



Philadelphia
Nanny Network

Understanding Backup Staffing



STEVE & KATE'S
CAMP™



Philadelphia
Nanny Network



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Meet Your New Backup Staffing 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

WHAT IS BACKUP STAFFING?

Who are the backup staff?

RELIABLE HELP TO SUPPLEMENT YOUR CAMP TEAM

When a staff member calls out or camper registration exceeds expectations, maintaining proper ratios can be a challenge. Our Backup Staffing service is here to help—whether you're planning ahead or need last-minute coverage. With a strong team of experienced nannies and a high fill rate, we successfully cover most requests, including same-day needs. While availability may vary, you can count on us to do everything possible to provide reliable support. **We have a long history of servicing backup care needs with a team that understands the urgency that you can count on.**

Our nannies are employed by us and ready to step in when you need extra hands. Whether for a single day, a field trip, or an unexpected shortage, they provide the coverage you need so your team can focus on creating a safe and enriching camp experience. Simply submit a Staffing Request, and we'll assign a nanny to keep your program running smoothly.

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



FAQS & TESTIMONIALS

FREQUENTLY ASKED QUESTIONS

What is the minimum hour requirement for requests?

There is a 4 hour minimum for a staffing request. A nanny can be booked for fewer hours, though 4 hours will be invoiced.

What happens if a scheduled nanny cancels?

In the rare event of a cancellation, we will make every effort to provide a replacement, based on demand, as quickly as possible.

If I like the nanny, can I hire them directly for my team?

While we know you'll love our nannies, hiring them outside the agency is not permitted. Our nannies cannot be shared with the parents either. It is easy to submit a **Staffing Request Form**. If parents are interested in our service, please direct them to Jenna Hamilton at jenna.hamilton@nannyagency.com.

Do we need to provide training or orientation for backup staff?

Our nannies are experienced and ready to step in, but a brief introduction to your camp's routines, rules, and expectations upon arrival is helpful.

TESTIMONIALS

"Reliable & Proactive" *"Our assigned nanny arrived early, set up the entire space on her own, and even decorated with arts and crafts. She took initiative without needing direction, making everything run smoothly."*

Engaging & Attentive – *"Not once was there a child who was bored or disengaged. Even the shy kids were included and actively participating."*

Team Players *"Your staff went above and beyond organizing activities, and ensuring everything was set up perfectly."*

Trusted & Professional *"I was completely comfortable leaving things in V's hands. She was the perfect fit for the job, took tons of photos as asked, and even helped manage logistics."*



POLICIES TO KNOW

CANCELLATION POLICY

Cancellations made after 5PM but before midnight the business day prior to care will be invoiced 4 hours. Cancellations after midnight on the same day of care, will be invoiced the full number of hours booked.

GUIDELINES FOR HIRING & STAFFING

All backup staff are employees of Philadelphia Nanny Network and may not be hired directly by the camp or parents. If you or a parent would like to arrange additional child care services beyond the backup staffing program, all bookings must go through Philadelphia Nanny Network. Direct hiring or solicitation of nannies is not permitted. Contact Jenna Hamilton for direct hiring help.

IMPORTANT SAFETY INFO

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

STAFFING HOURS

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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HOW IT WORKS

- **Staffing Request Process**
 - Click the link to the **Staffing Request Form**.
 - Bookmark the link on your computer toolbar or phone for easy access.
- **Submit a Staffing Request**
 - When you need to fill a staffing gap, complete the **Staffing Request Form** with the details.
 - Our Staffing Team will review and assign a nanny to your requested date and time.
- **Receive a confirmation email**
 - You will get an email once the request is booked and a nanny has been assigned.
- **Nanny introduction**
 - The assigned nanny will contact the Camp Director noted on the **Staffing Request Form** for a brief introduction before their shift.
- **Nanny arrives**
 - The nanny will arrive at the location as requested, ensuring your camp has the support it needs.

SUBMIT REQUEST FORM

[CLICK FOR STAFFING REQUEST](#)

