



Choosing a Nanny Placement Agency

When looking for in-home child care, many parents turn to a nanny placement agency for help. An agency can help you find a full-time, part-time, temporary or emergency caregiver for your child. It's important to carefully choose the agency you work with. Not only will you be investing your time and money in their services but you'll also be trusting them to find the right nanny for your family.

Questions to Ask about the Screening Process

- ◆ What does the agency look for in a nanny candidate? What qualifications do they require?
- ◆ Does the agency meet each nanny candidate in person?
- ◆ Do they perform a full background check? What does that include? At what point during the screening / referral process do they perform the various checks? Will all the screenings be completed *before* the nanny begins work?
- ◆ Do they verify and check all references including non-childcare employment references?

Questions to Ask About the Placement Process

- ◆ How long will it take to find a nanny through the agency? About how many candidates will they present to you?
- ◆ Will they match candidates to your specific job description or will they send you all available candidates and let you decide who to interview?
- ◆ What information will you receive about each candidate?
- ◆ What is their placement fee? What is their guarantee period? If the nanny leaves or is fired during that time, do they offer a full refund, a pro-rated refund or a replacement nanny? If they only offer a replacement nanny, what happens if they can't find a suitable replacement or you don't want to work with the agency any longer?

Questions about the Business

- ◆ Have you talked to any other parents who've used the agency? What is the agency's reputation in the community? Will they provide you with references?
- ◆ Do they have any complaints registered at the Better Business Bureau?
- ◆ Can you easily communicate with them? Do they return calls and emails quickly? Can they answer all your questions? Do you feel at ease with your placement counselor?
- ◆ Do they provide training and support for their nannies?
- ◆ Do they provide a nanny / family work agreement? Will they help you resolve any disputes between you and the nanny?

Please visit NannyCredential.org >> [Business Members](#) to find placement agencies, tax services and other nanny-related businesses that support quality in-home childcare.

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