

Preparing for a Day of In-Home Child Care



When preparing for the arrival of an in-home caregiver, following a few simple guidelines can lay the foundation for a positive experience for the caregiver and your family. Being prepared and setting clear expectations can help ensure the greatest satisfaction with the care of your loved ones and minimise miscommunication.

Prior to the caregiver's arrival

After care is scheduled, the caregiver or an agency staff member can make an introductory call to your family. If you have requested a call and have not received it by the evening before care begins, please contact the Bright Horizons Back-Up Care Programme on 0800 247 1101.

The purpose of this introductory call is to learn more about the caregiver's background, discuss special care instructions, provide directions to your home, and confirm arrival time.

Before the caregiver arrives, please download the daily activity log from our website. The daily activity log includes a list of items to be completed prior to receiving care and should be reviewed with the caregiver upon arrival.

- How to contact you, and who else should be contacted in the event of an emergency
- What types of non-emergency situations would warrant a call to you
- Food and drink options you would like offered to your child for meals and snacks as well as any allergies or food restrictions
- If possible, prepare pre-made meals and snacks for the provider to offer your child

Household rules for:

- Playing outside
- Television viewing
- Computer and console games
- Areas of the house that are off limits to certain activities (for example eating and drinking)
- Daily routines such as nap times, meal times, and favourite activities
- Your child's likes and dislikes
- Possible behaviour problems and how to address them effectively

** If you are considering using in-home care for a dependant, please be advised that you should inform your household insurer of a domestic worker working in your home and ensure relevant cover is in place. Failure to inform your household insurer of domestic workers in your home may invalidate your home insurance.*

After the caregiver's arrival

When the caregiver arrives at your home please take some time to introduce yourself and your child(ren) and discuss your child(ren)'s care needs for the day.

Provide a home tour:

- Point out all exits and indicate any rooms that are off limits
- Provide instructions on operating window and door locks
- Phone: Specify if you would like the caregiver to answer your phone and outline expectations for use
- Thermostat: Indicate if the caregiver is allowed to adjust or use
- Television remote control and other household appliances (such as washer/dryer as related only to care of your child(ren))
- Demonstrate use and indicate when use is appropriate

Where to find:

- A change of clothing or pyjamas (if possible select these items and lay them out for your child if needed)
- Nappies, other changing supplies, and bibs
- Cooking utensils and serving items
- Cleaning supplies as needed for care for the child(ren), for example, spills, cleaning up after meals, etc.
- First aid kit

When you return

Take a few minutes after you return home to review the day with the caregiver.

Examples of questions you may want to ask include:

- What did you do today?
- Were there any problems or concerns we should discuss?
- Is there anything I could have done to make your day go smoother?

Evaluation

Following delivery of back-services, you will receive a brief survey from the Back-Up Care Programme to complete by email. Your comments and suggestions will enable us to continually revise and improve the quality of the services available to you. Thank you in advance for your cooperation!

For more information, please call the Bright Horizons Back-Up Care Programme on 0800 247 1101.