



Guidelines for Caregivers

Office Phone: (619) 303-4379

Text Line: (619) 663-4379

Business Hours: 8:30 a.m. to 6:00 p.m., Monday - Saturday
(Sunday from 1:30 to 5:00pm only for emergencies. Email preferred.)

Caregivers Web Site: www.sitterwise.com/insider

Before the Job

- **POST AVAILABILITY ONLINE:** Please keep your availability up to date, using the online availability form. You can post as far in to the future as you'd like - just be sure to make changes when your plans change. If you do not post your availability, we will not call you for jobs. We judge your interest in jobs by your postings. Post at <http://availability.hotelchildcare.com>. Your username is your first name, a dash, and your last initial (like amy-g), and your password is the word "grace." (See sidebar to put a link to the availability system on your phone.)
- **KEEP CELL PHONE HANDY:** If you have let us know that you are available on a certain day, it is very important that you keep your cell phone handy that day. Also keep your phone on en route to a job and during a job, in case of changes.
- **JOB ASSIGNMENTS:** When you are texted or emailed for a job, please carefully check the day, time, and hotel name. This is very important to ensure that guests will be served in the way we want them to be. Be sure to respond with a short "I'll be there" or "Yes, thank you!" so that I know you have the information and will be at the job.
- **PUNCTUALITY:** Timeliness is one of our most important policies. Nothing is more stressful for the guests (and for us) than for one of our caregivers to be late. The best way to ensure timeliness is to arrive at the door of the hotel room at least five minutes early. Allow yourself time to travel to the hotel, park, and get to your room. On weekends and during rush hour, allow more time to account for special traveling difficulties, especially if the hotel is hosting a large function. In a rare circumstance in which you know you will be a few minutes late (due to emergencies), please call the guest's cell phone. If, for some reason, you do not have the guest's phone number, call the hotel and ask to be transferred to the guests' room so that you can explain the situation.

If our office receives a call from a guest or concierge, wondering where you are (because you are late and you haven't called ahead), you will be charged an additional \$15.00 lateness fee on your commissions.

- **DRESS:** First impressions are everything. Wear clothes that are comfortable, but look well-groomed and professional. Many of the guests are very well-off and will expect a well-kept 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. No blue jeans, sweat outfits, midriffs, low-cut blouses, casual T-shirts, tight-fitting attire, or spaghetti straps are permitted for caregivers. High-heels are also inappropriate because they prevent you from playing with the children. If you are going to the beach, modest shorts are permissible only if the guest has met you before. Err on the side of caution.
- **PARKING:** You never pay for your own parking. If the hotel will not validate our parking for us, we must charge the guest. Guests are informed of this when they call to make their reservation and again when we text them your bio. Check your reservation email for information on the specific parking arrangement with the hotel.

Availability System Cell Phone Shortcuts

Instructions for iPhone:

- 1) Open www.availability.hotelchildcare.com on your phone in the Safari Browser.
- 2) In Safari, click the "Share" button at the bottom in the middle - the square with the up arrow above it.
- 3) Click "Add to Home Screen"
- 4) When you are adding the site to the home screen, you can give it a name like "Availability" or "SW", etc. and press "Add".
- 5) From there, you should be able to find the availability system shortcut on the home screen of your phone. When you login, be sure to choose "Remember Me", and then you shouldn't have to keep logging in every time.

Instructions for Android:

- 1) Open www.availability.hotelchildcare.com on your phone in the Chrome browser.
- 2) Click the three dots in the top right-hand corner.
- 3) Scroll down and choose "Add to Home Screen".
- 4) When you are adding the site to the home screen, you can give it a name like "Availability" or "SW", etc. and press "Add".
- 5) From there, you should be able to find the availability system shortcut on the home screen of your phone. When you login, be sure to choose "Remember Me", and then you shouldn't have to keep logging in every time.

At the Job

- **INTRODUCE YOURSELF:** Greet guests warmly, introducing yourself with your first and last name, "of Sitterwise." Some guests may ask for identification. Have a Sitterwise business card and your driver's license on hand.
- **LOG SHEET:** For each job, have the parents sign your caregiver log sheet. You should fill out most of the information (name, hotel, number of children, etc.). They should sign for the medical release. If you do not already have it, ask parents to write down their cell phone number in case of emergency. (Log sheets and other forms can be found online at www.sitterwise.com/insider).
- **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, as 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 the room unless the parents have given approval. If you do take a child from the room, be sure to leave a note in the room or send the guest a text to let them know where you are.
- **THE FIRST FEW MINUTES:** After the parents have left, try to establish a friendship with the child, making him or her 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. There are occasions where parents wait outside their door for a few minutes to investigate how you interact with the child. 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 news that their child cried all evening!
- **TOYS, GAMES, & CRAFTS:** Try to make the time as pleasant 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.
- **ROOM SECURITY:** Never let anyone into the room, 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.
- **TELEPHONE:** Telephone calls from the 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. No, personal phone calls or texting/social media on the job, except in urgent situations or after the children are asleep.
- **EMERGENCIES:** If you have any emergency situation, 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.
- **FOLLOW INSTRUCTIONS:** Follow all instructions parents have given you. If they have told you a certain bedtime, brush teeth, etc., please follow these requests to the letter. 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 little extra things, such as straightening up the room (after bedtime) or putting out clean towels. You are not a maid, but leave the room in the same or better condition than you found it. They will value this caring touch. We find that private residence clients appreciate a little help in this area, too, so feel free to leave homes tidier than you found them.

RATES

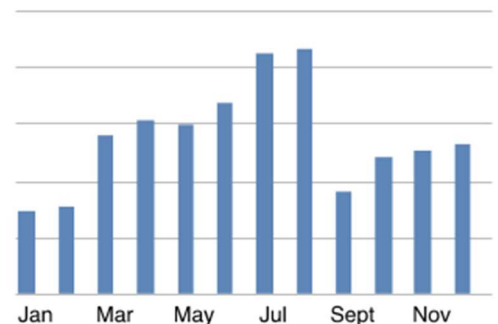
(4 hour minimum)

\$22.00 / hour for 1-2 children in the same family
\$24.00 / hour for 3-4 children in the same family
\$28.00 / hour for combined families, up to 4 children
\$22.00 per hour for pet sitting

Parking and transportation fees
(If applicable) are additional.

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, remembering that you are a representative of a Christian service. If the children were well-behaved, it's a good idea to compliment the parents.
- **RETURN JOBS:** You must inform our office if the guest asks you to come back the next night. If you are available the next night, you may make the arrangements with the guest; just be sure to text Amy let her know. If you are NOT able to go back, please ask the guest to call us to request a caregiver for the next night. Please inform us the next day of the guest's request. Guests have missed having a caregiver the next night, assuming we knew about it.
- **PAYMENT:** When being paid at hotels, accept cash only unless you have signed up for a credit card program. Private residences can be paid via cash, personal check, or credit card (if you have the capability). Be sure to figure the correct amount for them, including parking if necessary. Do not include a tip in the amount. This is the guest's option. If the guest does not have cash, offer to walk down to the ATM with him. Be sure to check to make sure that the guest has paid the correct amount. At the Del and the Grand Del Mar, payment can be charged to the room, but be sure to get a pay-out sheet at the front desk ahead of time or print from our web site at www.sitterwise.com/insider. Please print this out and have it ready in case a family requests a receipt.
- **SERVICE IS KEY:** The key to having a great business is service. We try to supply courteous service throughout the guest's process of receiving childcare. This begins with our office and follows through to you, the caregiver. Never argue with a guest or concierge or act irritable or upset if something goes wrong. If you get to the job and the guest has cancelled, never make a scene with the hotel personnel or the guest. Please call our office and we will help you deal with the situation, acting as your advocate. Your attitude in a crisis situation will reflect on you and the service. Our service was founded and continues to operate on Christian principles, and we want our lives to show that character to everyone.
- **COMMISSIONS:** We appreciate the work you do, and we want this business to succeed and grow so that you can work as much as you want. This is an unusual business in that you get paid on-the-spot for your services. We, on the other hand, wait until the end of each month to be paid. For each hour that you work in a month, you will send \$7.00 to the service. Please have your commission and intake sheets in on time. The due date is the first, and no later than the fifth of the month. A late fee of \$2.00 will be charged for each day your commission check is postmarked after the fifth of the month. Mail to: Sitterwise, 10424 Celestial Waters Drive, CA 91977.
- **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.
- **CPR/TRUSTLINE:** CPR and TrustLine certification are required for our service. I need to have a copy of your current CPR card on file at all times, as well as a copy of your TrustLine receipt. CPR is due 2 weeks from date of interview, and TrustLine is due 4 months from date of interview.
- **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 ladies available, and only a couple of jobs to give out. On the other hand, the summer months are our busiest times. Regardless of the time of year, it is important for you to post your availability each week. Your diligence in posting availability during the slower months will help us to think of you first when jobs come in then - and in the summer as well.
- **INCOME:** Income from Sitterwise is a perfect part-time supplement to other work - for Christmas money, saving for mission trips, home renovations, vacations, etc. Please do not depend on Sitterwise for basic expenses (shelter, food) since we cannot guarantee that you will receive an adequate number of jobs each month to fulfill those needs. See the chart for an idea of the number of jobs through the year.
- **PARENT COMPLIMENTS:** It is not infrequent for a parent to call or email us and let us know what a positive experience their family had with one of our ladies! These good reports help us to know what a good job you are doing in the hotels. If we receive a note about you, you can be sure that we will pass on the good news - and probably give you more jobs, too.



- **PARENT COMPLAINTS:** It is unfortunate that, occasionally, we receive calls regarding the poor performance of one of our caregivers. In such cases, we generally take the "customer is always right" approach with the parent on the phone. If they request a refund, it is generally given. If we receive such a complaint about one of your assignments, we will always call you and discuss it with you so that we have your side of the story. Depending on the situation, we may request that you pay a portion of the refund. Caregivers will be removed from our list in case of serious or repeat customer complaints.
- **EVENTS:** In addition to serving families in hotel rooms, our Playtime Pros division provides event services for convention groups and military functions. We bring toys and games, organize activities and crafts, and assign several caregivers to help. The children are checked into our childcare room (usually a conference room or ballroom in the hotel) and given name tags. Children must be escorted to the restroom during Playtime Pros events. Since we are in attendance in a supervisory role at Playtime Pros events, you must be paid as an employee of Sitterwise for those times. You will receive a paycheck in the mail for your event work. Thank you in advance for your participation in events! They give us an opportunity to see you "in action" with children. See the next page for Playtime Pros event caregiver guidelines. Please review before each Playtime Pros event.

playtime pros guidelines

- **CHECK IN** - Call-time for events is generally 15 minutes or more prior to the arrival of the children. It is important to use that 15 minutes efficiently! First, sign-in on the caregiver clipboard, and put on your red Playtime Pros vest or apron and name tag.
- **TEAM MEETING** - Be prompt for our team meeting, where we will discuss the plan for the day or evening. We will go over procedures for meals, games, toys, crafts, etc. Please ask questions and get clarification as needed.
- **CHECK-IN** - All children are required to be checked in and out of the childcare room. Children receive name tags that are keyed to stubs that their parents take with them. When the parents check out the children, the name tag and stub must be put back together and given to the check-in table attendant. You may be asked to assist with check-in and check-out. We will provide instructions at that time.
- **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.
- **FOLLOW THE LEAD** - 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.
- **LEAD** - You may be asked to lead crafts, group games/relays, active play, story time, etc. Be ready to take charge if needed.
- **INITIATE** - During free-play, help children to choose toys and games, and play with them actively and enthusiastically. Safety first! Be proactive in preventing injury.
- **INFORM** - Let the room manager know of anything unusual: injuries, behavior problems, etc.
- **DISCIPLINE** - No harsh speaking to children. Please inform your room manager if a child needs to have a time-out.
- **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. You may be asked to put a star or other marker on a child's name tag to indicate that that child has eaten.
- **RESTROOM VISITS** - All children must be accompanied to the restrooms. 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 use the potty 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. You may be asked to put a star on a child's name tag to indicate the diaper change.
- **FIELD TRIPS** - Your group is your FAMILY on a field trip. Do not let children get out of your sight, even for a minute. All children in a group must go into the restroom at the same time (not one at a time), for security. Meet back at the designated place at the designated time. Carry your cell phone and inform the field trip leader of any unusual events (injuries, misbehavior, etc.).
- **SIGN-OUT** - Be sure to instruct parents to sign their children out when they come to pick them up. Check to make sure the child's wrist or name tag code matches the parent's stub.
- **CAREGIVER SIGN-OUT** - Sign yourself out on the caregiver sign-in sheet. Also sign in and out for breaks, as needed.