



RECOMMENDED PRACTICES

INDUSTRY SERVICE PROVIDERS

The International Nanny Association recommends these practices but has no authority to require a member to adhere to them. INA does not represent that the Association has the authority to discipline a member for a violation of the letter or spirit of what is recommended. Consequently, the INA assumes no responsibility or liability for the action of any member of the Association.

The INA recommends that any company supporting the in-home child care industry should follow these recommended practices. Industry Services include but is not limited to Background Investigation, Business, and Caregiver Consulting, Payroll, Tax, Health Insurance, Liability Insurance, Legal, Software Design, Website Development, Cultural Exchange (such as Au Pair Services), Resort Childcare Services, Financial, Publishing, and Human Resources

Have a written agreement. The INA recommends that Industry Service Providers have a written agreement between the provider and client to facilitate an understanding of the obligations and expectations of both parties. Both the provider and client should keep a copy on file. It should specify the provider's fees, refund/replacement policies and services to be provided.

Make adjustments/refunds promptly. The INA recommends Industry Service Providers have a replacement and/or refund policy clearly outlined in the written agreement or contract made between the client and service provider. Time frames and any other conditions regarding replacements or refunds, such as limits on the number of replacements or amounts that will be refunded, should also be included in accordance with the written policies of the provider.

Respect the proprietary promotional or company-sensitive materials of other providers. The INA recommends that Industry Service Providers independently develop all materials related to the operation of their business. If forms, marketing information, training material or other publications are used permission should always be obtained in writing and the source of materials acknowledged.

Abide by all pertinent laws and regulations. The INA recommends that Industry Service Providers be knowledgeable about and comply with all applicable laws and regulations affecting operations in their jurisdictions, including but not limited to licensing requirements, immigration laws, and wage and labor requirements. INA urges owners to check with their state Attorney General, Department of Labor, Secretary of State or the regulatory body that oversees business licensing in the location where the provider will do business to find out what licensing, if any, is required.

Carry appropriate insurance. The INA recommends Industry Service Providers carry professional insurance if obtainable.

Respect nannies as clients. The INA recommends that Industry Service Providers regard nannies with the same respect as other clients.

Support and adhere to applicable recommended practices set forth by INA. In addition to developing recommended practices for Industry Service Providers, the INA has set forth recommended practices for Nannies, Newborn Care Specialists, Nanny Employers, Support Groups, Placement Agencies, Business Staff, Educators, and Online Recruiting Platforms. INA has also developed Recommended Practices for Background Screening. INA member Industry Service Providers agree to support our recommended practices and encourage industry related businesses they work with to abide by them.