



Are You Using an Agency to Find a Nanny or Babysitter? Important Questions to Ask the Agency

If you've selected an agency to assist you in finding a nanny or babysitter, it's important to know what service the agency is providing to families and what type of screening the agency is conducting on the nannies/babysitters they are placing with families. Here are some questions to ask the agency.

1. Tell me about your nanny agency. How is your agency unique or different from other nanny agencies? How long have you been in business?

2. Tell me about any licenses, certifications, or insurance your agency has.

3. Tell me about the service you provide – Do you provide a list of names and phone numbers of nannies, and I do the rest? Do you set up the interviews for me? What's your process and what are your fees?

4. If you place a nanny/babysitter with us that doesn't work out for whatever reason, how long will you work with us to find a nanny that's a good fit for us?

5. How do you screen your nannies and babysitters?

- Do you meet the individual in person or virtually or only via phone?
- What types of questions do you ask candidates?
- What are the minimum qualifications nannies/babysitters must meet in order to be placed by your agency (years of experience, training, etc.) ?
- What are you looking for during the interviews you conduct?

6. How many references do you check and what types of references do you require (employment or educational or personal, etc.)? What types of questions do you ask?

7. Do you require your nannies/babysitters to have first aid and CPR training? Is there any other training you require of the nannies you place?

8. Do you confirm any classes, workshops, or education the nanny says they've completed?

9. Do you require your nannies/babysitters to apply to TrustLine as I know that California state law requires nanny agencies to only place nannies/babysitters in someone's home who are registered on TrustLine or a current applicant to TrustLine www.trustline.org? [A current applicant means the individual has submitted an application, and fee, if necessary, to the CA Department of Social Services (Guardian System) and fingerprints to the California Department of Justice. Registered means that the individual has cleared the TrustLine background check.]

10. Will you please provide me with the names and contact information for 2 to 3 families that have used your service so I can talk with them about their experience using your nanny (or babysitter) services?

11. Who will I be working with at your agency and how will we handle most of our communication – email, text, phone?

You've Decided to Work with an Agency – Now What?

While the agency has conducted their interview with a nanny/babysitter, it's important for you to have a conversation with and/or interview the individual that the nanny agency is planning to place with your family to make sure this person is the right fit for your child(ren) and family. During the conversation or interview you have with the nanny/babysitter, ask them as few or as many questions as necessary for you to get firsthand knowledge about the individual and feel comfortable having them care for your child(ren). Best wishes on your child care journey.