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# THE CAPITOL CHILD CARE SERVICE GUIDE

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Parent Policy Handbook by Capitol Child Care LLC



**Capitol Child Care LLC**

1000 Q St Suite 101 Sacramento, CA 95811

**Note: When you use Capitol Child Care services, you agree to follow these policies; if policies are updated, you will be sent the updated page with the updated policy or an updated manual in its entirety, or you can always download the most recent version from the website.**

### **Our Current Rates:**

These are the TLC Nanny current rates, as of 1/24/18. The rates are subject to change, but all clients will be informed 30 days in advance of any Nanny service rate changes. For description of services, please see the next section.

- Nanny Services:

Occasional Free Membership \$20/Hr	Part-Time \$99/Month & \$18/hr	Full-Time \$650/Year & \$17/hr
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- If you accept a Nanny that is more than 30 miles away, your appointment is subject to a \$10-millage fee; you will be notified by phone by your Nanny when she is notified of your appointment.
- Traveling Nanny Services: 8 hours per day at \$18/hour (flat rate) plus \$80 per night.
- Overnight flat rate Nanny service:
  - \$95 per 8-hour night for an infant 0-2years
  - \$80 per 8-hour night for ages 2 and up
  - \$18/hour for extra care, if needed during the night for ages 2 and up

## Description of Services

### Nanny Services:

One of our TLC Nannies can provide your family with expert private Nanny care in your home. Each TLC Nanny arrives in uniform and is ready to make your child's day a success. Our Nanny services range from 2 hours and up and include flat rate overnight services as well. The Nanny will always clean up what she and the child leave behind, as well as help children do a general pick up at the end of the day of play areas. They also help to wash any dishes that the Nanny or the children used, as well as help with general meal preparation and cooking for the children and family; recipes and instructions should be provided. Each family has unique requirements, which means all Nannies have a slightly different focus. There are many variables, such as ages of the children, dietary restrictions, favorite activities, and any special needs. Regardless of the situation, quality childcare is always the top priority for our Nannies. All TLC Nannies have a minimum of 5 years of experience, have been personally interviewed, reference checked, background checked, trained and are CPR-First Aid certified.

If you have more specific questions, give the office a call.

Here are some creative ways to use your TLC Nanny services to get more done in your day:

- Have your Nanny be your child's driver to and from activities, playdates, and camps.
- If your school allows, book your Nanny to complete parent hours in your child's classroom or on a field trip.
- Have a grocery list ready to go? Let your Nanny take the kids out for a shopping adventure to save you time.
- Did you sign up to bring snacks for your child team or class? Have your Nanny gather the supplies and make it into a fun project they can do with your child.
- Is it time to service your car? Have your Nanny and kids follow you to the shop, so you can get a ride home or do some errands together.
- Take your Nanny on your next family vacation to experience the amazing benefit of an extra pair of hands; whether it is just a local trip or you have to travel far away, our Nannies can entertain the children, so you can relax and enjoy your vacation day or night. She will be there for your family 24/7 and you can even have

the children sleep in her room, so you are no awakened early (see the Nanny Travel section of this booklet for more information).

Have a custom request? Give us a call, and please keep in mind that all tasks must be family-oriented and she must have the children with her at all times, since that is the main reason she is there. While our Nannies are not personal assistants or house cleaners, we try to include as much as we can for you and your family, so you can really benefit from our services.

### **Overnight Nanny Care:**

Need to be away for the night? Have a trusted TLC Nanny spend the night at your house keeping an eye on everything. Our overnight service has two flat rate options - one is for infants and one for ages of 2 and up. If there are multiple children at the house, the rate will be charged based on the youngest child.

The flat rate for infants includes your Nanny waking up for your child as many times as needed.

The flat rate for ages of 2 and up includes your Nanny needing to wake up 2 times for your child/children, should they need assistance or wake up; if additional care is needed or your child/children are not going back to sleep, a per hour charge will be charged in addition to the flat rate, with a minimum of one hour being charged.

For overnight care, you must provide the following for the Nanny:

- A sofa (cannot be a loveseat) or bed to sleep on.
- A bathroom that is not located in a child or adult's bedroom.
- The opportunity to go to bed once the children are asleep.
- If you have booked the Nanny past 6am, a simple breakfast must be made available, since the Nanny will not have the opportunity to leave in time to eat.
- Showers are only required if the Nanny is staying more than 24 hours consecutively, and will be taken after the children are asleep.

Nannies will provide:

- Their own bedding, such as blankets and pillows.
- All personal items

### **Traveling with your Nanny:**

Each of our Nannies goes through a special training course on packing light and maximizing their effectiveness for your family on the trip. They come armed with boredom busters and understand the importance of being organized to help everyone enjoy the trip whether it is for business or pleasure.

Here are some ideas on how you could benefit from a Nanny on your next trip:

- Have the children in her room, so you can sleep in while she can get up with the children and get them down to breakfast, so you can relax.
- Going to a park? Have the Nanny wait in line or split the kids up, so everyone can go on the ride of their choice. Also, if you have a little one who cannot make it all day, have the Nanny take them back to the hotel for some nap time.
- In the evenings, enjoy the night in the town with your significant other while the Nanny has a great time with the kids and makes sure they get to bed on time.
- Pair your Nanny with one child or all of them for the plane ride to help with boredom busters or tiered travelers.
- There are so many other ways your TLC Nanny can help you; just give us a call with any questions!

Here are the rates and rules for taking your Nanny with you:

- The first and the last day of the trip may be booked on the 'per hour' basis; however, there is a flat rate of 8 hours per day away and a flat rate for each night away (even if the children are not in her room). Everything must be booked through the scheduler before the first day of the trip.
- All travel expenses must be paid for the Nanny, including 3 meals per day, admission fees when she is requested to take the children with her, flights, a separate hotel room (note: the children are allowed to be placed in her room), tips for service personnel and any other methods of transportation required for the trip.

For more questions and details about traveling with your Nanny, please call our office.

## **Booking a Nanny:**

### **What to Expect When Booking your Nanny:**

Once matched with one of our Nannies, all you need is to visit our scheduling page to book.

Each family is carefully matched with a Nanny that best fits their needs; however, should that Nanny be out for the day, sick, or is already booked, you can book a substitute!

The substitute Nanny will call you to confirm, as she will check and make sure this will not negatively affect her main families, even though everything is on the first come, first serve basis, our goal is to personally care for all our families.

### **FAQs:**

#### *How does booking work? Is there just one family per Nanny?*

We understand our Nannies need a full schedule, so we carefully match each Nanny with up to 3 part-time families whose general schedules work together. We understand there may be occasional conflicts since family's schedules change, but we suggest booking ahead if it is important to you to not have a substitute, or have a substitute who you know you like. Booking is done on the first come, first serve basis, but if there is a problem, call your Nanny; they are there to make sure her families scheduling needs get met.

#### *What if my main Nanny isn't available?*

If your Nanny is out sick and had an appointment with you, she will call you and inform you of her condition and will ask if you would like a substitute Nanny. If yes then she can call another Nanny and asked them to take the shift; however, you are welcome to take a different substitute if that Nanny is available or to cancel the appointment and receive a refund.

Please Note: If you attempt to book a substitute that is not already confirmed then you will need to also call that Nanny to confirm especially for last minute substitutes. Even if it is in advanced please call them to confirm that this will not conflict with their normally scheduled families, this will give them the opportunity to check with their families and then they will confirm with you asap.

We offer free one hour meet and greets with each of our Nannies to you have a chance to meet all of our Nannies or just a couple, this can make using substitutes much easier and give you greater piece of mind.

If your Nanny is not available because she is already booked, you are welcome to call your Nanny and she can let you know if something opens up or if there is anything she can do; however, there is no guarantee anything can be done but she can call her fellow Nannies and suggest one for you.

What if the exact number of hours that I need is not available?

We have done our best to supply the most popular times for our families to use; if you have a special request, please call the office and we will see if we can accommodate your request; otherwise, you will need to use the appointment extensions to customize your appointment to your needs. To see the pricing for appointment extension prices, see the price list.

What if I am running late or want to stay out longer?

Please immediately call your Nanny if you are running late, so she can let her next appointment know in case it will affect it, then log in and book the appropriate appointment extension. If you wish to stay out longer, please call your Nanny and ask if it is possible to extend your time; if it is, then log in and book the appropriate appointment extension.

What if I come home early?

While we understand that sometimes plans change, unfortunately, since the Nanny's schedule was shown as booked to other families for the duration of the time, no refund will be issued. However, she is welcome to stay and help you out or you are welcome to send her home.

## Nanny Service Policies

### Cancelation Policy:

We understand that sometimes you need to cancel or reschedule an appointment; so, we have our 24-hour cancelation policy. If you can cancel 24 hours before the appointment, then you will get a full refund. To cancel an appointment please log on to Booking Bug and go to your account and cancel the appointment, refunds are instantly applied to your “wallet”. This is our refund policy for an exception and a refund via Paypal, please email Lydia Lesnyakov or the current Lead Nanny with the appointment date and length, so we can process your refund. No refunds are given less than 24 hours before the appointment – this is done in order to respect our Nannies’ schedules. Large quantities of cancelations may result in account suspension for the sake of our Nannies and other families who may have wished to book them.

If your appointment was booked less than 24 hours in advance we suggest calling the Nanny to confirm and you will have 2 hours to cancel your appointment to get a refund though our system will require you to call in to cancel.

### Standard Emergency Procedures:

The following are the default actions that will be taken by a Nanny in cases of a emergency or serious injury. Note this is only in cases where you have not specified a desired action plan on your profile. If an action plan was provided, it will be followed.

1. The Nanny will always follow her CPR and First Aid Training by calling 911 first.
2. Next, she will secure the child and provide any reasonable care given the situation.
3. When the situation allows, you and any other contacts you have provided will be called and your preference of care will be asked at that time. If you or someone you listed cannot be reached, the Nanny will continue in the following steps
4. If it is not life-threatening and the Nanny feels the child can easily and safely travel to the nearest hospital, she will transport the child.
5. If she feels the child cannot travel safely, she will have medical personal transport the child.

### **Uniforms:**

As part of our high standard of Nanny care, we require all of our Nannies to wear a uniform at all times, which includes a company shirt or a purple shirt with a badge if they are new. If your Nanny arrives not wearing this uniform, please alert us, so we can remedy the situation.

### **Transporting Your Children:**

Once we have received the transportation authorization form in your initial packet, we are able to transport your children. (These forms can also be found and downloaded on our website.)

We require that you leave an appropriate safety seat for each child at your home, even if you did not request transportation. This is primarily for the safety of your child.

If your Nanny will be driving more than 15 miles during the appointment please add those miles to the booking at check out. These fees are added to your appointment when booking and the fee goes directly to the Nanny.

Nannies can use your vehicle, if requested, with no trip fee; however, your vehicle must be insured and you assume full responsibility under your insurance for any damage to the vehicle.

### **Nanny Cams**

You first and foremost are responsible for making sure you are aware of all laws regarding recording audio and video of someone in your home. We take the recording of both video and audio of our Nannies very seriously. Nanny Cams or any other cameras in the house are allowed as long as the following requirements are met:

- The use of cameras are disclosed to the company BEFORE we place a Nanny with you.
- ALL camera locations are disclosed to the company and the Nanny as well as any substitutes.
- The Nanny and company must have full access to ALL live feeds and recordings.

- The length of time recordings are kept, the location of storage, details of cameras ability and use regarding audio and video, and full disclosure of purpose must be disclosed to each Nanny and the company.

If ANY of these requirements are not met or later found to be broken action may be brought against you by our Nannies or you may be asked to delete all recordings found in violation of our agreement.

### **School Pick-Up:**

The Nanny can provide you a copy of their Driver's License upon request. If the Nanny is required to arrive early, upon your/school's request of documentation, make sure to add that time to your appointment.

If a substitute arrives to pick up your child, the child can easily identify a TLC Nanny by her uniform. We strongly recommend that you add 2-3 Nannies to your school's pick-up list in case a substitute would be required for the day; you may also leave your school a signed general note stating that a TLC Nanny may pick up your child.

### **Sick Nanny Policy:**

If the Nanny scheduled for your family is sick, you will be notified as soon as possible and every effort will be made by the Nanny to secure a replacement Nanny if you request it.

If a Nanny becomes ill while she is providing care for your family, the Nanny will notify you as soon as possible and provide a replacement, if possible. Please note that if a replacement cannot be found, you may be asked to return home or find other arrangements.

If the Nanny is unable to secure a replacement per your request, you will be given a refund.

### **Parent and Nanny - Late Policy:**

Since all appointments are pre-billed for a set amount of time, we have a dual 5-minute late policy since the cost to parents or refund is under \$2.

While we have this policy of being 5 minutes late, TLC Nannies in no way condones our Nannies being late. If a Nanny is late, please inform us, so we can investigate as to what the reason is and coach them, so it does not happen in the future. You are welcome to recoup those 5 minutes at the end of your appointment, again this is in no way an excuse for them to be late as we encourage them to always aim to be a minim of 5 minutes early.

Being late by more than 5 minutes on the Nanny's part will be reimbursed to you in your Booking Bug wallet and being late by more than 5 minutes on the parents' part will be billed in an invoice which must be paid before any more appointments are scheduled.

If you are requesting to stay out later than scheduled, please inform the Nanny and the best effort will be made to accommodate that request. Once you have confirmed with the Nanny, you will need to log on and book an appointment extension with that Nanny on the next available time slot in her calendar.

### **Booking Changes:**

To change a booking you must cancel the booking and re book it at the correct time. You will see the refund instantly in your "wallet" for use in booking the new appointment.

### **Communicating with your Nanny During an Appointment:**

Phone numbers of all Nannies will be provided and parents are encouraged to ask the Nanny and exchange contact information. Should you forget their number, call the company main line and it will be provided to you.

### **Sick Children Policy:**

We understand you may need your Nanny most when your child is sick and stays home from school; however, we wanted to make you aware that if a Nanny gets sick, she is not allowed to work and, therefore, loses out on days or a week of work. We also want to protect our other TLC Nanny families from getting sick as well. So, the policy below is a general guideline with the intent to protect our Nannies from contagious diseases and

keep them from spreading illness to other families, since most of our Nannies work with multiple families. We appreciate your efforts in assessing whether a Nanny should be exposed to an illness and work with your child that is sick.

Each Nanny retains the right to not provide care if they feel it would be detrimental to their ability to work, so please speak to your Nanny before her appointment starts and inform them of the situation, if the Nanny declines then you will receive a refund. If the Nanny agrees to still come and you still want to cancel you will not receive a refund.

Should you want the Nanny to administer medication for your child, you must write down all instructions and indicate dosage amounts using the form provided by the Nanny issued by the company.

If your child is sick with the following, Nanny Services will not be provided:

- Stomach Flu
- Strep throat
- Chicken pox
- Pink Eye
- Hand and Mouth
- Fever over 102 F

If your child has any of these illnesses, please notify you Nanny as soon as possible.

If you child is ill with one of the above and this results in a cancelation we will refund you.

If the Nanny arrives and finds the child to be ill and was not informed or the child becomes ill (for example – the child develops a temperature, starts to vomit, has diarrhea or requires non-emergency medical attention), the parents will be requested to come home within 1 hour and the hours scheduled will not be refunded.

For questions or possible exceptions, please contact TLC Nannies.

**Allergies:**

Please notify the company and your Nanny of any allergies your child might have. Accommodations will be taken care of accordingly. There may be additional costs billed to you; if special supplies are required or if you would like your Nanny to have a separate uniform at your location due to allergies, uniforms cost \$10.00.

**Custody:**

A child will be released to parents and those adults identified by the parents as authorized to pick up their child. If another adult comes to pick up your child at home or at an outside activity, we will release the child only through notification in writing from the child's parent or a phone call with a parent will be necessary. Proper identification must be given before the child is released.

**Additional Children:**

You may request that additional children (maximum of 2 children not from your family but may not exceed 6 children total) be added to an appointment; however, medical release and contact information will be requested from the additional child's parent.

**Meals:**

Since your Nanny is unable to leave to obtain food or drink for meals, we ask, if possible, to please allow the Nanny access the food at your house during appropriate meal times and indicate what food she can/cannot consume; if this is not possible, please let her know in advance, so she can make arrangements to bring food.

**Problems with Your Nanny:**

TLC Nannies prides themselves on well-trained Nannies; should you feel at any time you are having a problem with your Nanny, please contact us and we will work one on one with you and the Nanny to fix the problem. If it is necessary, we will also shadow the Nanny, put them through additional training, sit down with you and the family to facilitate a discussion and other methods developed to provide you with a high standard of care.

**Soliciting Nannies:**

Soliciting TLC Nannies for private Nanny service is strictly prohibited.

**Social Media Policy:**

Capitol Child Care has a strict policy when it comes to social media. Your children's photographs will not be posted on any public social media site such as, Facebook, Twitter, Instagram and other similar outlets. However, we do encourage our Nannies to take photos of the kids to not only send updates to the parents but also to share it on our secure internal company message board which this at times does include a completely private TLC Nanny only group on Facebook. Having a group like this is a huge benefit to both parents and Nannies because the Nannies are more tight knit as a team and have a outlet to share securely what they do on the job which keeps them engaged and passionate about what they do. This also allows the other Nannies who might work with your children as a substitute to get to know your children and become familiar with them making it easy to help out when needed. If you need an exception made please contact the owner.

**Referral Program:**

We are excited to announce our new referral program! Earn 5 Hours of Free Nanny services for every referral that signs up and books 20 hours with us. You will receive an email with your certificate; these gifts never expire - when you are ready to use, just give your Nanny a call.

**Phone Directory:**

The following two numbers are both 24/7 lines someone will always answer one of the lines, so if you don't get an answer on one line call the other. The secondary line receives text messages however if it is an urgent or important message please give us a call.

Main Phone Line:

**888-412-3225**

Secondary Number:

**916-743-5221**