



Frequently Asked Questions

Family FAQs

Why not just use a daycare?

A daycare may be a convenient option, but oftentimes families don't realize that a nanny can be just as affordable and will work according to your customized schedule. With a nanny you can call and check-in any time, communicate with your children during the day, you know they are safe at home in a familiar environment, if they are sick they can stay at home, you can stop in whenever you like, offer whatever food your child needs and know your child is receiving one-on-one attention and specialized learning. A nanny share is also an affordable way to share the costs of a nanny with another family (see below). We'd love to talk to you about all the childcare options we offer!

Is the \$300.00 deposit refundable?

The deposit is nonrefundable because of the amount of time and work it takes to find the perfect nanny, even if you find someone in the meantime, or decide not to hire a nanny through Jess' Way.

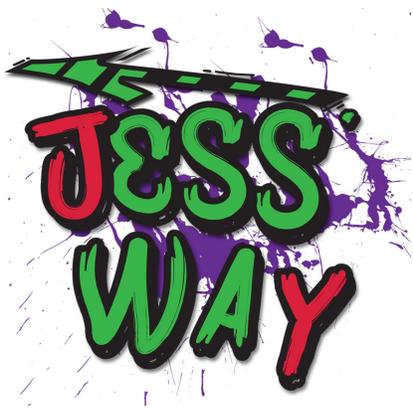
Is the placement fee refundable?

The placement fee is nonrefundable. However, your satisfaction is our goal. If for some reason your nanny does not work out within the first 90 days, I will do my best to help find a new nanny.

What happens if we do not like any of the nannies we interview after 6 weeks of looking?

Your satisfaction is our goal! The initial interview allows Jess to understand exactly what you are looking for. Jess' Way standards are very stringent and before you even hear about a candidate, we have already interviewed them on the phone and in person, and checked their references. When Jess talks to you about the candidate, you can decide if you want to meet them. Either way you are completely covered by Jess' Way backup babysitting until we find the perfect match for your family. Thanks for being patient, it will be well worth the wait! *Jess' Way reserves the right to cancel a contract after 6 weeks if the family is deemed to be uncooperative or has unrealistic expectations.*

What's the difference between backup babysitting and a part-time nanny? How does backup babysitting work?



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Backup babysitting is just for occasional babysitting, meaning you need a date night sitter, or other coverage during holidays, or work. If you need consistent care, or any sort of set schedule with the same person, that would be considered a part-time nanny. For backup babysitting you call Jess' Way with at least 48-hrs notice, and we send a babysitter that meets the same strict qualifications as the Jess' Way nannies. You pay the backup babysitter directly, the rates are: \$15.00 for one child, \$18.00 for two, and additional \$2.00 for each subsequent child. You can request the same babysitter each time, but it is not guaranteed. We try to limit the usage of backup babysitting to 2 times a month unless there are extenuating circumstances; this insures that families are selecting the appropriate services for their needs.

What is considered a full-time nanny?

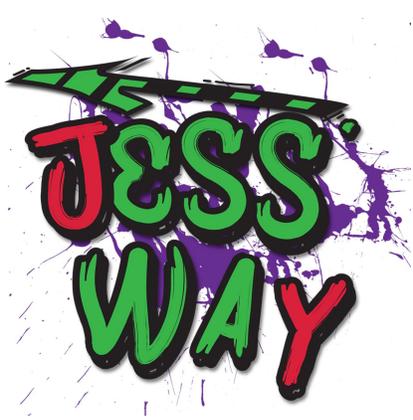
A full-time nanny works 35+ hours a week. A part-time nanny is anything less than 35 hours a week.

How long does it take to find a nanny?*

It takes approximately 4-6 weeks to find a nanny. We offer free backup babysitting for a year for families who use Jess' Way nannies. The backup babysitters covers your childcare needs until your nanny can start. We know finding the perfect care team takes time. Please be patient with our process, you'll be happy you did! *We do offer expedited services for an additional \$250.00. If we do not find you the perfect nanny in 2 weeks the fee is refunded.

What duties are included in the nanny responsibilities?

Our nannies will help with all aspects of care for your children including washing, folding, cleaning and cooking. Responsibilities do not include tasks related to parent or household care. However, if your family needs requires this, we are happy to help are interested in hiring someone who will complete those tasks, you may want to consider hiring a nanny/household manager, which would be a increased pay rate. We can help with that!



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How much do Jess' Way nannies get paid?

\$15.00 per hour is the starting point for basic care of 1 child; however, your pay will be determined by your experience, schedule, and the family needs. We are happy to work with the family to negotiate terms that are satisfying to all parties.

Why do nannies love Jess' Way?

Jess, our owner, was a nanny for 15 years. She knows what it's like to be in your shoes! We work with our families to make sure our nannies are paid fairly, have a safe working environment, and are treated with respect. We are an advocate for BOTH our nannies and our families and work to resolve any issues or concerns that may arise.

Do I drive my own car? Is driving required?

Depends on the needs and requests of the family. We recommend all nannies have adequate insurance and reliable transportation.

How much experience do I need to be a Jess' Way Nanny?

Three years of nanny experience is a minimum requirement to be a Jess' Way nanny. You also need to be CPR and First Aid certified, have great references and other training or skills are a bonus.