



NANNY NIGERIA INTEGRATED

Thank you for your interest in our Agency. Nanny Nigeria is committed to providing you with the level of service that has established us as the leading household staffing agency in the country. We look forward to offering you the experience and wealth of knowledge gained from over twenty years in the business:

- **A range of choices.** Our network of candidates includes Nannies, Baby Sitters, Baby Nurses, Family Assistants, Mother's Helpers, Housekeepers, Personal Assistants, Professional Caregivers, Chefs and Estate Professionals. We offer a full continuum of staffing solutions including Full-time, Part-time, Permanent and on-call placements as well as a full complement of support services for clients who find candidates on their own.
- **The best candidates.** We are proud to represent the highest caliber of childcare, household and estate professionals including many with whom we have enjoyed a long history. Our continuing success in placing candidates and working with many of them repeatedly throughout their careers attracts a wonderful group of professionals to our Agency. We can quickly refer to you to thoroughly screened and experienced candidates.
- **Peace of mind.** We believe security is worth paying for when it comes to your family's well-being. We pride ourselves in having the most rigorous agency screening and background check process in Nigeria.
- **Fast, convenient service.** Hiring an employee to work in your home is a more complex process than many people realize. Our experienced Placement Counselors will advise you on a variety of matters, including interviewing techniques, the development of a work agreement and legal guidelines for employers. Our goal is to help you establish a mutually rewarding, long-lasting relationship.
- **A successful track record.** Over 75% of our clients come from personal referrals and repeat business. Just ask us for references – we are happy to put you in touch with clients who have used our staffing services.

Enclosed you will find information to answer some of your initial questions as well our Client Application and our Referral Agreement. Please complete these forms, sign where indicated and mail or send them back to us at the office. We will be in touch to get started with your search just as soon as we receive your Referral Agreement.

If you have any questions or are interested in setting up a private meeting in one of our offices, please give us a call. We are eager to partner with you on this important search and appreciate you giving us this opportunity to find a special candidate for your home.

Sincerely,

Nanny Nigeria Ltd.

Answers to Questions Frequently Asked by Our Clients

What is a Newborn Specialist?

Commonly known as a ‘Baby Nurse’, a Newborn Specialist is not a Registered Nurse, but is an extensively experienced individual proficient in all aspects of newborn baby care and parental education and support. Whether you need loving care for your baby so you can sleep peacefully at night, an expert in the care of multiples, a lactation consultant, a sleep schedule specialist, a post-partum doula, or just an extra set of hands, Nanny Nigeria can provide a Newborn Specialist that meets your needs.

What are the responsibilities of a Newborn Specialist?

The primary role of a Newborn is to provide assistance during the post-delivery recovery period and assist you with all aspects of newborn care including feeding, changing, bathing, infant laundry, sterilizing bottles and helping parents catch up on much-needed rest.

Newborn Specialists who work night shifts typically stay in the baby’s room and manage their care while you get much needed rest. When the baby wakes up, the Newborn Specialist feeds by bottle or brings the baby to Mom for nursing. After feeding, the Newborn Specialist burps, changes and settles the baby back to sleep. (A nursing Mother can hand the baby over immediately after nursing and can get right back to sleep). A daytime Newborn Specialist provides similar care and also strives to create a nurturing, stimulating environment for your baby during waking hours. Both day and night, Newborn Specialists document your baby’s patterns and keep a log of sleeping, feeding and changing times. Typically one of their key objectives is to help transition the baby to a regular feeding and sleeping schedule.

How does Nanny Nigeria screen Newborn Specialists?

At Nanny Nigeria we know that the safety of your family and home is your top priority – so we take security very seriously. Each Newborn Specialist completes a rigorous screening and application process with our trained placement Counselors. We have extensive conversations with each reference to confirm recent work experience and qualifications. Additionally, we perform background checks.

When should I begin a Newborn Specialist search?

It’s never too early to start your search for a qualified, trustworthy Newborn Specialist. To ensure the broadest selection of available Newborn Specialists, allow up to six months prior to your anticipated delivery date to begin the selection process. However, don’t hesitate to call us if you have an immediate need. We can accommodate many families on short notice.

What is the typical work schedule for a Newborn Specialist?

Newborn Specialists usually work eight to twelve-hour shifts, mostly commonly at night. We also have Newborn Specialists that work 24-hour shifts (with a scheduled break).

How long should I secure the services of a Newborn Specialist?

Since most full-term babies don’t sleep for an extended period of time until they are about 12-14 weeks of age, we find that most clients hire a Newborn Specialist at night for at least 12 weeks. Clients with twins usually find that they want support at night until the babies are 16-18 weeks of age. Nanny Nigeria does not have a minimum length for the assignment and can work with you to help create a schedule that matches the level of support you need.

What is the typical salary range for a Newborn Specialist?

The average salary range for a Newborn Specialist is ₦1000 per hour. Salaries for multiples typically begin at ₦1200 per hour.

When and how do I pay the candidate?

Most Newborn Specialist work as Independent Contractors (they are not employees of the agency) and are paid directly by the employer on a weekly basis at the time of the assignment. The candidate's wages are separate from the agency fees, which are due at the time the assignment is confirmed.

What agency fees can I expect?

There is a ₦10,000 registration fee that will allow you yearly access to your qualified candidate pool. This registration fee is processed upon receipt of your Referral Agreement. In addition to the registration fee, there is a referral fee equal to 25% of the anticipated total gross compensation of the Baby Nurse. The referral fee is due when a Newborn Specialist is confirmed for the assignment. Fees are paid based on the anticipated total gross compensation for the entire period of employment. Supplemental fees will be due if the assignment is extended.

What is your cancellation policy?

After the Newborn Specialist is confirmed for you, if you change or cancel the assignment and do so at least 30 days before the start date, 50% of the referral fee paid will be returned to you. If you change or cancel the assignment after the candidate is confirmed, but within 30 days of the start date, the full referral fee will be retained. (If the start date is an estimated date, the anticipated due date is used. The due date used for twins is the 36 week gestation date.)

What's the next step?

We look forward to assisting you with your search for a qualified Newborn Specialist. Call us today at + 2348034780732, +2348111590996, +2347088635817 or +2347098009418 to talk with one of our trained Placement Counselors by phone or to arrange a personal meeting at one of our Nanny Nigeria office. You can also email us at info@nannynigeria.com or visit our website at www.nannynigeria.org

Newborn Specialist Interviewer Guidelines

The following questions are designed to allow you insight into the candidate's experience, personality and approach to newborn care. Feel free to customize if for you use.

1. What do you find most rewarding about your work as a Newborn Specialist?
2. Describe the details of a typical shift. (What is the first thing you do? What is usually the last thing you do before you leave?).
3. Specifically what duties will you be taking on?
4. What is your philosophy regarding feeding on demand vs. feeding on a schedule?
5. Do you have experience getting a baby on a schedule and what is your approach?
6. What will you be doing when the baby is sleeping?
7. How will you communicate with me/us about the baby's feedings, sleeping schedule, etc? (Do you keep a log or do you communicate verbally?)
8. What would you expect a typical baby's sleeping and feeding schedule to be at one, two, three and four months of age?
9. What do you see as your primary role with me/us?
10. What are your expectations of me/us?
11. What kind of accommodations would you expect? (Consider showing the candidate where they'd be caring for the baby).
12. If Mom is planning on breastfeeding:

What is your philosophy regarding breastfeeding?

What breastfeeding techniques are you familiar with?

Specifically how do you work with and support a breastfeeding mother?

Application for Clients: Baby Nurse/Newborn Specialist

Parent's name: _____ Date: _____

Employer & occupation: _____ Mobile phone: _____ Office phone: _____

Assistant's name: _____ Office fax: _____ E-mail: _____

Parent's name: _____

Employer & occupation: _____ Mobile phone: _____ Office phone: _____

Assistant's name: _____ Office fax: _____ E-mail: _____

Home address: _____ City: _____ State: _____ State code: _____

Cross Street: _____ Home phone: _____ Home fax: _____ E-mail: _____

Children's names: _____ Sex: _____ Date of birth: _____

Expected due date: _____

Job Description

Start date: _____

Length of assignment: _____

Check all that apply: 24 hour care Night-time care Day-time care

Days needed: (check all that apply) Mon. Wed. Fri. Sun.
 Tues. Thurs. Sat.

Number of hours required each day: _____ Start time: _____ Finish time: _____

Salary range: (based on duties and experience of Baby Nurse)

From: ₦ _____ to ₦ _____

Personal Information

Directions to your home: _____

Is your home accessible by taxi or bus ? Yes No

Please tell us about your family (any information you wish to share will help us with appropriate referrals; if desired, attach additional pages and include photographs).

Are there any special needs (physical or emotional) you wish to describe?

Do you have other household staff?

Do you have pets? Yes
 No

Please describe your ideal Baby Nurse:

Have you hired a Baby Nurse before?

What day & times are best to schedule interviews for you with potential candidates?

We have found that in-person meetings can be beneficial to understand the need & requirements of the position.
Would you be interested in scheduling an in-office visit with a Nanny Nigeria Counselor? Yes
 No

How did you hear about us? I am a previous client Advertisement: _____ Internet
 Friend: _____ Newspaper Other: _____
Please specify

REFERRALS AGREEMENT

1. Referral Agreement. This Referral Agreement confirms the terms and conditions whereby the undersigned (“Client”) seeks to utilize the services of Nanny Nigeria Integrated Limited (“Agency”) to assist in a search for one or more “Candidates” for household employment to provide in-home, family or domestic services. The Agency will refer Candidates to the Client, based on evaluation of apparent suitability, against criteria previously specified by the Client.

2. Registration Fee. Upon receipt by the Agency of this Agreement, authorized by the Client, a one-time, non-refundable Registration Fee of ₦10,000 will be charged to the Client’s VISA, or MasterCard. The Agency will then commence its search activities and endeavor to make Candidate referrals to the Client. Acceptance of this non-refundable fee by the Agency does not guarantee any Candidates will be referred to the Client, or that the Client will be satisfied with any Candidates so referred. The Registration Fee is separate and in addition to all other fees.

Referral Fee. The decision to employ a Candidate will rest solely with the Client. When a Client employs a referred Candidate, following a search, or at any unspecified future date, a Referral Fee will be charged to the Agency. The amount of this fee will depend on the nature and duration of the employment arrangement. A Referral Fee is due for each and every Candidate the Client elects to employ. The Agency does not discount the Referral Fee if the Client employs two or more Candidates. The Referral Fee due to the Agency will be determined according to the schedule:

- All Permanent Full-Time Nanny, Housekeeper & Caregiver Candidates: 10% of Gross Annual Compensation
- All Permanent Part-Time Nanny, Housekeeper & Caregiver Candidates: 10% of Gross Annual Compensation
- All Baby Nurse Candidates: 25% of Total Gross Compensation
- All Temporary Candidates: 35% of Total Gross Compensation
- All Permanent Specialized Search Candidates:* 15% of Gross Annual Compensation

Specialized Search Candidates include Executive Housekeepers, Personal & Executive Assistants, Household & Estate Managers, Butlers, Housemen, Chefs, Coupes and some uniquely qualified Nannies.)

4. Full-Time, Part-Time and Temporary. We define “Full-Time” to mean average employment of more than 35 hours per week; “Part-Time” means 35 hours per week or less; “Gross Annual Compensation” means weekly compensation multiplied by 52 or monthly compensation multiplied by 12 plus the annualized value of all other benefits; temporary and Baby Nurse fees are due at the time the candidate is confirmed and the fee is based on the anticipated Total Gross Compensation for a period of employment, supplement fees will be due if the employment period is extended; Temporary and Baby Nurse fees may NOT later be applied toward a Permanent fee under any circumstances. If the Temporary or Baby Nurse assignment is changed or canceled after a candidate is confirmed but before the start of the assignment, the full temporary referral is due.

5. Background Checks. The Referral Fee includes background checks in the area of primary residence, and background check on referees. Nanny Nigeria does not warrant the results of any checks or tests performed by third parties. Additional fees may be due if the client requests additional background checks on a specific candidate.

6. Payment. The Client understands that the Referral Fee will be due and payable immediately following oral or written acceptance of an oral or written employment offer to a Candidate. The Client understands that VISA, MasterCard and evidence of payment in any of our designated banks are the only forms of payment acceptable to the Agency. We do not accept cash under any circumstances.

7. Credit Policy. In the event of a separation in the employment relationship between a Permanent Candidate and the Client, for any reason: (i) within 60 days of the start of paid employment, a credit of 25% of the Referral Fee will apply toward a new search, (ii) between 61-120 days, a 20% credit, (iii) between 121-180 days, a 15% credit, (iv) between 181-270 days, a 10% credit, or (v) between 271-365 days, a 5% credit. All credits will be valid towards a new Permanent search. The Client acknowledges and understands that the Agency does not refund fees under any circumstances.

8. Confidentiality Policy. The Client agrees to keep in confidence the identity of all Candidates referred by the Agency and the contents of any files or documents forwarded for Client’s review. The Client further agrees that all files and their contents, upon request, will be returned promptly to the Agency. If the Client discloses information about a Candidate to a third party, who, acting on that information subsequently employs the Candidate, the Client undertakes to pay to the Agency the Referral Fee that would have been payable for that Candidate.

9. Referrals. The Agency will use its best endeavors to refer qualified Candidates to the Client; however, it does not guarantee the credentials or performance of, or Client satisfaction with, any Candidate. If the Client is dissatisfied, for any reason, recourse to the Agency will be limited to a credit toward a future search, as specified in paragraph 7. The Client agrees to indemnify the Agency and hold it and all its employees and representatives harmless from any costs of expenses arising out of any claim against the Agency, relating in any way to a Candidate's employment. The Client agrees that any claim arising out of or relating to this Agreement, or breaches thereof, shall be settled by arbitration, administered by, and in accordance with, the rules of the Nigerian Arbitration, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

10. Party to Contract. The Agreement is between the Client and the Agency only. No Candidates are a party to this Agreement, nor will the Agency be a party to any agreement, that may be made by and between the Client and a Candidate. The Agreement constitutes the entire agreement and understanding concerning this matter, and supersedes all previous agreements, whether oral or written, and can only be modified in writing, signed by both parties. The laws of the Federal Republic of Nigeria shall govern it.

Nanny Nigeria Integrations Ltd. by: Enitan Oloto, Co-President Mojisola Eteng, Co-President Plot 4, Omorinre Johnson Street,
Lekki, Phase1, Lagos, Lagos State

CLIENT'S SIGNATURE CONFIRMS THAT CLIENT HAS READ THIS AGREEMENT THOROUGHLY, HAS HAD SUFFICIENT OPPORTUNITY TO SEEK LEGAL COUNSEL, IF DESIRED, AND THEREFORE CLEARLY UNDERSTANDS AND AGREES TO ALL THE TERMS AND CONDITIONS.

State

Today's Date

Client's Signature

Print Full Name