

HeartBridge Nanny Agency

Family Welcome & Enrollment Packet

Thank you for choosing HeartBridge Nanny Agency. We know inviting someone into your home is one of the biggest acts of trust a parent can make. Our mission is to provide dependable, compassionate caregivers who become a positive support system for your family.

Every HeartBridge caregiver is carefully selected through our hiring process, which includes interviews, reference checks, Washington State background screening, CPR certification, First Aid certification, mandatory reporter training, and agency onboarding before being matched with a family.

SECTION 1 – Family Information

Parent/Guardian Name(s):

Address:

Primary Phone:

Email:

Emergency Contact:

Relationship:

Phone:

SECTION 2 – Child Information

Child's Name:

Birthday:

Allergies:

Medical Conditions:

Current Medications:

Primary Physician:

Preferred Hospital:

Insurance Provider (Optional):

SECTION 3 – Family Values & Household Preferences

Our goal is to match you with a caregiver who fits naturally into your family.

Please tell us about:

- Your parenting style
- Household routines
- Nap schedules
- Meal preferences
- Screen time expectations
- Discipline methods
- Religious or cultural traditions
- Household rules
- Favorite activities
- Anything else that would help us make the best possible match

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Days Needed:

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

Start Time: _____

End Time: _____

Expected Start Date:

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Transportation Needed?

☐ Yes

☐ No

School Pick-Up?

☐ Yes

☐ No

SECTION 5 – Payment Agreement

HeartBridge Nanny Agency handles caregiver placement and agency support while ensuring every caregiver is paid fairly and professionally.

Family agrees to the following:

Hourly rate of : **Depends on how many children and hours. Can vary from \$18.00-\$22 an hour for caregiver alone, plus \$5.00 an hour agency fee. Separate form will be sent out before official start date regarding pay previously agreed upon.)**

Payments are due according to the agreed billing schedule.

Additional hours requested outside the scheduled care will be billed accordingly.

Late payments may result in service interruption until the account is brought current.

SECTION 6 – Caregiver Responsibilities

Depending on your selected service, caregivers may provide:

- Child supervision
- Educational play
- Homework assistance
- Before-school care
- After-school care
- Transportation (when approved)
- Children's meal preparation
- Children's laundry
- Cleaning up toys and childcare-related messes
- Walking or feeding family pets if requested

Caregivers are not responsible for heavy housekeeping unless separately agreed upon.

****To ensure consistency and transparency, our staff will follow the scope of services outlined in our correspondence/ agreed upon arrangement. Nannies are responsible for providing quality childcare and will not perform housekeeping or transportation services beyond what has been agreed upon.**

Staff will gladly complete minor, child-related tasks during the course of the day, such as cleaning up small messes, wiping surfaces used during activities, or putting away toys and supplies. However, routine household cleaning, deep cleaning, laundry for the household, or other housekeeping duties are not included per agreed upon arrangement.

Maintaining these boundaries allows our staff to focus on providing attentive, high-quality care for your children while honoring the terms of the agreement. ******

SECTION 7 – Family Responsibilities

Families agree to:

- Provide a safe working environment.
- Share emergency contact information.
- Notify HeartBridge of allergies, medications, or behavioral concerns.
- Inform HeartBridge of schedule changes as early as possible.
- Treat caregivers with kindness and respect.

SECTION 8 – Illness Policy

Please notify HeartBridge before care begins if your child has:

- Fever
- Vomiting
- Diarrhea
- Contagious illness
- Head lice
- COVID-19 or another communicable illness

HeartBridge may postpone services if caring for a sick child places the caregiver or other families at risk.

SECTION 9 – Cancellation Policy

We understand that life happens.

Whenever possible, please provide at least 24 hours' notice if care is no longer needed.

Repeated last-minute cancellations may still require payment if a caregiver reserved that time specifically for your family.

SECTION 10 – Transportation Authorization

☐ My caregiver MAY transport my child(ren).

☐ My caregiver MAY NOT transport my child(ren).

Parent Initials: _____

SECTION 11 – Emergency Medical Authorization

In the event of an emergency, I authorize my HeartBridge caregiver to obtain emergency medical treatment for my child if I cannot be reached.

Parent Initials: _____

SECTION 12 – Photo Release

☐ YES

HeartBridge may use photos of my child on social media or promotional materials.

☐ NO

I do not give permission.

Parent Initials: _____

SECTION 13 – Confidentiality

HeartBridge respects your family's privacy.

Our caregivers agree not to disclose confidential information regarding your family.

Families likewise agree to respect the privacy of caregivers.

SECTION 14 – Liability Acknowledgment & Assumption of Risk

The Parent/Guardian acknowledges that childcare services involve inherent risks that cannot be completely eliminated, even when reasonable care is exercised.

HeartBridge Nanny Agency takes extensive precautions when hiring caregivers, including interviews, reference checks, Washington State background screenings, CPR certification, First Aid certification, mandatory reporter training, and agency onboarding.

While every reasonable effort is made to provide safe, dependable, and professional childcare, accidents and unforeseen events can occur.

By signing below, the Parent/Guardian:

- Acknowledges these inherent risks.
- Voluntarily assumes the ordinary risks associated with childcare services.
- Understands that HeartBridge Nanny Agency is not responsible for injuries, illnesses, accidents, property damage, or losses unless caused by gross negligence, intentional misconduct, or where liability cannot legally be limited under applicable law.
- Agrees to provide accurate medical information and maintain a reasonably safe environment for both the child(ren) and caregiver.

Parent Signature:

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SECTION 15 – Communication

HeartBridge believes successful childcare begins with communication.

Families are encouraged to reach out with:

- Questions
- Schedule changes
- Concerns
- Praise for caregivers
- Feedback about services

Our goal is to build long-term relationships based on trust, honesty, and support.

Parent Agreement

By signing below, I acknowledge that I have read and understand the HeartBridge Family Enrollment Packet and agree to its policies and expectations.

Parent/Guardian Name:

Signature:

Date:

HeartBridge Representative:

Signature:

Date: