

These Terms & Conditions outline the responsibilities, expectations, and guidelines for nannies working with Fortress Kids. By accepting a position as a nanny, you agree to comply with these terms.

1. PROFESSIONAL RESPONSIBILITIES

1.a. PROFESSIONAL CONDUCT

The nanny must maintain a professional demeanor at all times, showing respect and courtesy to both the employer and children. Inappropriate language, behaviour, or any form of misconduct will not be tolerated. Personal phone use should be kept to a minimum and should not interfere with childcare responsibilities.

1.b. DUTIES AND RESPONSIBILITIES

The nanny agrees to provide high-quality childcare, ensuring the safety, well-being, and development of the children under their care. Duties may include feeding, bathing, engaging in educational and recreational activities, and maintaining a nurturing environment. The nanny is also responsible for promoting good behaviour and teaching basic life skills in accordance with the child's developmental needs.

1.c WORKING HOURS AND PUNCTUALITY

The nanny must adhere to the agreed working schedule and arrive on time for each shift. Any delays or absences must be communicated as soon as possible. Overtime or changes to working hours must be agreed upon in advance with the employer.

2. HOUSE RULES

2.a. NANNY'S RULES

a.1. Mobile Phone Use

The Nanny may use their mobile phone for emergency purposes and work-related communication only.

Personal phone use should be limited to designated break times and should not interfere with childcare duties.

a.1a. Social Media

The Nanny is strictly prohibited from posting photos, videos, or any content related to the children or household on personal social media accounts.

All photos and content related to childcare services will be shared exclusively through the official Fortress Kids social media account, which is monitored by the Company Director.

a.2. Smoking

The Nanny must not smoke while on duty, in the home, or in the presence of the children.

The Nanny must follow the Employer's designated smoking policy if applicable.

a.3. Alcohol Consumption

The Nanny must not consume alcohol during working hours, including during off-site activities with the children.

The Nanny must not report to work under the influence of alcohol.

a.4. Language

The Nanny must use appropriate and professional language at all times while working.

Profanity, offensive jokes, and inappropriate discussions are strictly prohibited in the presence of the children.

a.5. Visitors

The Nanny is not permitted to invite personal visitors into the home while on duty unless pre-approved by the Employer.

Any approved visitors must not interfere with childcare duties or disrupt the household.

2.b. CHILDREN'S RULES

b.1. Screen Time

The Nanny must follow the Employer's guidelines regarding the amount and type of screen time allowed.

Screen time should be limited to age-appropriate content and used only during approved times.

The Nanny should encourage alternative activities such as reading, outdoor play, and creative tasks when possible.

b.2. Behaviour

The Nanny should promote positive behaviour and reinforce household expectations.

Any concerning behaviour should be communicated to the Employer for consistency in approach.

The Nanny is expected to model respectful and kind interactions.

b.3. Language

The Nanny should encourage polite and respectful language from the children.

The use of inappropriate or offensive language should be corrected using age-appropriate guidance.

The Nanny should inform the Employer if inappropriate language becomes a recurring issue.

2.c. DISCIPLINE

The Nanny must follow the Employer's preferred discipline methods and approach to behaviour management.

Physical punishment of any kind is strictly prohibited.

Discipline should focus on positive reinforcement, redirection, and age-appropriate consequences.

If the Nanny encounters persistent behavioural challenges, they must inform the Employer for further guidance.

2.d. GENERAL HOUSE RULES

The Nanny must respect and adhere to the Employer's household routines and expectations.

The Nanny should ensure that children clean up after activities and encourage tidiness.

Household items and equipment should be used responsibly and returned to their designated places.

Any damages or incidents involving household property should be reported to the Employer immediately.

3. PROPERTY RESPONSIBILITY

3.a. VEHICLE USE

a.1. Nanny Using Own Vehicle

If the Nanny is required to use their personal vehicle for work-related duties (e.g., school runs, outings), the Employer must discuss and agree on mileage reimbursement.

The Nanny must maintain a valid driver's license, insurance, and roadworthy condition of their vehicle.

a.2. Using the Family Vehicle During Work Hours (If Applicable)

The Nanny may only use the family vehicle with prior approval from the Employer.

The Employer must ensure the vehicle is insured for the Nanny's use.

The Nanny must report any incidents, damages, or maintenance concerns immediately.

a.3. Car Seats

The Nanny must use appropriate car seats or booster seats as per UK safety regulations.

The Employer must provide the correct car seats for the children's age and weight.

The Nanny is responsible for ensuring the correct installation and use of car seats before driving.

3.b. HOUSE KEYS

If the Employer provides the Nanny with house keys, the Nanny must keep them secure and not duplicate or share them with anyone.

Lost keys must be reported to the Employer immediately.

Upon termination of employment, all keys must be returned to the Employer.

3.c. BANK CARD / CASH

If the Nanny is entrusted with the Employer's bank card or cash for child-related expenses, clear spending limits and guidelines must be provided.

The Nanny must keep receipts for all purchases and provide them to the Employer.

Unauthorised use of funds is strictly prohibited and may result in termination of employment.

4. PRIVACY AND CONFIDENTIALITY

4.a. PRIVACY

a.1. Home Surveillance

The Employer must disclose whether there are security cameras in the home, including their locations and purpose.

a.2. Restricted Areas

The Employer should clearly communicate any areas of the home that are off-limits to the Nanny.

The Nanny must respect and adhere to these restrictions unless access is required for childcare duties.

4.b. CHILDREN'S SAFETY

b.1. Supervision and Care

The Nanny is responsible for providing attentive and age-appropriate supervision to the children at all times.

b.2. Emergency Procedures

The Family must provide the Nanny with emergency contact information, first aid supplies, and clear instructions on handling emergencies.

The Nanny should be informed of any allergies, medical conditions, or special needs the children may have.

b.3. Safe Environment for Children

The Employer agrees to maintain a safe home environment free from hazards.

The Nanny must take reasonable precautions to ensure the children's safety, including supervising play, meal times, and outdoor activities

4.c. CONFIDENTIALITY

The Nanny is aware that any personal and confidential information regarding the child(ren) and the Parent(s) that is acquired during the duration of employment, such as medical history, financial status, legal matters, career details, and assets, is to be kept strictly confidential and must not be shared with any third party under any circumstances. This confidentiality agreement remains in effect even after the termination of the employment contract.

The only exceptions to this confidentiality obligation are the following:

- An immediate threat to the health, safety, and welfare of the Family or the Children such as a medical emergency that requires calling emergency services.
- If the Nanny is legally compelled to provide information by a court or governmental agency, for example, in response to a subpoena.

In the event that the Nanny is required to disclose information, they are obligated to promptly inform the Family to allow them to take any necessary actions.

5. NANNY BRINGING OWN CHILD TO WORK

5.a. PERMISSION AND AGREEMENT

The nanny must receive prior written permission from the employer before bringing their own child to work.

Permission is granted on a case-by-case basis and may be revoked if it is determined that the arrangement is not in the best interest of the employer's child(ren).

5.b. RESPONSIBILITIES AND PRIORITISATION

The nanny's primary responsibility is to the employer's child(ren), and their care, safety, and engagement must not be compromised.

The nanny must ensure that bringing their child does not interfere with their duties, including but not limited to supervision, scheduled activities, meal preparation, and maintaining household routines.

6. DOCUMENTATION AND CERTIFICATION

It is a requirement that all nannies maintain up-to-date documentation and certifications as part of their professional responsibilities. This includes, but is not limited to:

1. **DBS Check** – A current and valid Disclosure and Barring Service (DBS) check is required to ensure the safety of children in your care. Nannies must ensure that their DBS is renewed regularly in accordance with legal requirements.
2. **Insurance** – Nannies are required to hold comprehensive public liability insurance and ensure that it is valid and renewed annually. Proof of insurance must be provided to Fortress Kids at the time of renewal.
3. **Driving Licence** – If the nanny is required to drive as part of their role, a valid and up-to-date driving licence is mandatory. Nannies must also ensure that their car insurance covers driving for work purposes.
4. **First Aid Certification** – Nannies must maintain an up-to-date first aid certification, including infant and child CPR, in line with current safety standards. Certification must be renewed as required.

Failure to keep these documents current may result in the suspension or termination of employment. Nannies are responsible for providing Fortress Kids with proof of all updated documentation in a timely manner.

7. DISPUTE RESOLUTION

At Fortress Kids, we strive to maintain a professional and positive working environment for both nannies and families. In the event of any disputes or disagreements arising during the course of employment, the following steps will be taken to resolve the matter:

1. **Initial Discussion** – If a dispute arises, the nanny or the family should immediately raise the issue with the other party in a respectful and professional manner. An open and honest conversation is often the first step toward resolving the matter.
2. **Mediation** – If the issue remains unresolved following the initial discussion, either party may request a mediation session with a representative from Fortress Kids. The mediator will listen to both parties and work to find a fair and mutually agreeable solution.
3. **Formal Written Complaint** – If mediation does not resolve the dispute, a formal written complaint should be submitted to Fortress Kids. The complaint will be acknowledged within 5 business days, and an investigation will be conducted. Both parties will be given the opportunity to present their case.
4. **Resolution and Outcome** – Following the investigation, Fortress Kids will provide a written decision outlining the resolution. This decision will aim to be fair, transparent, and in accordance with relevant policies. Any actions or changes resulting from the resolution will be communicated to all involved parties.
5. **External Dispute Resolution** – If the dispute is not resolved through the above steps and both parties agree, the matter may be referred to an independent third-party mediator or relevant industry body for further resolution.

All disputes should be approached with respect and a willingness to find a constructive solution. Fortress Kids is committed to ensuring a fair and professional approach to conflict resolution.

8. CONTRACT TERMINATION

8.a. NOTICE PERIOD

Either party (the Family or the Nanny) must provide a written notice period of 4 weeks for termination of the contract unless otherwise agreed.

8.b. REDUNDANCY PAY

If the Nanny is made redundant due to circumstances beyond their control, they will be entitled to redundancy pay in accordance with UK employment law.

8.c. IMMEDIATE TERMINATION

The contract may be terminated immediately without notice in cases of gross misconduct, severe breach of contract, or other justifiable circumstances as determined by Fortress Kids and the Family.