

COVID-19 Response

November 11, 2020

Dear Nanny On The Go clients,

Nanny On The Go has been following the developing impact of COVID-19 closely and understands the health concerns that it presents. We at Nanny On the Go want you to know that we take these concerns very seriously and that the health and safety of children, parents, and nannies is paramount to our business.

We at Nanny On The Go understand that many of our clients are essential service workers and will continue to provide our services to them and all other clients. In order to continue to provide care for your children safely, we are monitoring the health of our nannies and ensuring that they are operating with best practices in mind. All nannies are equipped with the proper tools needed to maintain a low-risk relationship with our clients.

After careful consideration of input received from appropriate medical professionals, and utilizing guidelines of proper health-safety protocols from the Government of Canada, Nanny on the Go is enacting the following employee and client policies/directives until further notice:

- NEW: Nannies will be wearing masks for the entire duration of their time with children who are cared for on a casual basis (less than twice per week). All families may request that the nanny wear a mask during her time with their child, and the nanny will be happy to oblige.
- NEW: We are kindly requesting that children over the age of 6 wear a mask for the entire duration of their time with a nanny who only provides transportation services to them or with a nanny who cares for them on a casual basis (less than twice per week).
- NEW: All Nanny On The Go employees are required to complete the Covid-19 screening tool at the beginning of every week, prior to caring for children. Some nannies may be screened more frequently as needed. Clients will be notified of any potential exposure caused by contact with a Nanny On The Go employee.
- Our current clients will be provided service first. Please keep in mind that this is a very busy time for private childcare providers, so providing us with notice of your needs as soon as possible is

appreciated.

- We are limiting the number of families that each nanny works with to minimize the number of households that our nannies go into.
- All nannies will be washing their hands when they arrive in a home. We have reminded them to wash their hands regularly throughout their time in a family's home.
- If you or your children are sick, please consider cancelling your services with us. Please let us know of any symptoms that your family is experiencing so we can advise our nanny.
- We have asked our nannies to inform us of any symptoms of illness they are experiencing. We will try to find a replacement if a nanny is ill. Please remember that replacement availability is minimal.
- If a nanny arrives at a shift where the children are ill and Nanny On The Go was not informed and the nanny is not comfortable caring for the children, she will not be mandated to continue the shift and Nanny On The Go may not provide a replacement.
- We must be informed if, and where, any member of your household has travelled in the past 2 weeks so we can advise our nanny.
- We have asked all our nannies to limit public outings and inform Nanny On The Go of any risk they may be exposed to. Though we cannot control what our nannies do in their personal time, we are advising our nannies to be careful and practice social distancing.
- We ask that our clients and families practice social distancing to the best of their abilities.

We are hopeful these efforts will help your family and ours get through this difficult time. We wish happiness and health upon you all. We appreciate any efforts your family chooses to make. We will advise our clients of any changes or updates as required. In the meantime, feel free to contact us with any questions.

The Covid-19 Screening Tool can be found at <https://sharedhealthmb.ca/covid19/screening-tool/>.

Sincerely,

Nicole and the Nanny On The Go team

support@nannyonthego.ca

(204)250-5621