



Philadelphia  
Nanny Network

# Understanding the Backup Care Benefit



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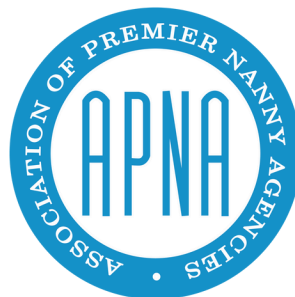


# Philadelphia Nanny Network

## Meet Your New Backup Care Agency

### ABOUT PHILADELPHIA NANNY NETWORK

- Since 1985, we've been at the forefront of the in-home child care industry
- Largest provider of backup care in the region
- Recognition in our industry and in the business community
  - Association of Premier Nanny Agencies Innovative Award
  - International Nanny Association Meritorious Award
  - Inc. 5000's fastest-growing companies last 2 years
  - Philadelphia 100 list
- Certified Woman Owned Business for the last 6 years
- Meets insurance requirements of nations leading Fortune 100 companies
- Internal focus on employee retention with an articulated Culture Book



AMERICA'S  
FASTEST  
GROWING  
PRIVATE  
COMPANIES



PHONE:  
(610) 645-6550

WEBSITE:  
[NannyAgency.com](http://NannyAgency.com)

# WHAT IS CORPORATE BACKUP CARE?

Understanding your new benefit & when to utilize it

## RELIABLE CHILDCARE FOR WORKING PARENTS

As a working parent, an unexpected sick day, planned daycare closure, or last-minute caregiver cancellation can easily derail your work day. Rather than miss work or become distracted by worries, you can find peace of mind with our trusted nannies to fill gaps in child care through your new Corporate Backup Care benefit.

We provide peace of mind for working parents like you by meeting your needs with top-quality nurturing, caring child care. Simply submit a **Care Request** when you need us and we assign a nanny to care for your little ones so that you can get to work and manage your day worry-free.

## TRUSTED SINCE 1985

**Fully Vetted Caregivers:** Our Elite Nanny Program ensures all caregivers are:

- Certified in Infant/Child CPR and First Aid
- Completely screened, interviewed and reference checked by the internal team
- Background checked by a nationally recognized vendor
- Trained and assessed for essential skills
- Employed directly by Philadelphia Nanny Network



# INCLUDED IN YOUR BENEFIT



**Your Corporate Backup Care benefit offers you this premier option:**

## **Agency Booked Care**

### **Last-minute & planned care requests with our nannies**

This option allows you to access child care staffed by a vetted employee from Philadelphia Nanny Network. Each nanny undergoes our rigorous vetting process, with thorough screenings and background checks, to ensure safety and reliability.

The nanny will work the hours you need and engage your child in enriching activities throughout the day while following your specific directions. Because this service is part of your employer's benefit program, you don't pay the nanny directly at the end of the shift like you would with a typical babysitter. Instead, your employer will cover most of the cost of the nanny's services, providing you with peace of mind and convenience. There will be a \$7 per hour co-pay.



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# FAQS & TESTIMONIALS

## FREQUENTLY ASKED QUESTIONS

### **What is the minimum hour requirement for requests?**

There is a 4 hour minimum for a care request. A nanny can be booked for fewer hours, though 4 hours will be deducted from your benefit hours.

### **What ages do you care for?**

Acceptable ages of the children for care are 6 weeks and older, and up to 4 children per nanny.

### **If I like the nanny, can I hire her outside of my benefit?**

While we know you'll love our nannies, hiring them outside the agency is not permitted. Our nannies cannot be shared with other parents either. You can, however, continue to use our services directly. You're set up in our system making it easy to submit a request for additional care outside of the benefit, though you would be responsible for the agency fee which includes the nanny pay.

## TESTIMONIALS

*"I recently reserved backup care with PNN through my employer and had a great experience with Shauna W. She was extremely professional & reliable, quickly studied our son's routine and got to work. She had a lot of creative ways to engage our 4-year old toddler. She kept him engrossed for hours, building magnetic sand pieces, kicking a ball around, scooter ride to the park, etc. My son didn't want her to leave by the end of the second day! Will definitely request her again for backup care in the future." -Yehoda M.*

**CLICK FOR MORE REVIEWS**



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# POLICIES TO KNOW

## CANCELLATION POLICY

Cancellations made after 5PM but before midnight the day prior to care will reduce the available benefit hours by 4 hours. If you cancel 3 hours or less before the start of care on the same day of care, your benefit hours will be reduced by the full number of hours booked. If the nanny can be reassigned to another family for a different shift, the cancellation penalty will be waived.

## NON-BACKUP CARE THROUGH PNN

If you would like to have the nanny care for children outside of benefit parameters, it must be arranged through Philadelphia Nanny Network. Nannies cannot be solicited to work directly for parents, unless it is arranged through Philadelphia Nanny Network.

## IMPORTANT SAFETY INFO

There is no swimming, driving or dispensing of medication by any caregiver, at any time. Parents are responsible for providing the nanny with emergency contact numbers and all the pertinent information needed to successfully care for the children.

## ILLNESS

Our nannies can provide care for mildly ill children such as those with a low grade fever or sniffles. We request that you provide the symptoms the child is experiencing when placing the request.

Out of an abundance of caution, we do not care for children with highly contagious diseases in order to limit the spread to others. While this list is not exhaustive, this is an example of those that would prevent us from providing care: Hand Foot Mouth, Covid, Pink Eye, the Flu, etc.

If your child begins showing symptoms of illness after care is booked, please update your care request.



# HOW TO USE YOUR BENEFIT

- **Enroll with Philadelphia Nanny Network**
  - Complete an application about your children, pets, and care needs
  - Sign a Services Agreement
  - No registration payment is required, this is an employee benefit!
- **Save the Care Request link**
  - Bookmark the link on your computer toolbar or phone for easy access. You will receive the link when you enroll.
- **Submit a care request**
  - When you need care, just fill out the **Care Request Form**
  - Our Staffing Team will assign a nanny
- **Receive a confirmation email**
  - You will get an email once the request is booked
- **Nanny introduction**
  - The assigned nanny will contact you as an introduction.
- **Nanny arrives**
  - The nanny arrives at your home, and you can go to work!

## NEXT STEPS & STAFFING HOURS

[CLICK HERE TO ENROLL!](#)

**Our staffing team is available:**

Mon-Friday 6AM-9:30PM

Saturday 8AM-6:30PM | Sunday 8AM-9:30PM

**Office Hours are Mon - Fri 9AM-5:30PM**

email address: temps@nannyagency.com

phone number: 610-645-6550



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