



45 Bartlett Crescent
Brookline, MA 02446
617-739-KIDS fax: 617-739-1939
www.parentsinapinch.com

MASSACHUSETTS GENERAL HOSPITAL

Welcome to Parents in a Pinch!

We are happy to have you join our network of families enjoying excellent, dependable, in-home backup childcare. We look forward to helping you with your childcare needs, whether they are temporary or ongoing.

Frequently Asked Questions

Q: When is it appropriate to call Parents in a Pinch?

- During school vacations
- When your child is a little bit under the weather and you need to get to your office or want to work at home
- When you have to work late or on weekends
- When your nanny goes on vacation or quits unexpectedly
- Anytime you have a gap in your childcare arrangements and you need to work

Q: When are childcare providers available and when can I call?

Childcare is available in your home in the day or evening, seven days/week.

Our office hours are Monday – Friday, 7:00 AM – 5:00 PM. As an employee of Mass General Hospital, you also have access to a Parents in a Pinch customer service representative Sunday – Thursday, 5:00 PM – 7:00 PM for care needed the following day. Sometimes we can locate a provider for you within an hour or so, but the more time you give us, the more likely we can make a perfect match. Twenty-four hour advance notice is usually sufficient. If you are able to pick up a caregiver at a bus/subway stop, then the pool of available providers widens.

Q: What is the process for arranging childcare?

- Call Parents in a Pinch directly at 617-739-5437 x2 to request childcare.
- Identify yourself as an employee of MGH and provide your employee ID number.
- We will locate a provider for you who meets your specific needs, and we will then contact you to tell you about your caregiver.
- The caregiver will call you to confirm the date, time, and location of the job.
- When the childcare has been completed, pay the caregiver and sign the timesheet.

Q: How much do I pay?

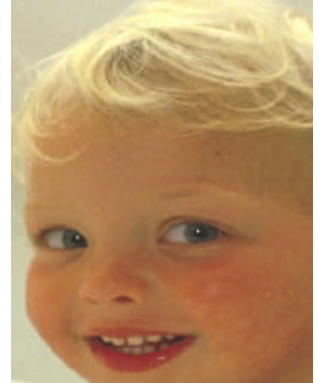
MGH subsidizes the fees associated with backup childcare. All you (the employee) pay is \$15.00/hour – directly to the caregiver. There is a four-hour minimum charge per day. As an employee of MGH, you may use up to a total of 7 calendar days of childcare per calendar year.

Q: What if I need childcare not related to work?

You are welcome to use our backup services when your need is not work-related or your needs exceed MGH's placements during the year. In these cases, you pay the same rate to the childcare provider, and in addition, your credit card will be charged a placement fee of \$45.00.

Q: How do you know your childcare providers are good?

Our screening process is thorough. Candidates are screened for childcare experience, and then interviewed. All childcare references are checked by phone and mail and we complete a social security verification and criminal background check. Candidates are then required to complete our nationally recognized, award-winning health and safety training program. Once our caregivers start working, we follow up with clients like you to make sure that you are delighted with your children's care.



Q: What if I need to cancel my request for childcare?

There will be a \$30.00 cancellation fee to your credit card if you, the employee, cancel once a provider has already been reserved for a job.

Q: How can I make the transition easy for my children?

- Before the caregiver arrives, let your children know that a wonderful playmate is on the way. Suggest that they show the caregiver their favorite toy or book. When the caregiver arrives, introduce her warmly to the children. If you are nervous, the children will pick up your signals.
- Go over the house rules – TV, snacks, videos, bedtime – with the caregiver and the children together, so that the ground rules are clearly set.
- Review the emergency telephone numbers with the caregiver. At the very least, provide the number where you and your spouse can be reached, the pediatrician's name and number, a neighbor or friend to call in case of an emergency, and a list of any allergies the children may have.
- Never sneak out the door. Say good-bye happily and firmly and leave. Coming back or delaying your departure will increase your children's anxiety.

Q: When I call next time, can I get the same caregiver?

Our goal is to have as much consistency in care as possible for your children. We will be happy to contact your last caregiver to see if she is available.

Q: If I need the caregiver for another day, can I arrange it directly with her?

Yes – you may ask the caregiver if she can return on another day, AND you must inform this office that you are doing so. Our caregivers have a legal agreement with us stipulating that all childcare with our clients goes through Parents in a Pinch.

Q: Will the caregiver clean the house?

Backup caregivers come prepared to make sure your children are safe and happy. They are instructed to leave your house in as good condition as they found it, but not to do regular housecleaning. Long-term nannies will do extra duties based on your written work agreement with them.

Q: What happens if my one-time caregiver is able to become my full-time nanny?

Terrific! All you have to do is call the long-term placement staff at x120. We will discuss the long-term placement fee and send you a contract. Employees of MGH are given a discount on our long-term placement fees.