature

Telephone

Date

## Medication Permission

I give my permission that \_\_\_\_\_ who is caring for my dependent child; give my dependent child the following medication.

Dependent's Name:

\_\_\_\_\_  
\_\_\_\_\_

Medication:

\_\_\_\_\_  
\_\_\_\_\_

Condition for which medication is prescribed:

\_\_\_\_\_  
\_\_\_\_\_

Instructions for use:

Dosage \_\_\_\_\_

Times \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Prescribing Physician Name:

\_\_\_\_\_

Telephone:

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Possible side effects to be aware of:

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Parents/Guardian Signature

Date

### **Expense Report of Household Employee mileage reimbursement worksheet**

Date	Day	Meals	Food & Grocery	Transport & Travel	Supplies	Equipment & Tools	Entertainment	Other
<b>Total</b>								

### **Mileage Reimbursement Worksheet**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Date							
# of Miles							

Reimbursement Rate (\_\_\_/miles)

Total

Subtotal \$

Less advance \$

Less Pre-paid Expenses \$

Total to employee \$

Approved by:

\_\_\_\_\_  
Household Employee

\_\_\_\_\_  
Household Employer



## Extras

### How to Creatively Entertain Children at Home without TV

**Make an art project**—Coloring, painting, drawing, pasting, cutting, play-doh, etc

**Play dress up**—collection of old hats, fake jewelry, clothing, and props

**Play board games**—kids love to play games and there are lots of learning games available.

**Play cards** – Go fish, Uno, old maid, crazy eights, etc.

**Grow a flower or plant**—kids love to see things grow and help take care of things

**Dance and be silly** – turn up some kid’s music and let out some energy

**Make jewelry -- using** yarn and a variety of pasta shapes, get plastic beads from the craft store, then have a tea party to show of your new jewels

**Exercise** – take the kids for a walk, bike ride, jump rope, mother may I, etc.

**Paint** – Kids like to paint just about anything, rocks, old shirts and hats, paper plates, etc.

**Treasure Hunt** – Hide things around the house or yard and have the child(ren) find them

**Play “I Spy”** – “I Spy” ....Something and see if they can guess what it is. Give clues

**Build a fort** – using boxes, blankets, chairs, etc –just make sure it gets put back ☺

**Make cards** – Kids love to make things for other (teachers, parents, family) you can help them with thank you cards, holiday cards, birthday cards, etc

**Bake** – kids love to cook. You can make cookies or brownies or cup cakes.

**Play games on the web**—we have provide below a list of great web sites for activities

**Read** – take a day to go to the library so that there are always new stories in the house

**Make puppets--** Use old socks and felt to make puppets and put on a show.

**Play date**—Kids love to have there friends over if its ok with you and the parents, so invite a friend over for some fun.

**Make musical instruments** – use spoons, pots and pans, paper towel rolls, paper plates, and dried beans.

## **Fun Web Sites**

### **Crafts:**

<http://www.earlychildhood.com/>

<http://www.kinderart.com/>

<http://www.homeschoolzone.com/>

[www.OrientalTrading.com](http://www.OrientalTrading.com)

[www.childfun.com](http://www.childfun.com)

[www.kidsdomain.com/craft](http://www.kidsdomain.com/craft)

[www.preschoolrainbow.org](http://www.preschoolrainbow.org)

[www.enchantedlearning.com](http://www.enchantedlearning.com)

[www.DiscountSchoolSupply.com](http://www.DiscountSchoolSupply.com)

[www.ThinkButton.com/](http://www.ThinkButton.com/)

[www.amazingmoms.com/htm/kidsart.htm](http://www.amazingmoms.com/htm/kidsart.htm)  
[www.crayola.com/](http://www.crayola.com/)

**Nutrition:**

[www.kidsnutrition.org/](http://www.kidsnutrition.org/)  
[www.mypyramid.gov](http://www.mypyramid.gov)  
[www.keepkidshealthy.com/nutrition](http://www.keepkidshealthy.com/nutrition)  
[www.homeschoolzone.com](http://www.homeschoolzone.com)  
[www.nutritionforkids.com/](http://www.nutritionforkids.com/)  
[www.ext.nodak.edu/food/kidsnutrition](http://www.ext.nodak.edu/food/kidsnutrition)

**Health and Safety**

[www.aap.org](http://www.aap.org)  
[www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)  
[www.keepkidshealthy.com](http://www.keepkidshealthy.com)

**Others**

[www.babyZone.com](http://www.babyZone.com)  
[www.opkansas.org/Things.../Matt-Ross-Community-Center](http://www.opkansas.org/Things.../Matt-Ross-Community-Center)  
<http://www.hallmarkkaleidoscope.com/>  
<http://www.kansastravel.org/deannarosefarmstead.htm>  
[www.wonderscope.org/](http://www.wonderscope.org/)  
[www.powellgardens.org](http://www.powellgardens.org)  
[www.unionstation.org/](http://www.unionstation.org/)  
[www.sciencecity.com](http://www.sciencecity.com)  
[www.kansascityzoo.org](http://www.kansascityzoo.org)  
[www.kansascityzoo.org/Imax](http://www.kansascityzoo.org/Imax)  
[www.gymboreeclasses.com](http://www.gymboreeclasses.com)  
[www.opkansas.org/.../Overland-Park-Arboretum-And-Botanical-Gardens](http://www.opkansas.org/.../Overland-Park-Arboretum-And-Botanical-Gardens)  
[www.opkansas.org/...to.../Deanna-Rose-Childrens-Farmstead](http://www.opkansas.org/...to.../Deanna-Rose-Childrens-Farmstead)  
[www.worldsoffun.com](http://www.worldsoffun.com)  
[www.schlitterbahn.com](http://www.schlitterbahn.com)  
[www.languageworkshopforchildren.com](http://www.languageworkshopforchildren.com)  
[www.kindermusik.com](http://www.kindermusik.com)  
<http://www.cocokeykansascity.com>  
<http://www.paintglazeandfire.net/>  
<http://www.zonkers.com>  
<http://www.monkeybizness.com>

CPR and First Aid classes

The CPR Lady

[www.thecprlady.com](http://www.thecprlady.com)

(913) 341-4CPR(277)

<http://www.profirstaid.com/?gclid=CoyXuJSez4oCFTE1Jaod7lIngg>

<http://www.kcfirstaid.com/>

<http://www.infozine.com/news/stories/op/storiesView/sid/14783/>

<http://www.kcredcross.org/Training/Training.asp?IdS=002F5E->

[11C4210&x=012|070&~=](http://www.kcredcross.org/Training/Training.asp?IdS=002F5E-11C4210&x=012|070&~=)

[http://www.cprtoday.com/?source=google&gclid=CJWxs\\_mez4oCFTE1Jaod7lIngg](http://www.cprtoday.com/?source=google&gclid=CJWxs_mez4oCFTE1Jaod7lIngg)

Always feel free to look around for other options for classes. Once you have both cards make a copy and send it to Nanny Nexus for your file.

I hope that you have found this information valuable. If you have any questions about anything call or email Nanny Nexus. Good Luck!