

# Faeriestorm's Policies and Procedures

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## Hiring Of The Nannies

- The nannies will be hired after a thorough background check has been done on their previous public record, education and current whereabouts and permanent address.
- The nannies must be properly documented citizens/immigrants who are, staying in the country, with full allowance of the government.
- Any previous criminal record will lead to a complete rejection of your application.
- We provide quality services as our number one priority, hence there will be no compromise on time punctuation.
- The nannies should maintain a proper certification for First Aid (Codes: HLTAID003, HLTAID004).
- The nannies should maintain a proper certification for CPR knowledge(Code: HLTAID001).
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## Rules regarding smoking/alcohol/drugs consumption

- When caring for the children, nannies will not be allowed to consume alcohol, drugs or smoke. Other guests and house members will also be notified not to smoke around the children.
- The nannies will not be allowed for consumption of either items themselves, and will also not be held responsible for the actions of other members of the family.
- With the children around, the nannies will enforce a no-smoke policy for all house members and guests.

## Emergency items on-hand to be kept at all times

- The nanny will be trained to ensure to have the following basic necessities available at all times, even on trips and excursions:
  1. First aid kit: the nanny will be trained to know how to use it.
  2. If the child suffers from any diseases, that needs medication, the nanny must be notified so as to take care of this.
  3. Clean drinking water should be available for the children at all times.
  4. Emergency contact numbers, should a tragedy befall or an emergency occurs.
  5. A cell phone with data coverage to have full access to all concerned authorities in times of trouble.
  6. Food items and snacks should be available for the children for their timely eating.
  7. Spare clothing should be available in case if the children need a change of clothes.

## General emergency guidelines

In case of any emergencies, all nannies are trained to think before acting upon anything. This promotes a healthy work ethic and better decision making when any emergency occurs.

- **Natural disasters**
  1. First and foremost, all nannies must have their cell-phones with them at all times, so they can call authorities when a natural disaster occurs at the location where they are working.
  2. The nannies must have all relevant emergency details saved in the cell-phones regarding the children they are looking after.
  3. Consult with parents about possible emergencies and their plans, to have a mutual agreement on how to handle stuff when the time comes.
  4. To make sure that the home has a first aid and a survival kit.
  5. In case of an earthquake, the nanny has to protect the children at the soonest to avoid them getting injured by falling or moving items.
  6. The nannies must keep the children away from electrical wires, fires and water. Leave the house and reach the pre-agreed meeting place for the parents.
- **Fires**
  1. Check for an exit that doesn't have a burning fire around or over it.
  2. Break windows to let other people know of your trouble.
  3. If the house has an alarm system, ring it as soon as possible.
  4. The nanny should have complete knowledge how to use a fire extinguisher.

## Children Clothing

Clothing is an essential part of a kids life that contributes to most of his/her cleanliness and tidiness. Clean clothes also help children stay away from bacteria.

- The nanny will clean the children's beds, blankets and bed sheets regularly to avoid bacteria attack, on a weekly or monthly basis.
- In relevance to diaper changing, the nanny must not feel any hesitation on changing the diapers on a baby and cleaning its mess.
- The use of appropriate wipes, if allowed by parents, must be done to ensure that the child feels comfort.
- The child must be respected and this process must not be done in a hurry.
- The dirty diapers must be disposed of properly in a hygienic way.
- The nanny must have access to, and knowledge of the spare clothes of a child. If a child dirties its clothes by playing in the mud or soil, a nanny must change its clothes at the soonest.
- If a child vomits on their clothes, the nanny must know to change the clothes and wash the child properly. Also, give him/her any medicine that is recommended by the parents in such cases.

## Eating and drinking schedules

- Nannies will provide the children with the food and drinks that the family has agreed and instructed upon.
- Timings and quantity of food must be proper to ensure that the child receives all its nutrients.

- The food must be prepared or cooked in a hygienic place, and hands must be properly washed before any food is handled.
- When the children are eating, the nanny will have to watch over them and ensure that they complete the food properly.
- The children must also be provided on a regular basis with fresh, hygienic drinkable water to complete their daily required intake of water.

## Other General Requirements

- The nanny must ensure that the children's routine is followed with punctuality (sleep, food, nappy changing and play times)
- Make sure that the children are monitored at all times and fulfill their social and emotional requirements.
- Ensure that the children feel safe in an environment, and making them aware of their safety.
- When the kids are taken out for excursion trips or grocery shopping, they should be kept under watchful eye and particular care.
- Do not intrude the children's privacy, but show them affection and comfort when its required.
- Encourage children to be open about their emotions and life, and be social with them.
- Do not, at ANY cost, manhandle or abuse a child, or talk to them in a tough tone. Show politeness and calmness at all times.

## Responding to a possible child abuse case

- In the case of a suspected child abuse, the nanny must inform relevant authorities at the earliest.
- The nanny will not take any further action other than alerting authorities.
- Child abuse cases include mental, physical and sexual abuse.
- Our company supports all relevant authorities and welfares working against child abuse and will always ensure our nannies present themselves as witnesses should they be asked to.

## Parent-Nanny-Child relationships

- To ensure a healthy and well-monitored service, the parents are allowed and encouraged to visit their children with the nanny without prior informing.
- Parents are told to let their children know that the nanny has no right to hit them, abuse them or scold them. Children should know that coming out with the truth is not a bad thing.
- Nannies are encouraged to inform parents if their kid is behaving differently or shows a change in attitude suddenly.
- If a child reports abuse of any kind, from the parents or from the nanny, to the opposite party, the latter have to take proper action.
- To ensure that the child does not change his/her statement after threats from either parties, both parties are encouraged to reassure the child that they've done nothing wrong, and record their statement on video.

## Nanny and Association relationship

- When working for the association, the nanny must exhibit completely loyalty towards the association. Criticizing the association or allowing someone else to do so will have consequences.
- Nannies must abstain from making false accusations regarding the association or its members.
- Any act, or behavior, or affiliations that may damage an individual's personal reputation, will harm the integrity of the association, that is why any such nanny who exhibits this behavior or affiliations, will be disqualified.