

THE NANNY HAVEN

Welcome Packet



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NATIONAL NANNY PLACEMENTS

OUR MISSION

Hi There!

WELCOME TO THE NANNY HAVEN!



The Nanny Haven staff will provide you with the support that your family deserves. With us by your side your home will run smoothly.

Every family has unique needs, and we listen carefully to accommodate them. Our household staff have been carefully chosen for their passion, dedication, and love for ensuring that families feel confident and also cared for. As previous caregivers, they are ready to be a positive force for your family and play a part in your children's lives.

Once we place an employee, We'll continue our path together, and are always there when you need us.

Goals OF SERVICE

BUILD LONG-TERM RELATIONSHIPS WITH FAMILIES AND NANNIES

Our goal is to establish and maintain long-term relationships with both families and nannies by providing excellent service and personalized attention.

RESPOND TO ALL EMAILS IN 24HRS

We are committed to responding to all emails within 24 hours to ensure timely communication and a smooth placement process.

PROVIDE SUPPORT THROUGHOUT THE PLACEMENT PROCESS AND BEYOND

Our service is dedicated to providing comprehensive support to families and nannies throughout the placement process and beyond, to ensure a successful and satisfactory experience for all parties involved.

Step 1: *Zoom Consultation*


After we have done your initial phone call and you feel like The Nanny Haven is the right fit for your family, we will schedule and conduct your zoom consultation. This is where we will go in depth about your family and your desired household employee.

Step 2: *Let the Search Begin!*

Based on the information we've gathered through our zoom consultation with you, we'll begin the search for your perfect caregiver if we don't already have the perfect candidate in our database. Each professional employed within our agency has undergone a thorough vetting process which includes a detailed application, multiple interviews and an extensive background check. You will have an online login to be able to view messages from us, view candidates profiles and make offers.

Step 3: *Choose Your Candidates*

Within 5 days of our zoom consultation, and after our client/Agency Agreement is signed, we will send you 3-5 nanny resumes. You will be able to ask for interviews or decline candidates. We will set up zoom calls as an initial interview before sending a candidate to your home for an in-person interview. Feel free to contact us with any questions or concerns at any time.



Step 4: *In-Person Interview*

After you've selected your top choices from a zoom interview, it's time to begin those face-to-face interviews in order to find the perfect candidate with whom you and your family will truly connect! Our team can help you make that first communication and facilitate scheduling.

Step 5: *Make an Offer*

When you know you've found the perfect fit, simply extend an offer on our online portal. You will be able to edit any tasks/duties before sending the candidate the offer. We'll always be here to assist with any guidance throughout the offer process. The template lets you customize the expectations of the position (duties, scheduling, payment etc.) so there's no confusion between you and your new hire.



Our Requirements

The Household Staffing industry is very unique because it is both professional and personal. Our goal at The Nanny Haven is to create a long lasting connection between the candidates we send to families. We are here to bridge the gap between household staff and families by promoting healthy communication, clear and reasonable expectations and professional boundaries. We set industry standards in place to foster long term commitments. Below you will find the minimum requirements for hiring a candidate through us.

Legal Pay

Household staff are legally required to be paid as W2 employees of the household. They are also to be paid time and a half for all hours worked over 40 in a 7 day period. Please contact Chelsea at Homepay for more information on Nanny Payroll Services. If you mentioned that we referred you, you will receive a discount on your service.

Guaranteed Hours

Paying your employee for a set amount of hours each week is vital. For example, if you go on vacation your employee would still be paid their regular wage.

Competitive Pay

We work with the BEST in our industry! You can expect to pay an average of 20-\$30+ per hour for an exceptional Nanny, Household Manager, Family Assistant, ect.

Paid Sick Leave and PTO

Many families offer 1-2 weeks of paid vacation per year and 5+ sick days. Depending on where you live you may have state mandates surrounding Covid leave.

Paid Holidays

Typical paid holidays are New Years, Memorial Day, July 4, Labor Day, Thanksgiving and Christmas but you can always offer additional holidays off.

Contract

To ensure that a long lasting, healthy and successful relationship is nurtured and ensured, we provide a contract template for you to outline duties, benefits and reasons for termination.

Other Perks and Options

Health insurance stipends, workers compensation, cell phone, gym memberships, money towards professional development or a work car are all appreciated. These are great additional options for your long term career nannies and other household staff.

