

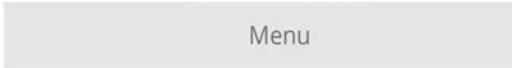
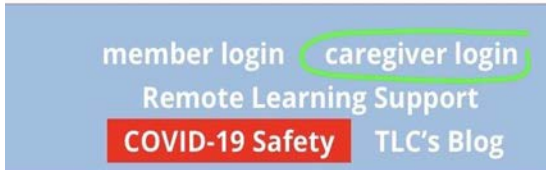


TLC Family Care

Welcome to Our Family of Compassionate Caregivers

Thank you for your interest in becoming a Care Provider with TLC. We look forward to working with you to provide your community with top quality care. Our staffing team will be reaching out to you with assignments that consider your location, availability, and credentials. Please review this brief overview of what you need to know to be successful.

Show Us When You are Available to Work!



Enter Availability

TLC [availability calendar](#) should be updated at least 2 weeks in advance covering all 7 days of the week. Be specific on each day and update regularly if your schedule changes.

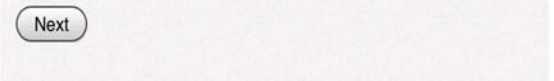
- Anytime
- 7am-6pm
- N/A = not available
- OOT = Out of Town
- After 2 pm
- Double Shifts
- Weekends Only
- Tu/Th Only

Caregivers with availability entered will be offered shifts first!



Home

Choose multiple dates to set availability for the same TIME/STATUS (14 Days Max). Press the "Next" button to enter start time.



Watch for Texts About Work



TLC will offer assignments via text message.

The TLC Staffing team is managing multiple requests 24/7. Please respond to all texts as quickly as possible. The first to reply gets the assignment.

- We text between 6:00am and 11:00pm.
- We need you to answer quickly or we lose the shift.
- If your schedule says **Anytime**, we believe it!
- Never take a shift that makes you feel uncomfortable.

Hints:

- Get to know your staffing team. They care about you and your preferences.
- Before you say yes, check the address and the ages and needs of the dependents.
- The more assignments you take, the more work you will be offered!

TLC texting number is

(833) 369-3541

We'll Offer You Different Types of Shifts



Corporate Backup Care

Care is paid for by employer as an employee benefit

- Childcare/Temp Nanny
- Adult Care/Senior Companion

Sample texts:

*Available shift: CORP Child - 1/13/2021 - 8am-5pm, xxx
141 St Ave, Miami, FL 33156, 2- kids - 5yr, 2yr, 1 dog.
Can you take it?*

*Available shift: CORP Adult 68 year old female bed
bound needs sponge bath 10/14/2020 8A-12P, small
dog, Kissimmee, FL 34743 Can you take it?*

\$\$\$ All Corporate Backup Care (CORP) shifts are paid weekly through the TLC payroll. You will receive direct deposit through our PEO Frank Crum.

Private Pay

Care is Paid for by Private Families who use TLC

- Temp Nanny
- Newborn Care
- Hotel Babysitting

Sample text:

*Available shift: PVT child - 12/13/2020 - 8am-5pm, xxx
Adams Dr, St. Louis, MO 63141, 3- kids - 6yr, 4yr, 2yr, 2
dogs. Can you take it?*

\$\$\$ Private Pay (PVT) shifts are paid daily at the end of your shift. You are responsible for getting paid for all hours worked and for any last-minute cancellations. You are also responsible for keeping track of and reporting your income for PVT shifts for tax purposes.

More Shifts and Answering TLC Requests



Group Care (Group pays or TLC pays)

- Daycare
- Events/ weddings
- Religious organizations
- Corporate Retreats

Sample text:

*Available shift: GRP Child 10/14, 15 and 16 7:30-6P at
XXX Tulane Ave, St. Louis, 63130. Can you take it?*

\$\$\$ *Some groups will pay you directly for your time and some will be paid by TLC on payroll. For events and meetings TLC will typically pay you. Be sure to ask your staffing specialist who will pay for these assignments.*

Answering our texts:

- Yes, I can take all the dates! (best answer!)
- I'd love that, but I can't get there till 8 am
- I can take the 14th, 15th, but not 16th
- Sorry, I can't. My schedule changed
- Sorry, that's too far
- Sorry, I do not feel qualified for that one
- I can if I can leave by 5:30 pm on 10/14.
- Can you tell me more about any special needs?

Introducing Yourself and Confirming with Your Client



Once your staffing specialist assigns you to a shift, we will email you an Authorization/Confirmation form with the client's name, address, email, phone numbers, start and end times of the shifts and names and ages of dependents. It will also review any special concerns in the household and details regarding parking, pets, special needs, allergies, or unique circumstances.

MANDATORY FOR ALL ASSIGNMENTS:

- **Within an hour or two, of receiving the shift details, contact the client by phone or text message:**

This is your first chance to make a good impression and make the client feel confident in leaving their loved one with you. Call from a quiet location without distractions. Stay upbeat, positive, and professional.

- Warmly and confidently introduce yourself.
- Confirm the date and time of the shift.
- Get directions to their home and confirm where you should park.
- Ask about the dependent(s) you will be caring for (likes, dislikes, allergies, etc.)

* *If the family does not answer, text a detailed message. For example, —————>*

Hello Mrs Smith, this is Christina Manuel from TLC. I'm going to be your caregiver on 6/05/20. I have a few questions and want to introduce myself, do you have time to chat?

Preparing for the Shift



What you need to have for every shift

- Electronic forms
 - Daily Log
 - Accident/ Incident Report
 - EZLog Timecard
- Your TLC ID Badge
- Lunch / snack for yourself
- An understanding of dependents' names, ages and special needs
- A good attitude!



Appearance

Dress appropriately for the care assignment.

- Comfortable pants, nice sporty work-out pants or shorts that are mid-thigh or longer.
- Non-Slip shoes like; sneakers, loafers, or sandals (that completely strap to your foot with a solid sole).
- Avoid wearing anything scented, as you never know who may be allergic. Make sure you do not smell of **smoke** when you arrive.
- You can order a TLC t-shirt in our [store](#).
- If you have a piercing in a place where a dependent can reach, please cover or remove prior to going to the assignment.

Putting Your Best Foot Forward on a Shift!



Arrival

- **Arrive Early:** Please arrive 5-10 minutes earlier than the start time. Provide ID if requested.
- **Greeting:** Introduce yourself professionally with a smile. Break the ice and engage the dependant.
- **Ask for care, meals, sleep, activities instructions and tools:** What areas of the home will you be using, what would they like for you to serve for meals and snacks and if there is a naptime schedule or routine. Inquire about location of diapers, bottles, crafts, etc.
- Verify the client's phone number and any emergency numbers you may need.

Activities

This is the fun part! Give every family the best you have to offer by engaging every dependent with educational, enriching activities like:

- Telling stories and reading books
- Singing, dancing and music
- Puzzles, toys and board games
- Outdoor activities
- Art projects
- Baking or other kitchen fun

Follow parent instructions regarding screen time. Don't rely on the TV, tablets or video games. Make sure each client you go to gets to see just how amazing you are!

Your Responsibilities



Provide Safe, high quality, positive, attentive care with age appropriate activities

- **Client instructions:** Follow instructions regarding the care of the dependant.
- **Meals:** Prepare nutritious snacks and meals per instructed by the client.
- **Clean up:** areas of the home you are using after activities and meals.
- **Hygiene:** Change diapers at least every 2 hours and just before the client returns home.
- **Pets** are family members too! You may be asked to open a door to allow a pet to go outdoors.
- **Naptime:** Please check on the dependent frequently. If a monitor is provided, keep it with you and leave the volume on. This is a good time to:
 - Clean up from meals and activities.
 - Prepare for afternoon snack and activities.
 - Update your calendar with availability.
 - Place introductory call for future shifts.

How to Be a Great Caregiver



- Show up on time and with a positive attitude.
- Engage the kids or seniors in games, crafts, and fun activities.
- Get your charges outside for some fresh air.
- Be pleasant, patient and kind.
- Stay off your phone unless its job related or talking to TLC
- Limit screen time use as much as possible
- Don't leave charges unattended. Give them your undivided attention!
- Clean up after meals and playtime.



Safety and Discipline



Discipline:

Discuss rules and expectations with the parents. You may never yell or use physical punishment with a dependent in your care. Redirect, redirect, redirect! If this does not work, you may use time-out or take away the activity or item that is causing the frustration. If you have major problems with the dependent(s) you may contact the client, but please only do this as a last resort.

Keep Dependent Safe:

- Never leave a baby on a changing table.
- Don't allow strangers into the home.
- Caregiver may not receive visitors of their own.
- Keep sharp objects out of reach.
- Always place baby on back for sleep.
- Do not leave a toddler unattended.
- Follow parents instructions.

Nanny Cameras in Homes!



Most families have live streaming audio and video cameras in their home. Please assume every home TLC sends you to has the ability to see and hear what you are doing in their home throughout the day. Clients don't mind seeing you acting silly, crawling on the floor with their child, or hearing you sing off key. However, they don't want to see you on your phone, hear you yelling at their loved ones, or see their loved ones unattended or ignored.

When you are on a shift, act as though your supervisor is in the room with you at all times because in essence, they are!



End of the Shift



When clients return home, they should find a calm, organized, tidy environment.

- Give the client a minute to take their coat off, put down their belongings and greet their loved one.
- Email your client a completed [Daily Activity Log](#) (you can prepare this before they arrive if able).
- If the dependent got injured on your watch, tell the client about it and have them sign a TLC [accident report](#).
- **Always** have the client sign your digital [time card](#). Password: **tlctime**
- If it's a PVT shift, make sure you get paid
- If it's a GRP shift, make sure to ask how and when you should expect payment.
- Thank the client for the opportunity to work with their loved one and let them know you'd like to come back. They can always request you through TLC.

What You'll Earn



Pay Rates

Please note that all of our jobs will pay a four-hour minimum.

Number of dependents	1-2	3	4	5
\$ per hour	Base pay	Base pay + \$1/hr	Base pay + \$2/hr	Base pay + \$3/hr

Private Pay Newborn Care providers work as self employed and typically make between \$16-\$26 p/h

When and How TLC Payroll Works



Payroll: TLC payroll is processed every week for the preceding Sunday through Saturday. You will be paid by direct deposit into your bank account. Frank Crum is the service that processes TLC's payroll. We will provide you with instructions explaining how to create an account on the [Frank Crum](#) website where you will be able to access all of your payroll information, including the payroll calendar, your pay stubs and your W-2. TLC will pay half of your FICA/SS and will withhold your income tax.

The screenshot shows two screens from the my FrankCrum mobile app. The top screen is a login page with the following text: "my FrankCrum™", "Easy, instant online access to HR information for employers and employees.", "Good Afternoon!", "USERNAME", a text input field, "PASSWORD", another text input field, and a green "Log In" button. The bottom screen is an "Employee Snapshot" for Stephanie, dated October 15th 2020. It features a blue circular icon with a hand holding money, the text "Hi, Stephanie!", "Here's your Employee Snapshot as of October 15th 2020", "Latest Paycheck (Net Pay):", a table with "PAYCHECK HISTORY" and "NET PAY" columns, a list of dates (09/25/2020, 09/11/2020, 08/28/2020, 08/14/2020), a "View Details" link, and a green circular icon with a sun and umbrella.

PAYCHECK HISTORY	NET PAY
09/25/2020	
09/11/2020	
08/28/2020	
08/14/2020	

Time Tracking

Electronic Timecards: you will find the TLC timecard on tlcforkids.com/timelog/ and enter your name, date of care, client name, and your start and end times.

Please enter times in 15 minute increments only!

(i.e 9:00, 9:15, 9:30, 9:45)

You also have the option to enter notes or remarks about the assignment.

Finally, have the client sign the bottom. Without a signed electronic timecard, we will **only** be able to pay for the requested time, not any extra worked time, so it's very important you submit a timecard for EVERY corporate assignment.

The screenshot shows a mobile app interface for time tracking. At the top, the status bar displays 'Sprint', signal strength, Wi-Fi, time '1:25 PM', and battery '83%'. The app header shows 'tlcforkids.com — Private'. The form is divided into several sections:

- Caregiver Name ***: Two input fields for 'First Name' (Jane) and 'Last Name' (Doe).
- Caregiver Email Address (for confirmations of time submission) (optional)**: A text input field containing 'janedoe@gmail.com'.
- Date of Care ***: Three dropdown menus for month (01), day (27), and year (2022).
- Client Family Name ***: A text input field containing 'Mary Washington'.
- Number of Dependents ***: A text input field containing '1'.
- Start Time ***: Time selection dropdowns for 10:30 AM. Below the dropdowns is the instruction: 'Please use 15 minute increments only for the minutes: (i.e. 00,15,30, or 45)'. A '[clear]' link is visible to the right.
- End Time ***: Time selection dropdowns for 04:15 PM. Below the dropdowns is the instruction: 'Please use 15 minute increments only for the minutes: (i.e. 00,15,30, or 45)'. A '[clear]' link is visible to the right.
- Job Notes**: A large text area for entering notes.
- CLIENT Signature ***: A signature line with a horizontal line and a '[clear]' link to the right.

At the bottom of the form, there are two buttons: 'Save and Resume Later' (grey) and 'Submit Time Report' (dark blue). The footer of the app shows 'Powered by Formstack'.

Frequently Asked Questions



Am I allowed to administer medication?

If you are on a **private pay assignment (PVT)** and you have written permission (client signed waiver), you may **administer medication**. On any **Corporate (CORP)** assignments **you may not** administer medication, you are only permitted to offer a reminder to take their medicine. *The only exception to this rule is for life-saving measures like administering an Epi-pen or guiding an inhaler or oxygen mask if the dependent is in distress.*

What do I tell a family who asks me to drive their loved one?

If you are on a **private pay assignment (PVT)** and you have written permission (client signed waiver), you may **transport the dependent(s)**. On any **Corporate (CORP)** assignments **you may not ever** drive the dependent(s) **under any circumstances**. If on a **(CORP)** assignment the client is insisting you drive, remind them that under corporate policy, and TLC policy, you are not permitted to drive dependent(s) anywhere in any vehicle. If they need their loved one transported somewhere, you can accompany them but not as the driver. They need to make alternative transportation arrangements.

What do I tell a client who wants me to take their kids swimming?

You may **never** take a dependent swimming, per TLC Policy.

The family asked me to come early, stay late or change the date?

It's ok for you to respond to the family, but if it is a **(CORP)** assignment, they need to contact their provider (Bright Horizons, Life Care, Care.com, etc.) to confirm the change. You should also text TLC to give us a head's up that the shift may be changing and confirm you are ok with the changes requested.

Loyalty & Honesty



At TLC Family Care, we depend on the honesty and integrity of our Caregivers.

Clients may try to solicit your services without using the agency. It is up to you to let them know that you work for TLC and they must work through the agency.

If a family contacts you directly for new care dates, it's ok to respond to the client if you are available on the dates they request. However, you must remind them that their request needs to be made with their provider or TLC before you will be confirmed on the assignment. The client and you have both signed a contract that states you will not schedule shifts outside of the agency. If it is discovered that you are working for clients that we have introduced you to without going through the agency, it is grounds for immediate termination and you may be subject to a fine.

If you are loyal to us we will always be there for you when you are in need of work.

Timecard Integrity: When using the TLC electronic time-logging system (EZlog), it is **only permissible to make an entry while still at the client's home.** This is because the client's signature is REQUIRED for the time card to be valid.. You may NEVER sign yourself in place of the client! That action constitutes legal fraud and also may affect our ability to bill, collect and pay you for your time. Time entries must always be submitted at the end of the assignment when you are being released. It is **not permissible** to submit a time entry in advance of an assignment's end, nor is it permissible to submit batches of time entries at a later date. If you have any problem with collecting a guardian's signature, please call TLC.

Contact Us With Any Questions



We are so happy you have joined the TLC family! If you need anything, please feel free to call or email us.

tlc@tlcforkids.com • 314-725-5660

Our HR department can help answer any questions regarding

- Payroll
- Direct Deposit Changes
- Any change to your employment status with TLC
- Change of phone number or address
- Any other personnel questions



Final Steps



Complete TLC documents including caregiver agreement, authorization and consent, and personal profile.

Review our backup care training and safety materials and take our quiz.

Review and upload your secure documents and your payroll documents.

Sign the TLC employee handbook and review our safety policies.

CPR

TLC requires all employees to be certified in Adult, Child, Infant CPR and First Aid. If your certification is not current please sign up for a class ASAP. Online classes can be found at [redcross.com](https://www.redcross.com) The red Button below will direct you to the appropriate course, which **MUST include babies.**

\$35.00

SIGN ME UP



American Red Cross
Training Services

Training + Certification

Supplies & Products

Adult, Child and Baby First Aid/CPR/AED Online

Class ID a6R0V0000015EUt ★★★★★ 4.6 | 1083 Reviews

Completion of Orientation Information

By affixing my electronic signature here, I affirm that I have reviewed the TLC Orientation Information presentation in detail, that I fully understand its contents and that I will comply with all information, instructions and protocols contained therein whenever I am representing TLC Family Care on an assignment.