



Guidelines for Caregivers

Office Phone/Text Line: (619) 663-4379

Business Hours: 8:30 a.m. to 6:00 p.m., Monday - Saturday

BEFORE THE JOB

- **CONTACT THE FAMILY TO INTRODUCE YOURSELF:** As soon as you accept a job assignment, reach out to the family via phone call or text message and introduce yourself. This can be as simple as "Hi, this is Molly with Sitterwise. I'm going to be your sitter on Tuesday at 5pm. I can't wait to meet your family!" This is also a great time to confirm the job details and answer any questions the family may have.
- **PACK YOUR TOY BAG:** It's a good idea to always have your toy bag packed and ready to go. Many caregivers keep their toy bag in their car in case a last minute job comes in. Activity ideas include age appropriate board games, puzzles, toys, books, crafts, etc. Other ideas include legos, playdough, bubbles, and outdoor games.
- **PUNCTUALITY:** Timeliness is one of our most important policies. Nothing is more stressful for the family (and for us) than for one of our caregivers to be late. The best way to ensure timeliness is to arrive at the door at least five minutes early. Allow yourself time to travel to the location, park, and get to your room (if the family is a guest at a hotel). On weekends and during rush hour, allow more time to account for longer commutes. In a rare circumstance in which you know you will be a few minutes late (due to emergencies), please call the family's cell phone and explain the situation.

If our office receives a call from a family or concierge, wondering where you are (because you are late and you haven't called ahead), you will be charged a \$15.00 late fee per occurrence. Your contract with Sitterwise can be terminated if you are late to more than 3 job assignments.

- **DRESS:** First impressions are everything. Wear clothes that are comfortable, but look well-groomed and professional. The families we serve expect a professional caregiver. Their impression of you will make them feel at ease or cautious about leaving their children with you. Try to put yourself in their situation. Dark blue jeans are fine as long as they are not ripped. Sweatpants, midriffs, low-cut shirts, cut-off shorts or mini-skirts are not permitted. High-heels are also inappropriate because they prevent you from playing with the children. If you are going to the beach or pool, a modest swimsuit and Bermuda shorts or capris are permissible.
- **PARKING:** You never pay for your own parking. If a hotel will not validate our parking for us, we must charge the guest. Guests are informed of this when they make their reservation. When you check out from a job, you will add any parking fees as a "reimbursement" and that amount will be added to the family's bill. You can remind the family of the parking charge as well.

AT THE JOB

- **INTRODUCE YOURSELF:** Greet families warmly, introducing yourself with your first and last name, "with Sitterwise." Some families may ask for identification. Have your driver's license on hand just in case.
- **ESTABLISH GUIDELINES:** Interact with the children and parents in a comfortable way, not being too aggressive or too shy, but being sensitive to the parents' signals. Be sure to smile a lot and be professional. If the family has an infant, ask to wash your hands before touching the baby. Obtain feeding instructions for small children and any other information you might need. For older children, inquire about TV watching (what programs are permissible), snacks (from refrigerators, room service, etc.), and bedtimes. Never take a child from a hotel room unless the parents have given approval. If you do take a child from a hotel room, be sure to leave a note in the room or send the family a text to let them know where you are.
- **THE FIRST FEW MINUTES:** After the parents have left, try to make the child as comfortable as possible. If the child is upset and crying, soothe the child quietly and gently. Use the same care you would want used on your own children. If you ever have a situation in which a child becomes ill or is unable to be consoled, be sure to text or call the parents and let them know the situation. They won't want to return to the news that their child cried all evening!
- **TOYS, GAMES, & CRAFTS:** Try to make the time as fun as possible for the children, enthusiastically interacting with them throughout the time. Bringing toys or craft ideas and supplies (small, fairly tidy things) for the children will help keep them entertained and make your time more enjoyable as well. This is the kind of service that can mean a bigger tip (as well as a better evening!).
- **CONVERSATION:** Watch your conversations with the children; they tend to repeat conversations to their parents. If they start an inappropriate conversation, change the subject and divert their mind to another topic.
- **BALCONIES & WINDOWS:** Do not let children out on the balconies. Even older children have fallen from hotel balconies. Balconies are dangerous, so keep the sliding door locked. Also be careful about low windows that do not have safety latches.
- **POOLS:** Pool visits are with parental permission only. Children are only allowed in pools alone if they are four years old or older. We must go in the pool with younger children. A general guideline is no more than two children at a time in the pool with one caregiver. At the pool, keep your eyes on the children at all times.
- **SECURITY:** Never let anyone into the hotel room or private residence, and do not open the door under any circumstances. Even if they say they are with the hotel, inform them you will check with the hotel and phone the front desk.
- **CELL PHONES:** Telephone calls from a hotel to the outside cost money. Please do not use the phone unless absolutely necessary. In most cases, it is best to use your cell phone. Absolutely NO personal phone calls or texting/social media are allowed on the job, except in urgent situations or after the children are asleep.
- **EMERGENCIES:** If you have any emergency situation at a hotel, call the front desk immediately and they will dispatch your call to the proper place. If you need a security officer, call the operator and ask for security. The hotel personnel are very helpful and are there in case you need them. Also call

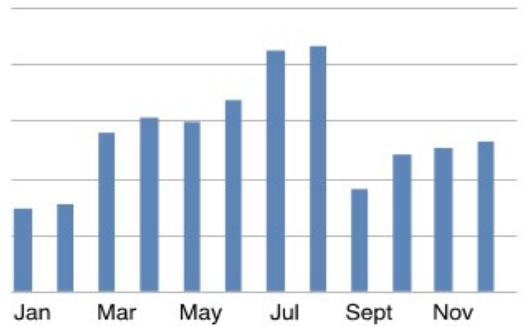
parents immediately in case of emergency. If you are at a private residence and there is an emergency use your best judgement and call 911 or the parents immediately.

- **FOLLOW INSTRUCTIONS:** Follow all instructions parents have given you. If they have told you a certain bedtime, brush teeth, etc., please follow these requests precisely. Some parents are very particular in this area. Be sure that babies and toddlers have fresh diapers every two hours and (especially) before they go to bed.
- **TIP BUILDERS:** Parents appreciate the extra touches, such as straightening up (after bedtime) or washing dirty dishes you used. You are not a maid, but leave the hotel room or private residence in better condition than you found it. They will value this caring touch and will often tip more for the extra thoughtfulness.

AFTER THE JOB

- **WHEN PARENTS RETURN:** Be sensitive to the parents when they return. They may be tired, so do not engage in lengthy conversation. Do not use a lot of negative talk about the child's misbehavior. Handle this kind of situation delicately. If the children were well-behaved, it's a good idea to compliment the parents.
- **RETURN JOBS:** You must inform our office if the family asks you directly to come back again. If you are available, you may make the arrangements with the family; just be sure to text Sitterwise and let us know. If you are NOT able to go back, please ask the family to call us to request a caregiver. Please inform us of the family's request so we can be sure to follow up as needed.
- **PAYMENT:** At the end of a job, you will need to check out in the app. You will have the ability to adjust hours and add any reimbursements as needed. After you check out, the family will receive a notification to review the charges. They will have the opportunity to leave you a tip through the app or they can tip you directly in cash, Venmo, etc. **A tip is the only payment you are permitted to receive directly.** All other payments are charged directly to the credit card we have on file for the family.
- **SERVICE IS KEY:** The key to having a great business is service. We try to supply courteous service throughout the family's process of receiving childcare. This begins with our office and follows through to you, the caregiver. Never argue with a family or concierge or act irritable or upset if something goes wrong. If you get to the job and the family has cancelled, never make a scene with the hotel personnel or the family. Please call our office and we will help you deal with the situation, acting as your advocate. Your attitude and professionalism will reflect on you and the service.
- **TAXES:** You are responsible for your own taxes, so keep track of the money you make and what you spend on business expenses. Track your mileage, and keep a log of what you spend on toys, crafts, and games. You will receive a W2 in January each year if you have accepted any jobs that are paid through payroll (church jobs, events, care.com, YMCA). We do not issue 1099s for your private family jobs. This will be your responsibility to track and report.
- **CPR & FIRST AID/TRUSTLINE:** CPR/First Aid and TrustLine certification are required for our service. We need to have a copy of your current CPR/First Aid (MUST include first aid) card on file at all times, as well as a copy of your TrustLine receipt. CPR/First Aid and Trustline certifications are due within 7 days from your date of hire.

- **JOB AVAILABILITY:** It is our desire for you to work as much as you would like to work. However, since Sitterwise is a tourism-based business, the reality is that we have busy times and slower times. Please do not be discouraged if you do not receive many jobs at certain times of the year. There are some days when we have many sitters available, and only a couple of jobs to give out. Alternatively, the summer months are our busiest times and we are often begging sitters to take jobs. If you are in need of consistent work, please text or email our office and let us know so we can keep you in mind when new jobs come in.



EVENT GUIDELINES

- **ARRIVAL TIME** - Caregivers should arrive 15 minutes prior to the start time to give yourself plenty of time to find the location and connect with the team lead.
- **CHECK-IN FOR CHILDREN** - All children are required to be checked in and out of the childcare room.
- **GREETING** - It is so important to make parents and children feel special and welcome upon their arrival! Smile, approach parents, and assist them with the child's belongings. Get down on level with the children, make eye-contact, and learn their names.
- **BE ENGAGING** - When, during the course of the event, there are structured activities, energetically involve the children in the activities as much as possible. If a child is unwilling to participate, quietly suggest another, alternate activity, such as coloring or a quiet game.
- **RESPECT THE TEAM LEAD** - For larger events, a team lead will be assigned. This caregiver has been selected by Sitterwise and should be treated with respect and their instructions should be followed.
- **DISCIPLINE** - Do not speak harshly or yell at a child. Physical discipline should never be used under any circumstances.
- **CLEAN** - Keep an eye on the overall condition of the room, and help to keep toys picked up and in their appropriate containers. At the end of the event, wipe down all toddler and infant toys with disinfectant wipes.
- **MEALS & SNACKS** - Assist children in eating their meals and snacks (depending on ages). Wipe small children's hands before and after they eat.
- **RESTROOM VISITS** - All children must be accompanied to the restrooms by TWO caregivers. If visiting the restroom with a child, ask if other children need to go as well. On your way out the door, inform the door monitor of the number of children you are taking to the restroom. For older children, wait inside the restroom, near the door, for security purposes. For younger children, help them as needed.
- **DIAPER CHANGES** - Check all baby and toddler diapers hourly, and change as needed. Use gloves and sanitizing wipes. Keep a firm hand on infants on the changing table at all times.