

NANNY MAGAZINE

SUMMER 2022

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WORKING AT A
NANNY AGENCY

TOP TIPS
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SUMMER 2022



NM

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EDITOR'S NOTE

Michelle LaRowe

Happy Summer!

In many ways, it feels like a new season and a new start to post-pandemic life.

While COVID outbreaks remain problematic and, in some ways, we are all still suffering from the long-term impacts of the virus, there does seem to be a glimmer of light at the end of the tunnel, one we've been waiting years to see.

In the United States, for the first time in years, children are preparing for summer camps and families are planning backyard barbeques and holiday vacations, things that have been missing from life for far too long.

While we all move forward with a bit of caution in our steps, the sight of people moving forward together is something most seem ready to see.

As nannies move into a new season together, they are often faced with planning new routines, considering their next position, and evaluating how they can level up to score the job they dream of.

This issue is filled with practical tips, strategies, and insight that will help you successfully navigate the changes that come with new beginnings, and help you to grown into the best nanny you can be.



Michelle



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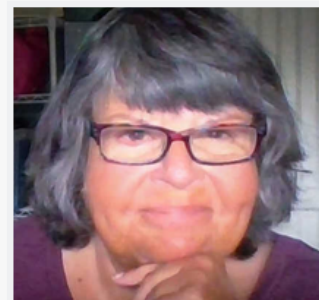
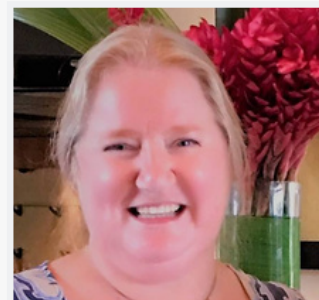
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“As the market leader in the sector, our early years and childcare qualifications are the hallmark of quality and assure employers that their workforce has the right knowledge, skills, and behaviors to excel in their professional responsibilities. NCFE is proud to be working in partnership with Global Nanny Training to provide customized solutions for nannies. Global Nanny Training’s high-quality, customized programs cover the competency goals and subject areas outlined by the US Nanny Association frameworks, providing an accredited career pathway for US nannies. Coupling Global Nanny Training’s specialized experience in nannying with NCFE’s leading reputation as a forward-thinking awarding body, we are able to provide programs to fully recognize the skills and experience of nannies globally.”



—Michael Potts,
International
Programs Manager

GLOBAL NANNY TRAINING ANNOUNCES AN ACCREDITED CAREER PATH FOR NANNIES

GlobalNannyTraining.com provides specialized training for nannies that offers third-party accreditation through the Northern Council for Further Education (NCFE), the global leader in vocational and technical learning, and the Council for Awards in Care, Health, and Education (CACHE), which specializes in the early years and childcare sector.



According to the US Department of Labor, it is estimated that there are nearly one million childcare workers in the United States, a group that includes nannies who provide unsupervised care for the country’s youngest citizens in their private homes. There has been no accredited career pathway for these workers. Until now.

Stella Reid, a trained British nanny who is also known as Nanny Stella from the hit reality TV show Nanny 911, and award-winning nanny, parenting author, and educator Michelle LaRowe have joined forces to bring nannies specialized training that offers third-party accreditation through the Northern Council for Further Education (NCFE), the global leader in vocational and technical learning, and the Council for Awards in Care, Health and Education (CACHE), which specializes in the early years and childcare sector.

“Each of our customized qualifications offered on GlobalNannyTraining.com has been developed to meet the specific needs of nannies and has been accredited by NCFE/CACHE, demonstrating the quality and rigor of our coursework. Upon completion of each Customized Qualification, learners will receive a certificate of achievement issued by NCFE/CACHE, which serves as evidence of the knowledge and skills gained by successfully earning the qualification,” said Michelle LaRowe, the organization’s lead educator.

“As a British trained nanny, it was always concerning to me that in the US, there were no opportunities for nannies to gain knowledge and skills through competency-based training that leads to recognized accreditation or credentials,” cautioned Stella Reid. In 2016, Reid decided to change that by establishing the first and only US-based CACHE Endorsed Training Center, where she now offers accredited training for both nannies and newborn care specialists, alongside LaRowe and other leading industry experts. According to the NCFE website, her center is one of only sixteen endorsed centers from around the world.

“Working in a private home as a nanny is much different than working in center-based childcare,” said LaRowe. “Our courses are designed especially for nannies by nanny industry experts. They are not adapted for nannies but instead are developed specifically for those caregivers who work in private homes. That makes a real difference,” LaRowe explained.

In addition to aligning with NCFE and CACHE standards, courses offered through GlobalNannyTraining.com align with the US Nanny Association’s National Standards and cover the competency goals, subject areas, and functional areas outlined by the frameworks required to earn the Council for Professional Recognition’s Child Development Associate Credential. GlobalNannyTraining.com is also an educational member of the International Nanny Association. GlobalNannyTraining.com offers affordable, easily accessible, and online training to nannies across the globe. Thus far, LaRowe and Reid have educated nannies in over thirty countries, according to enrollment data from NannyTraining.com.

To learn more visit [GlobalNannyTraining.com](https://www.globalnannytraining.com).

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EXPERT TIPS

THE F-WORD— FORGIVENESS

By Glenda Propst and Becky Kavanagh

Forgiveness is often the F-word we do not want to recognize. It's emotional. It takes thoughtfulness and intent to forgive and be forgiven. It's hard but worth the effort to start healing.

Psychologists generally define forgiveness as a conscious, deliberate decision to release feelings of resentment or vengeance toward a person or group who has harmed you, regardless of whether they actually deserve your forgiveness. Forgiveness does not mean forgetting; nor does it mean condoning or excusing offenses.

Sometimes forgiveness includes rebuilding relationships, and sometimes it does not. Forgiveness is not linked to having to keep those who hurt or harmed you in your life. It may mean letting go of them completely for the health and healing of everyone. There are three types of forgiveness as defined by Dr. Stephen Marmar of UCLA Medical School:

- **Exoneration.** Exoneration is wiping the slate entirely clean and restoring a relationship to the full state of innocence it had before the harmful actions took place. Declaring a “new day”! Often the relationship is strong and vital to both parties, so forgiveness and healing take place quickly. Usually, the offense was unintentional, and the offender was unaware of the hurt that was caused. There could also be intentional offense given as retribution for some other action. As nannies, we experience this often with the children in our care. We move quickly to help that child find a way to forgive and be forgiven so that exoneration can take place and all relationships are restored.
- **Forbearance.** Forbearance applies when the offender makes a partial apology or mingles their expression of sorrow with blame that you somehow caused them to behave badly. An apology is offered, but it's not what you had hoped for and may not even be fully authentic. While you should always reflect on whether there was a provocation on your part, even when you bear no responsibility, you should exercise forbearance if the relationship matters to you. Cease dwelling on the particular offense, do away with grudges and fantasies of revenge, but retain a

degree of watchfulness. It is possible, with time and intention, to move from forbearance to exoneration, but all parties must work toward this end.

- **Release.** Release does not exonerate the offender. Nor does it require forbearance. It doesn't even demand that you continue the relationship. But it does ask that instead of continuing to define much of your life in terms of the hurt done, you release your bad feelings and your preoccupation with the negative things that have happened to you. This release does something that is critically important: it allows you to let go of the burden, the “silent tax” that is weighing you down and eating away at your chance for happiness. If you do not release the pain and anger and move past dwelling on old hurts and betrayals, you will be allowing the ones who hurt you to live rent-free in your mind, reliving forever the persecution that the original incident started. This release is an act you give to yourself.

Why is it important for us to forgive and accept forgiveness? Harboring resentment or anger or animosity will not serve you in the long run. Holding on to negativity is wounding and doesn't allow for the healing we all need to be whole individuals. Forgiveness releases you to move on, to move forward. It is always a choice.

What makes it hard to forgive? The shock of it. The unexpected offense, the grief, the anger, the feeling of betrayal, and even the denial make it a huge struggle to forgive. Forgiveness is much like grief as it requires us to process through a number of steps. We may close ourselves off, get mad, blame ourselves, harbor revenge, or feel out of control. We may think that hardening our hearts so that we don't have to go through the pain ever again is the way forward, but it's not. Being hard does not make us strong. Harboring ill will does not make us strong. Closing ourselves off or self-blame does not make us strong. If you don't forgive, you choose to carry your hurt, pain, and anger with you everywhere you go. It becomes a heavy burden that weighs on you.

We don't move forward by carrying this burden and brooding over what happened. Brooding over what happens becomes your story. You allow it to define your life, who you are, what you do, and your

future relationships. It limits you in so many ways. You can become so obsessed with how you were wronged that instead of moving forward, you sink deeper into sadness and waste time trying to figure out how you can get back at the one who wronged you. Seeking revenge is dangerous. In truth, the best and healthiest revenge is living well. When someone wrongs us, we have to be willing to accept our part in the story. Sometimes we are naive, sometimes we are tricked, and sometimes we are blindsided, but moving through forgiveness means we have to accept our own part.

Maybe owning your part means that you saw the signs and ignored them. Maybe it means that when your employers told you they were keeping you forever, you believed them. That doesn't make them bad people. It doesn't make you a bad nanny, and it doesn't mean that they lied to you. Sometimes employers say things that they mean at the moment, but in reality, they realize they can't live up to the promise they made. This is just one more of the lessons to be learned.

How does forgiveness relate to your nanny career? Let's start with forgiving past mistakes. This might include choosing the wrong family, making decisions on the job that your employers don't agree with, or assuming their intentions. We all make mistakes, especially when we are just starting out. We don't know what we don't know, but those lessons should move us forward and make us better at what we do, not haunt us forever.

The ability to forgive our past or current employers is a major issue. Things may have started out wonderfully and ended poorly. Perhaps you were treated badly at some point, bringing the job to an end on a sour note. It could be that you thought things would be different or you were promised something that didn't come to pass. If you have an opportunity to close out that time with forgiveness, that's wonderful, but most likely, you will not have that option. You need to be able to release any hurt feelings so you can move forward. We already talked about learning lessons. The most important lesson that we can learn as we move forward is that we can't drag the past with us as we move on to a better future. The best path toward a better future starts with forgiveness and release. Love and hope always look forward; hurt and regret look back.

Forgiveness becomes easier through practice. Let's look at four ways that you can actively engage in this practice:

- Empathy. Researchers define empathy as the ability to sense other people's emotions coupled with the ability to imagine what someone else might be thinking or feeling. Nannies are often highly empathetic people. It allows them to be in touch emotionally and cognitively with the children in their care and to help those children find words and representations for their feelings and needs. However, while we are empathetic, it doesn't mean we are free from judging others.
- Standing in their shoes. Being able to stand in someone else's place and view the world from their side is a high-level skill. Try to see things from your employer's perspective and understand what it is like to be in their shoes. Seeing things from another's perspective allows you to see options for helping or supporting them that you didn't see before. It can allow you to forgive, move on, and hopefully, repair relationships.
- Grace. Giving grace whenever possible empowers you. We all need grace, just as we all need forgiveness. The definition of



grace is courteous goodwill and honor or to credit someone. It is possible that a little grace will allow everyone to feel and do better going forward.

- Boundaries. Forgiveness while retaining boundaries is a delicate balance, but it can be accomplished. We develop boundaries for a variety of reasons. Sometimes it's a way of putting a buffer around a sensitive situation you've experienced in your past, and other times it's knowing that you do better when a boundary is set and maintained. If another has crossed or disrespected a boundary we have clearly set, then we may need to look at how forgiveness can be approached. Forgiving another does not mean your boundaries are not valid, but it allows for grace and empathy to share that space.

The goal of forgiveness is to allow all parties to move forward. It may be that relationships are restored, redefined, or concluded, but it always means moving forward. We should be in a daily practice of empathy and grace with those in our lives to be open to forgiveness when it is needed. We should put communication first in every interaction to limit misunderstandings and to open the door to understanding. We should forgive ourselves so it is easier to forgive others. While it is acceptable to remove toxic people from our lives, what we really need to do first is forgive them, or the poison will continue in us. Forgiveness is the F-word we need to confront and practice to live a rich life.

The F-Word is part of the Rebuilding Workshop Series presented by Glenda Propst and Becky Kavanagh in conjunction with Nanny Transitions.



Glenda Propst is the owner of Nanny Transitions and Nanny Transitions Facebook Group.



Becky Kavanagh is the owner of Busy B Services/The Hive.

ASK THE NANNY

Dear Stephanie,

I was in my last job for three years, and it ended on good terms, I thought. I gave notice and worked out my notice and was as professional as I could be. Now that I am interviewing, everything seems to be going well, until they contact my reference. It's like I have the job, and then I don't once they call. I stay in touch with all my other families regularly and have never had issues getting jobs before. I think this family may be badmouthing me. What should I do?

Nervous Nanny

Dear Nervous Nanny,

Don't list them as a reference. You can still list the job on your resume without the family's name or contact information.

Moving forward, ask for written references from employers while the job is still going well. Written references are important since many of your former employers may not remember key information years after you have left their employment. If you didn't get a reference letter while employed with a family, be sure to ask for a written letter of reference every time you change employment. Make a point of asking for a reference letter from the parent because they won't write the letter unless you ask them to do it.

Do not list someone as a reference unless you have their permission and you know that they will provide a positive reference for you.

Good luck,
Stephanie

Stephanie Felzenberg

Stephanie Felzenberg has twenty-eight years of nanny and family assistant experience caring for children—from newborns to teenagers. She is the publisher of bethebestnanny.com and has been the newsletter editor for the US Nanny Association since 2019 and a nanny advice columnist for Nanny Magazine since 2013.

TIPS FOR GIVING NOTICE

Dear MB,

Please accept this letter as notification of my resignation effective on August 1. Thank you for the opportunity to work for your family.

Nanny

Leaving a nanny family comes with a host of emotions, regardless of the reasons for leaving or how long you've been employed by the family. Given the intimate nature of a nanny's workplace, and the relationships that are formed with parents and children, providing a rationale in attempts to minimize the sting of your departure can feel like the right thing to do. But it's not. Providing notice in a professional manner will position you to leave on the best of terms, and help you to secure a positive reference after your departure.

As you prepare your notification of resignation:

1. Do not give notice over text or over the phone. Provide a formal, written letter of your resignation so that your notice is officially documented. Ideally, provide this on your last day of work for the week, so that the family has time to process notification of your resignation before you return to work.

2. Stay out of the weeds. Your written letter is official documentation of your resignation. It is not the time to rehash the details of what went wrong during your employment with the family. Keep your notice professional, short, and simple, and document your projected last day of work.

3. Be sure to follow the terms of your written agreement. If you agreed to provide two weeks' notice, be prepared to work out your notice. Also, be prepared for the parents to let you go immediately and pay out your notice in lieu of having you work.

4. Do not overshare. It can be tempting to outline your rationale for giving notice, but don't. In addition to being unprofessional, you are providing information that the family may disclose to others, including a potential employer during a reference call.

5. Remember, references count. If you're going to want to work as a nanny again, chances are, you'll need that reference. Remain professional and take the high road to ensure the likelihood of retaining a positive review.

While being short and sweet may feel distant and dry, when it comes to giving notice, it's the right way to be. If you've haven't resolved your workplace issues by the time you are giving notice, you certainly aren't going to while doing so.

Stephanie



Submit Your Questions to Stephanie
info@NannyMag.com

AGENCY ADVICE

**FROM ALICIA GOLDY
OWNER AND CEO
BALIA NANNY REFERRAL AGENCY LLC**

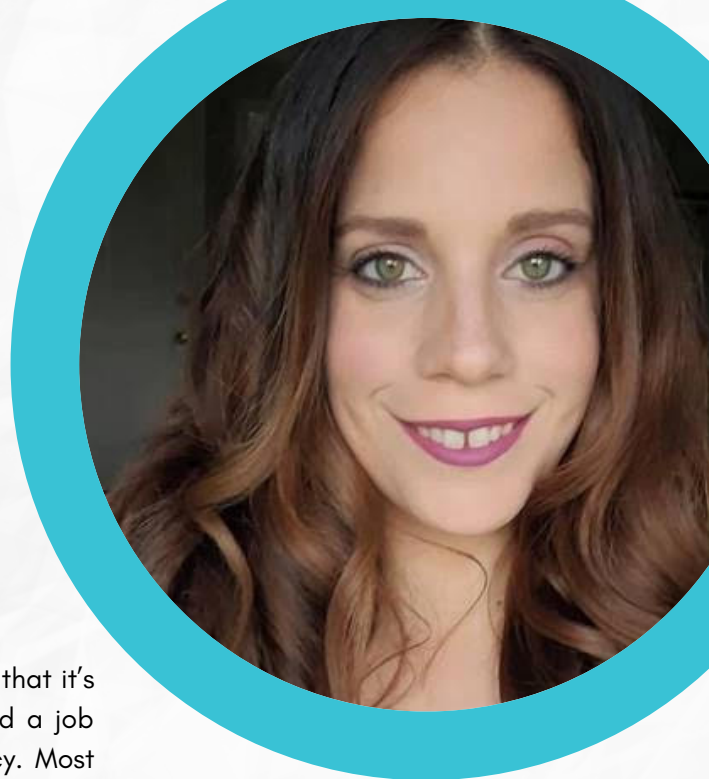
Dear Agency Owner,

A family I met through an agency has offered me a position. They don't want to tell the agency because of the placement fee they will be charged. The family said they can't afford to hire me at my rate and pay the fee. I really need a job and have been looking for the right position for months. I feel like I finally found it. This seems like my unicorn family. What should I do?

Nanny A

Alicia Goldy

Balia is derived from the Italian word for nanny. Coming from an Italian family based out of Naples, Italy, Alicia thought this would be the perfect name for her company. With over fifteen years of nanny and preschool teaching under her belt, she combined her education and childcare experiences to launch into the business world and start her nanny agency. Alicia takes great pride in personalizing each placement, where she focuses on making connections that will last.



Dear Nanny,

First, let me start by saying that it's great you were able to find a job you love through an agency. Most agencies take great pride in connecting great nannies with great families. What you describe is an unfortunate situation, and I understand why you are so confused about how to approach it.

The family that you are referring to likely understood, from the moment they contacted the agency, what their financial obligations would be if they were to find a nanny through their service. In fact, they've probably signed an agreement with the agency that prohibits exactly what they have proposed.

Many agencies also have their nannies sign a contract prior to extending representation. Please review your contract as you have likely agreed not to take a position unless the family has paid in full for the placement.

Regardless, however, informing the agency about this situation is the right thing to do. The agency will not only appreciate it and value your honesty, but they also likely have a plan in place to address the situation.

Another point to note is that the family was also likely aware of your wage expectation before even introducing you to the family. You may want to consider that if the family is willing to be dishonest with the agency, they may do the same with you.

Chances are that the agency will be able to work this out. If they can't, however, given your forwardness and honesty, they'll likely have other great families to introduce you to that won't hesitate about doing the right thing.

FINDING YOUR NICHE

WORKING AS A NANNY MOM

CARRIE BLAND



Carrie is a certified professional, graduate of the former English Nanny and Governess School, and career nanny with over ten years of experience. She has cared for children of all ages, birth to preteen, including caring for several sets of twins. Carrie became a mother herself in 2020 and has continued her work, bringing her child with her. You can find her on Instagram @carriethenanny, where she shares about bringing her child to her nanny family's house, water safety awareness, and crafting.

Before You Leave

I am a nanny with more than a decade of experience under my belt and a mom of almost a year and a half. I am lucky enough to bring my guy to work with me, and this is a bit of what my day looks like as a part-time nanny and full-time mom.

Our morning routine consists of me trying to wake up early for some quiet time of my own, which is a work in progress, but mostly I wake when our son does. My husband has been working from home since 2020, so he normally takes the first shift, getting him breakfast, dressing him for the day, and engaging in some playtime, while I ready myself and our diaper/nanny bags.

While You Are There

We arrive to work typically between 8:00 a.m. and 10:00 a.m., and I work for four to seven hours. I work on a week-to-week schedule, which is new to me, but I do have guaranteed hours, which should be important to everyone! I have three other children in my care—twin preschoolers and a toddler who is five months older than my child.

The big kids love to craft when they're home with us, so I try to have something prepared for them, even a simple cutting activity. We love to get outside too, as much as we can in the Midwest, and they live close to a walking path and creek that we frequently visit. We also visit our local libraries, parks, and other main attractions when we get the chance. In addition to those activities and encouraging independent play, I help with the children's laundry, organize their clothes and toys, and do some light housework.

What You Do After

When we get home for the day, it's usually mid to late afternoon. Sometimes we continue walking and playing outside, especially with our two-year-old Labrador. Sometimes we put a Toy Story movie on. And sometimes we sit and read some books. Our days typically end with dinner, baths, stories, snuggles, and bedtime between 7:00 p.m. and 7:30 p.m.

Each day is different, and we thrive on having a flexible routine. Some days are full of big feelings from all of us, especially in my early postpartum days, but this is a very sweet season of life, and I'm so thankful I can continue my nanny journey while bringing my own kiddo along.



HOW TO SUCCESSFULLY TRANSITION INTO WORKING WITH HNW FAMILIES

By **Michaele “Micky” Acary**



I became a mother’s helper at the age of ten. Back then, I had no idea where my adventures in childcare would take me. I simply knew that I had a love and passion for childcare. Since then, my career in childcare has seen many seasons of change and growth.

Twelve years ago, I was looking for work and randomly found a nanny agency on the Internet. I saw several jobs listed and called the agency about the availability of the jobs. I just knew that I needed a well-paying job that would help me prepare for the future. After speaking with the recruiter, I was told that I didn’t have enough experience to be hired by their clients. I was surprised and disappointed to hear this news. My high school education consisted of a rigorous work-study program where I worked as an assistant behavioral specialist with children. During the school year, I worked for four hours each day and went to school after I worked. I had also worked caring for children during the summers and on weekends.

I also held other jobs throughout the years in food prep services, grounds care, laundry and maintenance, and hospitality—all jobs that provided skills needed to successfully work in a private home. Post high school, I also worked as a camp counselor and provided nursery care services for a local church. For seven years, I had trained and worked in the service industry.

What I didn’t know at the time was that certain agencies mainly focused on working with High Net Worth (HNW) clientele as this one did.

Mickey Acary

Mickey is a temp travel nanny from Orlando, Florida. Her passion is providing quality childcare for families and helping educate nannies.

Working with HNW clientele required a bit more in-depth understanding of the client's specific needs beyond what my skillset offered at the time. That's why I was not an eligible candidate for representation. I was simply told that I needed more "work experience." What exactly did that mean though?

At the time, there were no guides or mentors that could teach me how to transition into working with this client pool. I also had no idea what the expectations, pay, and benefits should be. I was clueless when it came to preparing to transition, marketing my skills and experience, and finding the right family to work with. I was unaware of what questions to even ask during the interview process. I was definitely not ready to meet the new set of challenges that would come with working with a different family and work dynamic.

After I gained almost a decade of additional work experience and with a lot of persistence, I was finally hired by the agency that I had applied with, many years before. When I arrived at the home of the first family I met through the agency, I felt intimidated and unprepared. After taking a quick glance around the home and my surroundings, I immediately knew that my childcare career had entered a different phase and realized that to successfully transition into this new phase of my career, I would have to be better prepared in the future.

If you are considering making a transition to working with HNW families, here are three tips for making a successful transition.

First, work, study, or volunteer in other fields of the service industry besides childcare. HNW families have higher expectations for potential employees. Many HNW families are more likely to hire an individual with experience or degrees in other fields. Some families request—and prefer—nannies that have degrees or have worked as personal assistants, business professionals, housekeepers, teachers, lifeguards, household managers, chefs, and more. Not all families, however, require degrees. Solid, practical hands-on experience is sometimes enough. Employers like to know that your varied work or educational experience will be an asset to their homes and lives in case their needs move beyond childcare. Many HNW families have staffed homes. Some are fully staffed and others not so much. Having a variety of work experience, whether it is paid or volunteer, will help a nanny understand the mindset of the other household staff and team. A multifaceted career and work experience will build a solid foundation for better pay and benefits. Start with however many certifications or work experiences that work with your life and availability. Affordable certifications in childcare education, etiquette, communication, and more are only a click away.

Invest in a licensed mental health therapist. Quality mental health support is an important tool that will help a professional nanny successfully navigate through the often mentally taxing and demanding waters of an HNW career. HNW families do have specific requests, requirements, and time management expectations that are expected from an employee in their home. Miscommunications and misunderstandings obviously happen. Unfortunately, certain work experiences may need more intentional focus with a therapist. Coping with the end of a work relationship with an employer and their family may require additional emotional support and assistance from an understanding therapist. It may take time to find the right employer/family to work with. Finding the right mental health support and counsel will enable any professional to properly process and make the right steps for handling conflict and establishing and maintaining proper boundaries in your work relationships and environment.

Manage your expectations, mindset, and cultural expectations. Starting out with a temp or holiday job with an HNW family is a great way to assess whether working with this clientele is the right fit for you. The needs of any family that you may work with, for the most part, remain the same: quality childcare. However, there are cultural differences and expectations that need to be understood and respected before working with specific HNW clients. Keep a clear line of communication open with the agency and recruiters. Don't be afraid to ask recruiters questions about pay, contracts, client expectations, and requirements. HNW clients come from all over the world and sometimes have expectations or mindsets that may be considered "strange" or unreasonable to a nanny that is new to the HNW world.

Working for HNW families and the agencies that represent them can offer many experiences and opportunities. Persistence, preparation, and understanding are pivotal in making a successful work transition into the HNW world.

Nanny Magazine is the premiere trade publication for the in-home childcare industry. Nanny Magazine's readers are nannies who care for children ranging in age from newborn through age 18 and industry related professionals.

Nanny Magazine will cover:

- Current nanny industry trends, issues, and events
- Industry related news
- Hot topics affecting the nannies and children
- Useful products and resources that are of benefit to nannies
- Practical advice by industry professionals
- Nanny and industry leader profiles
- Advertisements geared towards professionals in the nanny industry.

The magazine covers everything from a nanny's relationship with their charges to their complex relationship with the parents. The magazine offers provoking features on hot topics, advice for nannies who are experiencing ethical dilemmas on the job, and relevant information about tax laws and legally binding contracts.

Deadlines are as follows for the digital publication:

- Deadline: September 15 for January 1 Winter Issue
- Deadline: December 15 for April 1 Spring Issue
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TOP TIPS FOR WORKING WITH TWINS

BY BRITTANY WICKLIFFE

Brittany Wickliffe is a mom to three tiny people, leads an elite team of nannies, and advocates for nanny rights. She hopes to encourage more people to join this growing field while raising the overall standard of childcare. A busy director of the top nanny service in Arkansas, Nanny Needs, she enjoys nanny playdates, trying new foods, and making every day a new adventure!

Multiples attract more attention from the beginning. Being pregnant seems to be misconstrued as an open invitation for others to share a variety of opinions. Most people respond to news of a multiple pregnancy with fear-based statements, even medical staff!

Caring for twins, triplets, or more can seem daunting and downright terrifying for parents and caregivers alike. Nobody can work or parent well if fear and anxiety are a constant presence! A nanny who is encouraging and provides a positive environment leaves a lasting impact on both the children and the parents.

I'm Brittany. Early in my career, I was addicted to caring for multiples. Now the director of a nanny service and a busy mom to my kiddos aged one, two, and four, I know about juggling busy schedules!

Successfully caring for two or more children can be intimidating, but it is manageable. There are many tips and tricks to being an effective nanny for multiples. Utilizing these tools can help you develop the positivity and confidence you need to tend to multiple children.

1. Synchronizing routines is nonnegotiable. I recommend a livable schedule that allows other family members to still live their lives. While we care for children, the needs of all family members need to be addressed and coordinated. Establishing a routine for multiples should consider all family members' needs, including school pick-up, parental work schedules, and sibling sports activities.

Eat, play, and sleep is still the standard routine for a reason. A good rule of thumb is to have twins do everything within thirty minutes of each other. A schedule that allows a little more wiggle room is more achievable on a daily basis! A caregiver and parent being able to rest between caring for twins, especially in their first year, is a necessity and only possible if the babies and toddlers are on the same routine.

2. You don't have to do everything with all the children at once. While it's helpful to change diapers back-to-back, you should take each tiny person's needs into account. Give yourself, and the parents, permission to adjust for each child each day.

One mom I worked with was transformed simply by allowing herself to nurse the "fussier feeder" by herself before nursing or bottle-feeding the twin brother. Each child is different, and it's OK to treat them like they are!

3. Trying to be equal with multiples is just not attainable, but we can be respectful of each tiny person. Children receive love in different ways, so how multiples are treated should be different from their siblings. These children are still unique! Techniques that tend to work well for families who have children close in age often work quite well for twins or triplets as well. Each child is still different with their own specific needs in each season of their life. Understanding that will help nannies manage their days better without the pressure of dividing time and attention for each child equally. Just give each of them what they need.

4. Validate their individuality. Multiples should not always be lumped together. Use their names instead of labels like twins or triplets. Keep clothes in separate drawers or dressers for each child. Allow each child to have some items that are their own. They are close but not the same person. Sharing a birthday shouldn't mean sharing everything either! Separate gifts, cakes, and even themes at a

party can help each child feel special. Small actions can greatly impact children! While these things may seem simple in writing, practicing them can be more challenging.

5. Resist the urge to compare them to each other. Comparing the children with one another or other children is just not healthy. While we should work diligently to make sure multiples meet developmental goals, each should be developing independently. Reassure parents that they will develop differently, just like any other child.

Lopsided development is fairly common in the first few years of life as one twin compensates for the other. Tracking milestones can provide helpful guidelines, but allow room for each to grow at their own pace. Remember to track milestones by gestational age for multiples rather than age alone! I've always found this to be so fun to watch! One of my twin sets had a more vocal young toddler who would say everything for her brother. He'd sit quietly at mealtimes while she loudly told me when he needed his next bite! With a sibling talking for him, he just didn't feel the need to talk often until he was in preschool.

6. Stay a step ahead of their schedule. You will need to track the diapers, feeding, sleep, and all the other little details. Digitally tracking is essential so parents, nannies, and any other helpers can easily see what's been happening. This can also help everyone anticipate what is coming next. Prepare ahead of time to make those transitions smooth for everyone! Safely preparing bottles ahead of time or using a handy-dandy formula maker can make it much easier to feed a baby as soon as they wake up.

7. Each family member matters. A family does not simply consist of these children. Each parent and sibling is important and part of its own unique dynamic. If a parent routinely gets home late, it may be more helpful to have bedtime set for the babies at 10:00 p.m. every night instead of 8:00 p.m.

An afternoon nap may make this possible while ensuring the babies get the daily sleep they need. Children need to bond with each member of their family, and sometimes we need to be creative to help make that happen! If the multiples have older siblings, involving them in the care of the twins is a must. Older siblings can be safely taught how to help in tasks like bringing diapers and wipes, singing to the baby, playing with the baby, bringing toys, and keeping toys picked up. Parents may feel more daunted by this task, and an involved, proactive nanny can be such an asset to these families.

While caring for multiples is no easy feat, it is an exciting adventure! My sister-in-law is a triplet and describes her bond with her brothers as incomparable to any other relationship in her life. This remarkable bond begins in utero and remains a constant in their lives. It's such an honor to watch that connection develop in the early years of their lives!

Each family is unique. Encourage parents to find the best strategies for themselves rather than relying on "expert" opinions all the time. Giving them permission to parent in their own way will help them confidently embrace their role. They can care for their multiples, and so can you!

WHY I WON'T SAY

“YOU'RE OK”

BY DANIELLE BUJNAK

A baby fusses about having their diaper changed, and we murmur, “You’re OK!” to soothe them. What’s the worst that could happen? Well, they could believe us when we say that!

Wait, how is that a worst-case outcome? They are OK. They are just having their diaper changed, which happens multiple times a day and doesn’t cause them any injury or pain. They are OK.

Dictionary.com gives some useful and familiar definitions of the word OK: “all right; proceeding normally; satisfactory or under control; correct, permissible, or acceptable; meeting standards” (<https://www.dictionary.com/browse/ok>). All these ideas seem to fit the fussy baby on the changing table. They are “all right,” and the diaper changing is “proceeding normally.” The situation is both “satisfactory” and “under control” (a professional caregiver’s very competent control, in fact), and what we are doing is “correct, permissible, and acceptable” because we are “meeting standards” of proper hygiene and meeting this baby’s legitimate and immediate physical need to be cleaned. So why am I claiming that it is a mistake to remind the baby that they are OK?

First, the baby in our example is fussing for a reason. I did not invent a reason for the scenario because even in a real moment like this, we might or might not know or recognize the precise reason. They could be tired or just starting to cut a new tooth. However, we do know that babies don’t fuss when they are feeling content, and interestingly, not one of the definitions above indicates that the baby is feeling content because those definitions all represent an outside assessment or judgment about the baby and their situation. None of those definitions even attempt to express what might be happening inside the baby, how the baby is experiencing the situation, or how the baby is feeling about it.

We know that when a baby cries, that is their way of speaking or communicating. Fussing and crying are how babies let us know that they don’t like something, that something isn’t working for them, and in general, that they have a need that isn’t being met.

Older children also communicate to us when they have an unmet need, sometimes by crying, sometimes by using their words, and sometimes through what we call inappropriate behavior. In this scenario, the baby is communicating that they have an unmet need other than the need for a new diaper, which is the need we are already meeting.

Perhaps the baby is tired, or perhaps they know the next thing to happen is something exciting like going outside for a walk, and

they just want to move along to the fun part! The desire to do the next thing is frequently the cause of a baby’s discontent during a routine caregiving experience; developing the capacity for delayed gratification is something we can support by the way we care for infants because it sure is not an innate skill, and one of the ways we can support it is through implementing consistent, predictable routines in caregiving.

So this baby is telling us directly and clearly that they have a need that is not being met, and we are telling them, “Well, I have assessed the situation that you are complaining about, and I don’t see any problem here that matters to me, so here I am, declaring that in spite of your clear communication to the contrary, you are actually just fine and should feel content right now.”

We are literally telling the baby that we trust our own judgment about the baby more than we trust the baby’s experience of their own body and their own self. When we say this to babies and children repeatedly through the years, no wonder children grow up to doubt their own judgment and question their own perceptions of their experiences. Doubting our own perceptions contributes to feeling worthy of disrespectful treatment and makes it hard to stand up to bullies. It undermines the development of resilience and can intensify challenges like anxiety and other mental health conditions. In an extreme case, children who have internalized that adults are better judges of the child’s own internal state are primed to trust predators who tell them, “You’re OK,” while the child is experiencing situations where anyone else would instantly validate that the child is not OK.

To compare with our own experiences as adults, how does it feel when we complain about something and receive a similar response? What if I go to the doctor and tell them something is really bothering me and is a huge problem for me, and the doctor replies, “You’re fine!” and refuses to listen or look for any further information, testing, diagnosis, or anything? This dismissing of a clearly reported internal problem happens to adults (some more often than others, which is another article in itself), and when it happens, we decry that doctor’s lack of skill, their obstinacy, and their inappropriate sense of superiority over the patient. Yet when a baby fusses or cries, we feel comfortable asserting the same sense of superiority over the baby in dismissing their report on their own internal state of being.

In the introductory course “Respectful Care™ for Newborns, Infants & Toddlers,” I have a segment about exactly this question: How can I know with certainty what is happening inside another person?

The first slide says, “Please go ahead and make yourselves more comfortable as needed. Once you are comfortable, ask yourself: Could anyone else have known and told me, in that moment, what I needed to become comfortable?”

The obvious answer is no, as our next slide explains:

“Of course not! Nobody can directly read what is happening inside another person, of any age. We can sometimes make educated guesses based on observable evidence (the outward signs of the body, as well as the situation), but we don’t know directly. The more information and experience we have, the more accurate our guesses overall, but we are still technically guessing when we read and interpret physical and situational cues.”

At that point in the course day, I know that people are ready for a break. Some need to use the restroom, some need to check messages, and some just need to move around and have a break from the intense focus of a professional development class about brain science. I don’t know exactly which people need which things or whether anyone in that room that day needs one or more of those things. I just know from experience that these are the needs that come up in that time frame, and therefore, it is a good break point in the flow of the day. If someone raises their hand and tells me that they need to use the restroom, then I can know about their internal state. But otherwise, I am guessing. It might be a very educated guess or an uneducated stab in the dark, but regardless of how likely I am to be correct, it is always technically a guess unless the person chooses to communicate their internal state to me. Once someone communicates their internal unmet need, a sensitive and responsive caregiver (or instructor) will believe them and accept the reported need as real and important.

As experienced nannies and newborn care specialists, we are usually extremely good at this kind of guessing, and parents are often astounded by our ability to intuit the needs of infants and children in our care. We are skilled and competent at this skill of guessing, and in the dictionary sense of OK, the baby fussing on the changing table is indeed OK. But I’m inviting you to look at the process more deeply. If we dig a level deeper, we realize that the baby is choosing to communicate with us about their internal state, and we are choosing to ignore the meaning of their communication in favor of our own assessment and our (highly

educated) guess. We are discounting their report on their internal state and telling them that the external appearance to the adult is more important than their own authentic internal experience in that moment.

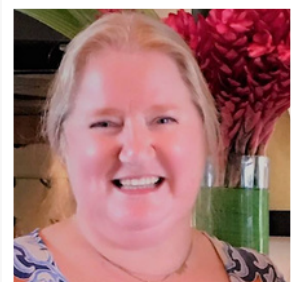
Instead of saying, “You’re OK,” in an attempt to soothe the baby (or older child), we could narrate in response to their authentic communication, thereby teaching them the vocabulary to describe and comprehend their own feelings. The popular and evidence-based approach in *The Whole-Brain Child* encourages us to name feelings to support the development of lifelong emotional health and resiliency (“name it to tame it”), and these moments are perfect opportunities to teach the names of feelings as a foundation for ongoing learning about self-regulation.

As sensitive and responsive caregivers, we can say something along these lines: “I hear that you’re not happy. It sounds like you don’t want to be on the changing table right now. We are going to change your diaper now because I want to keep your skin healthy, and after we put on your fresh diaper, then I will pick you up again. First your fresh diaper, and then I’ll pick you up!” We begin by acknowledging the feelings that they are communicating, even though we are not going to act on those feelings immediately because there is a more pressing need for cleanliness and hygiene. We then explain the more pressing need and why it matters and reassure them that the next need we are going to meet is their desire to be picked up. A quick summary at the end is appropriate for infants and young children because it reinforces the message that one thing is happening now (even though they don’t like it), and then the very next thing will be the thing they want.

If the baby continues to fuss and tells me that they don’t like it, I choose to allow them to have their feelings, and I narrate this choice: “You are still telling me that you don’t like this, and I hear you. I will pick you up when we are done putting on your fresh diaper.” I am not the thought police, and I don’t need the baby to feel happy about everything that happens. Sometimes we all just don’t like something! Waiting at the DMV, anyone? Most—if not all—of us dislike that, and we actively dislike it the entire time we must sit there waiting for our number to be called. Having someone tell us that we should like it feels intrusive and disrespectful, and that’s precisely why saying, “You’re OK,” is not a practice that we use in Respectful Care.

DANIELLE BUJNAK

Danielle Bujnak is an experienced Early Childhood Educator with more than two decades of experience guiding and caring for infants, children, and their families in a wide variety of settings. Danielle has been a nanny, governess, and Master Newborn Care Specialist, as well as a teacher for children of all ages. She has supported families in private family residences, through homeschooling, daycare, preschools, and Montessori and Waldorf-based early childhood programs. Her California Child Development Permit qualifies her at the “Master Teacher” and “Site Supervisor” levels, licensing her to run a multi-classroom preschool or daycare for infants and children, and to guide and mentor other teachers in best practices. After completing a graduate-level certificate in Early Childhood Education, Danielle is currently completing an MSc in children’s mental health and special education, following the Constructivist approach.





10 THINGS A NANNY LEARNED FROM WORKING AT A NANNY AGENCY

By Stephanie Doyle

Stephanie has over a decade of experience in the in-home childcare industry. She has worked for several years as an administrative assistant for a nanny referral agency, where she was responsible for assisting with recruiting and managing nanny files and behind-the-scenes tasks that helped keep the office running efficiently. As a career nanny and International Nanny Association credentialed nanny, she provided high-quality care to newborns through school-aged children. Stephanie holds her associate degree in early childhood education and has attended numerous industry conferences. In 2016, Stephanie was nominated for the International Nanny Association Nanny of the Year award. When she's not working, Stephanie enjoys spending time with her young daughter Lily and her husband Bobby.

Many nannies dream of transitioning into a role at a nanny placement agency. As a nanny who has had the opportunity to successfully transition into a role at a placement agency, here are ten things I learned from being an agency administrative assistant.

1. There Is So Much Behind-the-Scenes Work. I knew that nanny agency employees did some behind-the-scenes work to help match nannies and families, but I never knew how much actually went into this process. There are so many different things to consider for a match to be successful. Many hours of work are put into each client's job and each nanny's application before the job is even listed or the nanny accepted, never mind once they are both live. From running the day-to-day business to remaining current on industry standards, educating families and nannies on best practices takes a lot of time and effort.

2. Nannies Should Not Wait until They See a Job They Want before Applying. Most legitimate nanny agencies must do their due diligence to make sure a nanny applicant is qualified. This typically includes reviewing applications, interviewing nannies, and checking references, as well as running background checks. This can take some time, so it is best to apply to a nanny agency as soon as you want to start your job search. If you wait until you see a job that you are interested in, then you may miss out on that opportunity, as the job may be filled before you are even eligible to apply for it. If you apply just before you are ready to start your search, you will be ready to interview for jobs, and you'll likely learn about new jobs first.

3. Nanny Agencies Help Nannies and Families More than Matching. Besides all the work that goes into making sure nannies and families find their right match, good nanny agencies go above and beyond that. They educate families and nannies on legal pay, the importance of having a contract, and payroll services, and they also support employer-employee communication throughout the life of the placement and provide additional training opportunities to their nannies.

4. Lots of False or Assumed Information Out There about (Most) Agencies. As the first point of contact for nannies, I often learned that nannies did not know how an agency works. They didn't want to apply to

our agency because they thought that we charged them fees or that they did not get to choose the job they worked. While you may see that some agencies charge nannies fees, this isn't best practice. Most also don't assign you to a family or choose which job you apply to. If you are applying to a reputable nanny agency, then that agency ensures you are choosing which jobs you want to apply to and which families you wish to accept employment from. Of course, the agency will have some guidelines, like only allowing you to apply to jobs you qualify for, but each agency should explain what their requirements and guidelines are.

5. Each Agency Has Its Own Set of Requirements to Apply. One of the things that surprised me most was how different each agency's application requirements can be. Each agency has its own goals, its own list of what they require of nannies who are accepted for representation, and its own guidelines on what families need to be able to provide to their nannies to utilize their services. Even if you are a highly qualified nanny, it doesn't mean every agency will be the right fit to help you find a new nanny job. Do your own research and understand that the agencies want to uphold their requirements, as that is what the families that hire them are looking for, and most want to ensure nannies earn fair and legal wages, along with industry expected benefits. It's also important to do this research yourself, as a nanny may speak negatively about the agency because they were unable to assist in her job search. Call the agency directly and talk to the people there. Then decide for yourself whether you want to work with that agency to help you find your next nanny job.

6. Set Yourself Up Professionally before You Start Your Job Search. In most cases, if you want an agency to represent you, then you need to be seen as a professional. One of the things I often experienced was nannies wanting to be professionally represented, but they could not recall the dates of employment of past positions. This often leads to dates of employment being



Stephanie Doyle

changed or updated throughout the application process and can lead to the agency deciding not to represent you. Also, agencies and families do lots of recruiting in multiple places, including online nanny sites and social media sites. The pictures you put on those sites and the way you represent yourself is viewable by others when it comes to finding a position. This does not mean you can't be yourself. This just means that if you have a very unprofessional profile picture or a scattered job history, then you may miss out on great job opportunities.

7. Communication Is Key to Making It Work for You. Communication does not only help in your nanny job with your nanny family, but it is also important with the agencies you apply to and those that represent you. The application process can take much longer than necessary if you don't promptly respond to communication from the agency. Communicating with past employers to ask them whether they'll provide a reference is also important. Reaching references is one of the biggest roadblocks to getting a nanny activated with an agency. Also, if you are accepted to the agency, be prompt in your replies to them. Any delay in communication can cause you to lose out on great job opportunities, as well as possibly lose representation by the agency.

8. The Initial Work to Apply to an Agency Is Worth It. As I mentioned, the application process can take a while, especially if you aren't prompt with replies or if the agency has trouble getting a hold of your references. If you keep up on communication and are found to have the experience and qualifications that fit their requirements, then you should be accepted for representation. When this happens,



NANNY KNOWS BEST

SCHOOL'S OUT—WHICH ROUTINE?

— BY KATIE HARLEY



I am a certified specialized childcare professional, registered with Ofsted with eight-plus years' experience and based in the North East of England. I started my career as a nursery nurse/room leader for two years before working for private families. A passion and side hobby of mine is dance and teaching dance, and I have taught as a dance leader in Holland, teaching four hundred children to dance and engage in physical activity as a one-off opportunity at the start of my nanny career. I have experience working with multiples, proxy parent, respite care, travel nanny, wedding/event nanny, emergency childcare, and household manager/PA, but I have chosen to become specialized in working with children with Autism, multiples, and children who have been adopted/fostered. As a nanny, I strongly believe personal and professional development have huge positive impacts directly on the children and families that we work with. I personally enjoy building strong emotional connections with each family I work with.

Building routines seems like the overall goal in those early years. Routines benefit the whole family by reducing stress and providing a sense of stability and comfort, but can changing routines have negative impacts? Everyone has routines. That's what makes the day tick, but what happens when you need to switch that day around and throw a weaning child or napping into the mix?

As a nanny, summer holidays are vital to get some days out planned to provide enrichment and experiences to the children in your care. We can use days out to positively set children up for success despite routine changes and disruptions that holidays bring because life doesn't always follow a routine, no matter how much we plan.

Knowledge Is Power

A nanny who is organized can take on the world—or at least the summer holidays. Preparation is key. Planning days out that run smoothly is the dream, but it is possible. Removing some of the stressors beforehand can bring a huge sense of calm to the day. Do as much as you can to help yourself. Can you pack bags the night before? Plan where you might park, where you might stop for lunch. Can you book? What is the weather like that day? Can you prepare anything beforehand? Pack snacks or prepare dinner before leaving home to get ready for that evening. Another nanny tip for days out is to use wristbands with your name and number on them in case of a missing child. During the holidays, children can very quickly become extra tired due to the changes in their routines and the extra stimuli they experience. It can all be very exciting. However, keeping a regular bedtime is essential for the children to recover from the day's experiences.

Flexibility

Being flexible is a major part of our job. We need to be able to juggle our days for many reasons, and part of this is helping children with changes to their routine. Having flexibility with routine can help children with their ability to think creatively, and it provides more opportunities for critical thinking. Have a moment in which they have time to just be, whether it's a chance to stop and inspect flowers or watch clouds. A moment in which the day is not planned allows children to develop their thinking and their spontaneity. We can actively encourage this by being positive role models, having moments of pausing and observing the environment around us. Children may echo this behavior and thrive in unplanned moments of the day, promoting confidence and calm.

Get Them Involved

I often have the children plan the day out with me, asking questions such as "What do they want to see? Which clothes do they want to wear? What would they like to eat?" A child-led day can bring a huge sense of achievement for the child. It can be used as a learning opportunity and a chance to communicate the process of organizing their day, and it allows them to have more learning opportunities. Children that are involved in decisions can build on their self-esteem and confidence. While planning for the day, you can incorporate some child-appropriate activities, such as working out a route for the day or a budget for the day. Allowing the child to plan the day out with you helps them to feel heard and valued. Also, a child-led day can be so much fun.

The Power of Choice

When working with younger children, remember that changes in routine can feel unsettling and strange and can cause some to become upset. We can reduce some of the impacts of routine change by allowing them to have power over some decisions within the day. Examples of this include choices about their food, drinks, clothes, and play equipment. Children who have the ability to make some decisions within their day feel valued and less controlled, leading to better relationships as you become less of a dictator and more the person who is experiencing the day out with them. For very young children or babies, you can reduce stress due to changes by taking along their favorite comforters and blankets, packing their normal snacks, or asking for a table in the corner of a café to help with feeding. Being resourceful really helps.

Bite-Size

We can help children manage change by using bite-size chunks for changes. This is especially useful for children who have some additional needs and still like to have their regular routines, maybe just for a morning or an afternoon out. Setting a time frame can help the child manage their day, as they will then know how long or how much of the day will be changed, and then they can continue their usual routines for the rest of the day. Using time frames and visual cues for the day can help a child feel included in the day's plan. Children with additional needs can benefit from a social story or a personal calendar with events planned out in advance. A child who can find a preferred way of managing change is learning life skills and building healthy habits for future transitions in life.



Transitions

Helping children manage changes within their routine can have positive impacts on them throughout their life. It gives children the chance to experience transitions and see that they are part of life and that we can deal with them. Working on a one-to-one basis means us nannies often have a good, strong relationship with our children that helps us work alongside them to build on their emotional well-being. We help them name emotions and navigate their way through their emotions and how we can manage them. Children who can successfully manage changes to routine can build their self-independence and resilience.

Missing Hobbies

As the summer holidays begin, many clubs and activities close their doors for a summer break too. Children can very much miss this aspect of their social and physical downtime. Hobbies keep children active and social, two huge children's developmental milestones. As nannies, we need to keep children progressing throughout the holidays, finding ways to support their well-being and keep them active. A way of reducing the impacts of reduced social opportunities is to set up play days with other children from school, hobbies, or other family, such as cousins that maybe live further away. Build on the opportunity to go to other places that line up with the child's current interests or the next term's topics at school. Maybe look at trying a new hobby or experience.



Reflection

Children love a story. What better way to help children reflect on their day than talking about it? Reflecting on the day can help children break down all the new things they have experienced. It allows time for children to ask questions about what they have seen, express feelings (maybe what they enjoyed and what they would like to do more of), process the day, and make sense of the world around them. Talking about the activities of the day builds on the family bond as a whole, as it was a shared experience and may become a very treasured memory. Reflecting on the day can help children feel like they did not miss out on anything in their normal routine, as it brings closure to the end of the day, which is a very calming and reassuring emotion. It builds the foundations for the child's communication when they are able to openly discuss the positives and negatives of the day without any fear of disappointing an adult.

Some of the best days out and my fondest memories are the trips I have had with my nanny children. A recent trip we had was built around the current interests of the child I work with. She loves animals, so we went off to the farm for the day. We planned ahead of time, booked tickets and a time slot for arrival, and packed wellies and a change of clothes just in case. I asked her what she would like to see and do that day, we planned it out together, we had a brilliant trip, and she has talked about it nonstop to family and friends. The summer holidays are a time to make memories and have fun. Will children remember that bath time was late? Or that their dance class was off for a few weeks? Probably not, but they will remember that trip to the beach that was so much fun or the picnic in the park.

there will be lots of jobs that this agency may be willing to present you to and vouch for your credibility. You will also have the agency there to help coach you through interviewing and hopefully secure the job offer you want. As you build a relationship with an agency, once you are ready to search, reactivating with the agency is typically a quicker process, since the foundation of your file is already complete.

9. There Is Still So Much to Accomplish in the Nanny Profession. While working as a nanny, I knew that there were still so many things that nannies needed to accomplish to be seen as professionals. While working at a nanny agency, I saw this tenfold. The nanny profession is still widely not seen as a career. Most families don't know the legal way to hire a nanny or are given the wrong information on what is legal or not. Many nannies don't know that working under the table is illegal, and some still want to work off the books to get more money in their pockets. These things do a huge disservice not only to the nanny industry but also to the families and nannies themselves. It doesn't matter whether you are only a nanny while in college or a career

nanny. Following the professional and legal guidelines will only benefit you in the long run. I love how most reputable agencies will (should!) make sure families are legally hiring nannies and ensure nannies are legally hiring nannies and ensure nannies are looking for legal paying jobs. Also, I am grateful there are agencies out there that positively represent the nanny profession and help aid in the progress made to have the nanny profession taken seriously.

10. Even after Working for a Few Years at an Agency, I Would Still Apply. You know how sometimes you see people who have worked in different places and then spill all the bad secrets once they no longer work there on social media? That won't be me! I have seen firsthand the work that goes into helping nannies find a job that is right for them. If I ever were to start my nanny job search again, I would definitely be using reputable nanny agencies to help with my search from the start.

REBUILDING
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For information on how we can help you email us at
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REBUILDING is a collaboration between Nanny Transitions and Busy B Services



10

**QUESTIONS WITH
DR. SARAH NADIMPALLI**

1. How did you get involved in the nanny industry, and what is your current role?

I came into the nanny industry “officially” over a year ago from the perspective of a parent who had worked with nannies and babysitters for seven-plus years. I wanted to figure out specifically why there seemed to be so much confusion and so many mismatches playing out on the parent-nanny message boards and the self-search sites. After a year of talking to several industry leaders, agency owners, practicing nannies, and parents, I realized there was a need to get the self-search population in particular on the same page.

I also took an online course bootcamp with a highly successful online course creator, Jacques Hopkins. I developed my course using some of my academic skills in distilling complex information. I started my business primarily to help other moms know how to screen, hire, and onboard a nanny the right way, but many, many nannies are following me and are pleased to see a mom trying her best to really understand the professional nanny industry and culture. This is no small task! There are many complex and important layers to the nanny industry.

Currently, I have an online course that parents and nannies invest only about one and a half hours in, and it gets them on the same page with the right communication, nanny industry standards, and work agreement steps in a swift, simple way.

2. How has the industry changed since you became involved?

I have really enjoyed witnessing the emergence of what seems to be a new generation of nannies, mainly on Instagram. These career nannies are getting very creative in relaying the importance of nanny industry standards, their struggles, their wins, and the professional roles of nannies!

3. Where do you see yourself in five years?

I hope to have helped at least hundreds, if not thousands, of parents make better, more empowered decisions when they head on to a care finder site. I have had parents tell me they are able to better notice red flags and green lights in their nanny search already. Even helping one parent make a stronger, safer decision in hiring a nanny is worth it for me.

4. What is your best advice for nannies?

Definitely speak up to parents! We often are truly clueless about the inner workings of the nanny industry and most often just need a little education. I’m willing to bet more parents than not are happy to hear your feedback, points of view, and requests, especially when they are consistent with current nanny industry standards!

5. What do you like best about your job?

As a nerdy academic, I loved putting together an online course and figuring out a complex problem: the working relationship between parents and nannies.

6. What do you like least?

Not getting it right. I fumbled through a beta version of my course and came across as that clueless parent. It was hard to receive negative feedback, especially when it wasn’t delivered with the best intentions. I kept going though because complex problem-solving isn’t for the faint of heart!

7. What is your educational background?

I’m a crazy lifelong learner with an RN, BSN, MA, and PhD. I’m still not sure what I want to be when I grow up!

8. How do you give back to the nanny community?

We are hopefully raising a few funds for nannytraining.com through one of our talks coming up!

9. Biggest nanny industry myth?

Maybe those in the industry know this, but I’ve noticed that not everyone is doing everything the exact same way! Just as nannies have their various different nanny practices, every agency, professional nanny organization, and expert nanny consultant has its own as well!

10. What is the one thing you’d like parents who employ nannies to know?

Nannies perform complex cognitive tasks every day. Their jobs require a kaleidoscopic skill set, including sophisticated communication, organizational, and child-development-related skills. So much of their work is unseen; try to open your eyes a bit more to what they are doing by offering praise and acknowledgment for it on the regular.

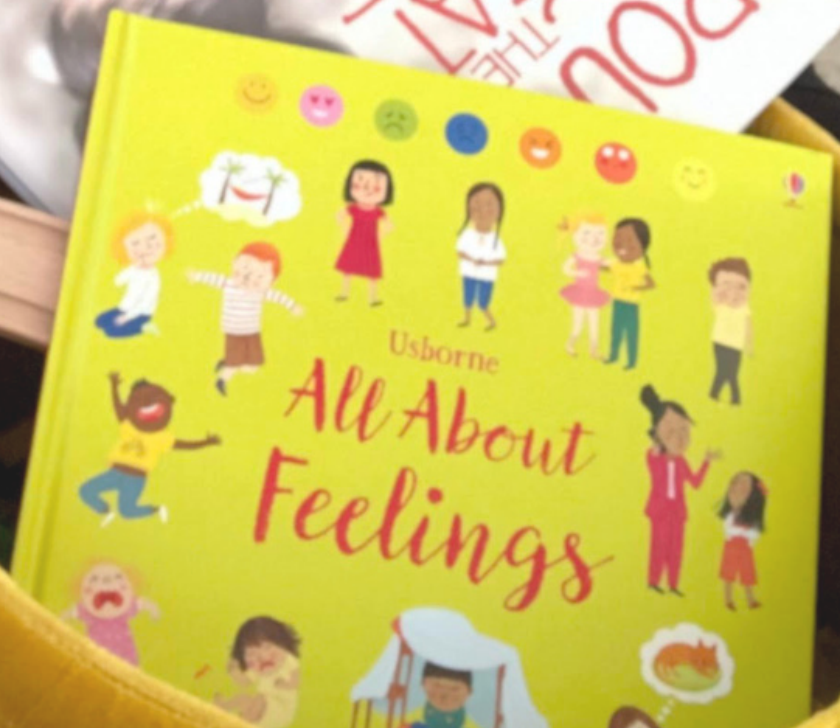
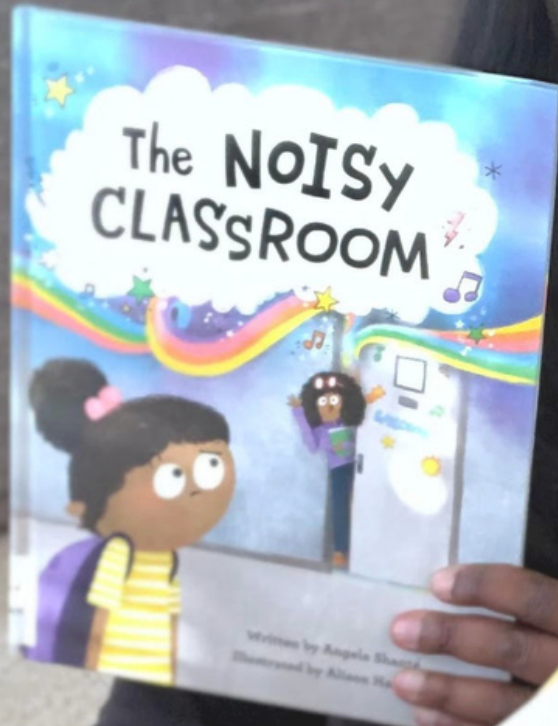
ABOUT DR. SARAH NADIMPALLI

Sarah Nadimpalli is a community health nurse who holds a PhD in Nursing from New York University. In developing the Same Team Online Course for parents and nannies to get on the same page, she applied her research lens to address a problem she frequently encountered as a mom: finding and securing great in-home childcare. She is thrilled to bring parents and nannies together by walking them through the right knowledge and action steps to achieve a harmonious, win-win working relationship.



People Profile

Miss Nanny Monique



How did you get involved in the nanny industry and what is your current role?

I began my nanny career in Washington, DC, for a family of writers. The parents were New York bestsellers.

How has the industry changed since you became involved?

Today, the industry definitely cares more about domestic worker's rights and fair treatment, wages, and nanny self-care, but there still is a great deal of work to be done.

How did you get to where you are today?

I just have a real passion for watching kids and seeing their love for learning. My favorite thing to see is a child falling in love with their favorite book.

Where do you see yourself in five years?

In five years (or less), I really want to see the Nanny Miss Monique brand become a household name in the childcare industry and literary world. I hope to be invited for television appearances, perhaps build a nonprofit, and create fun book clubs around the world.

What is your best advice for nannies?

I would say be the best version of yourself, and you will earn the respect and admiration of the children in your care. And make sure you read them five books a day!

What do you like best about your job?

Currently, I'm working as a seasonal nanny, so I enjoy a great deal of flexibility. I'm only working with one child and a family that hired me because of my love for early literacy. I feel more well rested than I have in other jobs, more appreciated, and happy to be doing the work I love.

What do you like least?

I would have to say walking in the cold snowy Chicago weather pushing a stroller. LA nannies—I envy you!

What is your educational background?

I majored in art history at Eastern Illinois University, having studied abroad in Paris and London. I've also taken several courses in early childhood development. I believe in ongoing personal development, so I participate in workshops and certification classes often.

How do you give back to the nanny community?

I'm pleased to say that I give back by giving away books and resources on social media and educating nannies on the DIRE framework (diversity, inclusion, representation, and equity) in children's literature. Several outlets have allowed me to connect with this great community including Sittercity, Nannypalooza, INA, Adventure Nannies, and the US Nanny Association, and it's been great working alongside various organizations to help support nannies internationally. I help nannies and childcare professionals select books and activities for their nanny kids. I also assist them with their career development by revising resumes and creating videos and social media content. Through my relationships with publishers, I was able to provide over seven hundred brand new books at the recent INA Conference, where I spoke on diversity and inclusion in children's books.

What is the one thing you'd like parents who employ nannies to know?

Have monthly meetings with your nanny, lead with respect, and show your appreciation often.

Anything else you want us to know?

Please be on the lookout for more interviews with amazing authors and illustrators, as well as more free book giveaways. Please follow me on social media and stay tuned for many upcoming projects and collaborations in the near future!

**Monique DuPree**

As a child caregiver for over twenty years, Monique DuPree has gathered a wealth of knowledge and experience related to early childhood education, learning through play, early age reading, and the importance of diverse characters of color in children's fictional literature. Known as "Nanny Miss Monique" through social media, she has grown a substantial following as an influencer in a very short amount of time. Monique has most recently been featured in several media outlets, including articles published in *Generation Nanny* and *Nanny Magazine*, as well as the widely popular "Chronicles of Nannya" podcast. A native Chicagoan and proud wife and mother, she hopes to help other moms, teachers, and nannies build their own libraries of inclusive children's books that allow them to effectively teach children the importance of self-worth, cultural pride, and the celebration of diversity throughout the world.

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