

Au Pair Handbook

Levi and Jude's Operating Manual
and
The Conklin Household Handbook



Dear Au Pair,

Welcome! We are very excited about your time with us. To help make our time together go smoothly, we all need to do what we can to ensure open communication, consideration, and cooperation. Please feel free to talk to us at any time if you have any questions or concerns. If there is anything you do not understand, just ask us. We are reasonable people and want our time together to be a success. We also want you to have a great au pair experience in the U.S..

On your arrival, there will be a gift basket of toiletries and other goodies waiting for you. You will have time to shop for personal items if necessary during the first few days you arrive. You can also anticipate doing some driving with Jamie and Jenn during the first week you arrive. Jenn shops weekly at the grocery store. If there is something that you would like Jenn to purchase for you please let her know (ex: pineapple, almond milk, pasta, etc.).

Like any new situation, the first few weeks will probably be the most challenging. Once we settle into a routine and you become familiar with our family and our home, it will get easier. If you are having difficulty with anything, we hope that you feel that you can talk to us.

We hope that you find your room comfortable. With every new Au Pair we replace the towels, clean the room and address anything that needs repair. Please let us know if something is not working properly (such as the tub not draining). We like to keep things in good working order for our au pair as well as maintain our home and property. We ask our au pairs to please treat our property with respect and care. Thank you in advance!

On the next pages, you will see some information that we have put together in a "household handbook". We have tried to include as much information as we could think of, but please let us know if you have questions about anything. We realize there is a lot of information in the beginning and hope this serves as a reference tool. Do not read this as RULES, but as insight to our family and home. We have learned a thing or two over the years of hosting au pairs. We respect that each au pair is an individual. We also understand that it is a lot easier to have a few "rules" in the beginning rather than enforce new rules later. We respect our au pair as an adult and hope that our au pair will respect our young family and home. We also feel that communication and honesty are important to a successful year with our family.

Once again, welcome! We are looking forward to a wonderful year!!

Love,

Jamie, Jenn, Levi, and Jude

Basic Information

Address:

Jamie Contact:

Jenn Contact:

Alternative Emergency Contacts:

Police 434-970-3280 (for non-emergencies)

Emergency Medical 911

Fire 911

Poison Control 1-800-222-1222

UVA Primary Care 434-924-5348 (Aetna Student Health-your medical provider)

Local Childcare Consultant:

Responsibilities

To provide care for Levi and Jude approximately 40 hours a week while Jenn is at work or taking care of household related tasks. Other shorter periods of time might be needed, but not to exceed 45 hours per week (department of state rule). When boys are not in school due to school breaks or mild illness, childcare could be 45 hours that week. Child care includes: preparing and cleaning up after children's meals and snacks, assisting Jude with hygiene, helping children pick up their toys and books, assisting with the children's laundry, providing safe transportation, participating in various activities with the children, and disciplining the children when necessary. "On-duty" includes the time when children are napping. Therefore, just like any other job, we expect you to be awake when you are "on-duty." You will be responsible for listening/watching the baby monitor when Jude is napping. The boys' bedroom is two floors above your bedroom. Therefore, it is necessary that you carry the baby monitor to your room/ground level of the home while Jude is napping (if you choose to go downstairs). If you are ill or unable to care for children while "on-duty", please contact Jenn or Jamie right away. Jenn is the primary contact. Please let us know as soon as possible if you're unable to work due to illness.

Our au pair has at minimum 1.5 hours daily during naptime that she is not actively caring for Jude, but still ON DUTY. This means that during this time it's reasonable for our au pair to watch tv, Skype, etc., but after all childcare responsibilities are completed. Such tasks might include: cleaning up after lunch and folding boys laundry if needed. Our Au Pair must remain in our home during naptime as she is still responsible for the well being and safety of our child/children.

It is also our expectation that our au pair does NOT attend to personal errands while ON DUTY. Please use your OFF DUTY time (weekends, evenings, and mornings when Jude is in school to attend to personal errands). We respect our au pair's off duty hours and therefore, would like our au pair to respect her work hours. Thank you in advance.

It is important to us that our au pair is ready to work. Like any job, we expect that our au pair begins work dressed and ready to start the day.

You are responsible for keeping your room clean. How tidy you choose to keep your room is your decision, but we ask that you respect our property within the room and treat it with care (specifically the furniture, carpet, walls, etc. as it is not cheap to repair or replace). We would like to keep the shared living space on the ground level tidy. In general, do not leave food and dirty dishes out. Unwanted pests will find them. We prefer food to be kept in the kitchen, especially with the boys. Jaimie, our house cleaner, will clean our entire home every other Friday morning (twice a month). This includes the "au pair" bathroom and bedroom. We only ask that she dust and vacuum the au pair bedroom. You will be responsible for washing bed linens etc. Jenn and Jamie will also routinely ensure properly functioning drains in the ground level bathroom, change HVAC filter in your bedroom, and inspect general areas on occasion.

When washing boys laundry or provided bed linens please separate by light and dark colors. This helps prevent any bleeding of colors during washing. The washer is set to a preferred setting, but you may switch for your personal use. Please do not overstuff the washer. I recommend drying everything on LOW heat.

You will have two weeks vacation time for the year. Most au pairs take their vacation days here and there, which is fine, but still equivalent to 10 weekdays and 4 weekend days of PAID vacation. We ask that you let us know at least 4 weeks in advance so that we can make other childcare arrangements. We generally try very hard to accommodate vacation requests, but do remember that vacation time must be mutually agreed upon.

The education requirement for au pairs is limited in our area due to cost. For example, it costs nearly \$3,000.00 for 3 credits at University of Virginia (au pairs must pay out of state tuition costs). American education is COSTLY. Go to school in Europe...be grateful. Therefore, we will help you find and enroll in courses to meet your education requirement at a reasonable cost. Just keep in mind that the education requirement might be just a check in the box. Sorry. I wish we had meaningful education options that were not costly. Some of our au pairs have taken "travel au pair courses" in the past. Some have written UVA professors directly to audit a selected course (ask me more about this as there is no guarantee). Time spent in class or on education does not count as work hours, nor does it count as vacation time. Classes must work around our schedule or be approved by us before registering. We want to ensure that we know in advance and agree to any impact education might have on childcare.

As much as possible, we would like you to accompany our family on vacation. It is a great help for us to have an extra set of hands when traveling. Any trip you take with the family will not "count" as part of your paid vacation days. During most vacations you are never alone with the children or solely responsible for the children. We just ask our au pair to pitch in as a family member while on family vacations. In the past, our au pairs have found our family vacations an opportunity to see more of the US and spend time with the family while enjoying the beach, theme parks, various activities, exploring new places, etc. When you travel with our family all costs are paid by us (food, lodging, activities, etc.).

Schedule

The children's schedule is fairly consistent. We encourage you to actively use our family Google calendar to stay organized. Generally, Levi attends school from 7:10-2:35pm Monday through Friday and Jude attends school from 9-12noon Monday through Friday. The critical thing for Jude is ensuring he gets a 1.5 hour midday nap. Jude might grow out of this nap in the next year or so, as most children outgrow their nap around 4-5 years of age. Jude usually begins his nap around 1pm. Levi doesn't take a nap anymore, but he's expected to participate in a quiet activity such as reading, crafting, or an educational activity (when not at school). Levi will get off the bus in front of our home at 2:35pm. We will be responsible for the children's routine after 6pm.

It's important that you pick up Jude from preschool on time (12noon). The preschool charges \$25 for late pickup. More importantly, Jude might feel like you left him.

Sample Schedule

6:40am	Boys eat breakfast
7:00am	Boys get dressed and brush teeth
7:10am	Levi gets on bus
7:30am	Au Pair begins work
8:40am	Au Pair takes Jude to Preschool
12noon-1pm	Au Pair picks Jude up from Preschool Lunch
1pm	Jude takes nap
2:30pm	Jude wakes/Levi gets off bus (Au Pair ensures Levi gets off bus)
3:00pm	Boys eat snack/Levi completes any homework, Au Pair engages boys in activity
5:30pm	Jenn returns from work/prepares family dinner
6pm	Au Pair off duty/Family Dinner
7pm	Jenn/Jamie get boys ready for bed
7:30/8pm	Levi and Jude in bed
9:30/10pm	Jenn and Jamie in bed

We will pay your weekly stipend every Friday. Your work week will begin on Friday and end on Thursday (based on your arrival).

Sleep

In general, we keep the children's rooms dark and quiet. It is important to be attentive to Jude when he's asleep as he will sometimes wake and leave the room without making noise. Check the monitor often and keep the volume turned up. Generally, we do not allow Jude to sleep more than 1.5 hours at nap time. We do need him to go to bed for the night at 8pm.

Activities

Please refer to our Google Calendar for scheduled activities. We cover the cost for all children's activities. Currently, the boys are taking private swim lessons and an exploration of music class during the week (afternoons).

During the school year, Carver Recreation Center hosts an open gym playgroup for children 0-5 years of age on Mondays, Thursdays, and Fridays from 10-12noon. Cost is \$3 each child.

Bounce n Play and Create, ACAC facilities, Charlottesville City Parks and Pools, Jefferson Madison Libraries, Discovery Museum, Monticello Trail, IX Park, Little Planets Playspace, Putt Putt, AMF Bowling, etc.

We ask that you do not travel outside the general Charlottesville area with our children. To be more specific, if it takes MORE than 30 minutes to drive to a destination with our children, please do not go there with our children.

There are many outdoor parks and recreational activities available in Charlottesville.

During summer months, we frequent the Fry Spring Beach Club (pool/club), ACAC Adventure Central, and local splash parks to beat the heat. Sometimes the boys enjoy playing in the creek behind our home or going to lake beaches in the area.

You could spend a whole afternoon on the downtown mall just going to McGuffey Park and later the Discovery Museum or check out Dominion Books. You could even take the city bus. It departs for downtown every hour on the :00 from the bottom of our street.

There are also several libraries in our city...all belong to Jefferson-Madison Regional Library system. Both Levi and Jude have library cards. If you borrow books from the library, please make sure to return them to the library by its due date. Otherwise, fines will occur.

Our neighbors have children around Levi and Jude's ages. It is not your responsibility to babysit their children (Dept. of State guideline). During a play date, an adult should be present. We welcome play dates with other Au Pairs and their appropriately aged host children as well. You should never be responsible for children other than your host children. You will hear that some au pairs will "babysit" for other host families or people in general, but this is against Dept. of State guidelines and frankly, we do not want to be responsible if something were to occur while you were "babysitting" for someone else. We also feel that it's important for our au pairs to feel refreshed after working Monday through Friday. Enjoy your time off!

Discipline

Levi and Jude need to understand that they must listen to you and respect you. Please tell us if there are behavior problems that you need us to help you address with Levi and Jude.

We believe that a firm, but loving approach is the best way to go. Consistency is probably the most important aspect. We use the 1-2-3 Magic approach to discipline. The text is available for you to read. Essentially, they have 2 chances to redirect their behavior. The "3" results in time out. Time outs are usually as long as the child is old.

Do not be afraid or worried about disciplining the children in front of us. We will support you.

As parents, we have learned that disciplining children is more about our own self-discipline. We need to model the behavior that we want our children to exhibit. We feel the same is true for our au pair.

Allergies

Levi is allergic to amoxicillin, an antibiotic medication. Jude has no known allergies. Both children do have sensitive skin. We use a dye and fragrance free laundry detergent. Most importantly, only use provided lotions and creams on children's skin. Some lotions (such as sunscreen) have caused bright red burns to Levi's skin in the past. Please only use the zinc oxide based sun block provided. Due to their fair skin, we also have children wear baseball hats in the sun. Jude has also been known to develop a rash after use of certain lotions.

Health and Safety

We have a home security system. We will need to help you install this app on your smart phone when you arrive. You do not need a key to our home as we have keypad locks. We DO NOT have cameras in our home outside of the baby monitor camera in Jude and Levi's room (which does not record).

A fire extinguisher is located in the coat closet in the kitchen.

A second fire extinguisher is located to the right of the sink on the ground level.

In the event of a fire, get children and yourself out of the house and dial 911 from your cell phone.

In a medical emergency, call 911. Medical emergencies include true choking (inability to move air), difficulty breathing, change of consciousness, vomiting or lack of consciousness following a head injury. Please contact Jenn anytime if there is a medical concern.

The First Aid kit and related supplies are located in the closet on the second floor (between bedrooms). Do not give children any medication unless directed by Jenn or Jamie. If you feel that you need medication for yourself let us know. Jenn is a Registered Nurse and can assist you in your decision of what medication to take for your symptoms. Some European medications cannot be obtained here without a prescription from your doctor.

If you need to make a doctor's appointment, I recommend UVA's Primary Health Center's family medicine clinic: 434-924-5348. Be expected to pay your copay at the

time of service (\$35) and bring your Aetna student health (ERIKA) card. You can be reimbursed for the cost of prescribed medication, so keep the receipts.

For prescription reimbursement claim:

<http://www.erikainsurance.com/servicecentre>

We encourage you to enter our contacts and emergency numbers into your cell phone.

Do not tell anyone the code to the house. This is for everyone's safety.

Do not leave children unattended in the car (unattended children in the car will result in an arrest). Children must be securely belted into car seats at all times when in the car.

Do not allow children near the stove while it is in use. Refrain from drinking hot beverages in close proximity to children. Please do not drink or eat in the playroom.

House "Rules"

Curfew

In general, we would like you home by 11pm on the nights prior to working. This allows you time to get adequate rest before caring for our children. We follow the agency's recommendation of 8 hours of sleep before working the next day or 11pm curfew. Our expectation is 11pm, as sometimes we might need you to start work earlier than 7:30am (when Jamie is traveling and Jenn needs to leave for work by 740am). You will have adequate time off during the week and most weekends. There is no curfew on weekends or nights that you are not expected to work the next day. However, we do ask that you maintain a general respect for us after hours. Please do not bring visitors into our home without our knowledge. This is for your safety and our safety. The boys wake EVERY morning at 6am and Jude has us awake at times overnight. Therefore, our sleep is very important to us. If you need to contact us between the hours of 10pm and 6am, please text our phones. If you need to contact us urgently, then please call our phones.

Visitors

Adult friends of ours and their children or Au Pairs and their host children are welcome in our home while you're caring for our children (age appropriate).

Guests are welcome in our home when you are off duty. Please let us know when someone is in our home. Please discuss with us in advance if you would like to have an overnight guest.

Please do not bring any visitor that is heavily intoxicated (obviously drunk) or under the influence of drugs into our home. THANK YOU.

You are responsible for your guest's behavior in our home.

Please do not bring someone into our home that you just met (at the bar, online, etc.). I highly discourage online dating while in the US...for everyone's safety.

Do not share the key code with anyone.

Appearance

Please be mindful of what you are wearing while providing childcare. I would avoid clothes that might be inappropriate to wear amongst young boys. I would also avoid wearing finer clothes while caring for the boys (clothes or shoes you do not want to get dirty). You will probably want to keep your fingernails on the shorter side of things.

Phone/Internet

We will provide you with a local cell phone and service. Alternatively, we could provide you with an American SIM card for your phone and pay for monthly service. The plan includes unlimited talk and text in the US as well as unlimited international text. The plan does NOT include international TALK. It does include 5G of data monthly. Our au pair is responsible for overages (international call or additional data use). Primarily, we anticipate this phone to be used to get in touch with us and for emergencies. Keep this phone on you when you leave the house. Be sure to keep it charged. We do NOT have a home phone. If you were to lose or damage your phone, please notify us as soon as possible. We do not want you to be without a phone. We cannot replace an iphone, therefore I encourage you to not allow our children to use your phone. It is VERY important to us that you have a way to contact us, which is why we pay for cell service and/or provide our au pair with a phone.

We have high speed cable internet. You can connect via a wireless device. Using wifi and not cell service while at home will save your data use. Also be sure to use wifi when skypeing, facetime, etc. If you want to minimize your data use (although 5G is a lot), use wifi when possible.

Please minimize your phone use (such as whatsapp, facebook, instagram, etc.) when actively caring for our boys. Thank you!

Our au pair may post photos of our family on a blog, facebook, etc.. Please do not post our names, address, or other identifying information on the internet. Thank you.

Car

You will be sharing the family's two cars. When you first arrive, Jamie and Jenn will determine your driving ability and adjust use of our cars as we feel comfortable. We realize that our vehicles are larger than those in Europe. We also realize that the road rules are slightly different in the US than in Europe. Furthermore, you are driving unfamiliar roads. We want to ensure your safety, our children's safety, and the safety of our vehicles.

Generally speaking, you are not to drive the cars outside the Charlottesville area without prior approval. Please coordinate with us (ask us) before using our car on your off duty time, as we SHARE the vehicles. The insurance information is located in the glove department of the car. While you are driving, please do not talk or text

on the cell phone. This behavior is largely responsible for car accidents in the U.S.. Because we will be sharing a car, please adjust your mirrors and seat prior to driving. Be sure to lock your car doors when leaving the car. Do not leave anything of value in the car (in plain view), someone will inevitably break into the car and steal it. Please do not leave car parked overnight in an unsecure place. Again, if you are to use our car overnight, please coordinate with us. You are responsible for any traffic violation (speeding ticket, parking ticket, tow, etc.) while using our cars whether "on" or "off" duty. When you are "off-duty" you are responsible for any accident or other damage to the car (up to \$500). Our deductible is \$500 and to replace most any car part on either car will exceed the deductible (expect to pay \$500). We will be responsible for general car maintenance and payment of gas within the general Charlottesville area. If you happen to need gas, just keep the receipt and we will reimburse you. The Honda Odyssey uses regular gasoline. The BMW x3 uses premium gasoline. You will be responsible for gas use outside the Charlottesville area (example: you take the car to Williamsburg with approval).

You are responsible for your guests in our car (no smoking, please call your intoxicated friend a cab rather than attempt to drive them home in our family vehicle). This may be obvious, but do not drive after drinking alcohol. I recommend using Uber. Uber is generally cheaper than a cab and able to pick up in the area in a moments notice.

Please do not allow anyone else to drive our vehicles (friend, other au pair, etc.).

Please do not transport other children in our vehicles.

Police, often in unmarked vehicles, frequently patrol the roadways in the U.S. They use radar to identify vehicles that are speeding. We encourage our au pairs to be mindful of the speed limits. In the state of Virginia, speeding in the excess of 20mph or over 80mph results in a misdemeanor. This is the same level of offense as driving under the influence, which means possible driver's license revocation, court costs (lawyer, etc), driving course, and fines. We obviously need our au pair to drive and drive on a valid license. This happens to at least one au pair in our community every year, which is why I mention it here. Just wanted our au pair to be aware. I also recommend reading the Virginia Driver's Manual. You will need to pass the Virginia Driver's test within your first six months here.

Bus

The city bus goes in two directions from our house. You get on and off at the bottom of our street.

At every hour on the :00 it goes to downtown

At every hour on the :35 it goes to UVA

*We also have a bicycle that our au pair can use any time. We do not want our au pair to use the Chariot trailer to pull the kids on her bicycle. I doubt our au pair would want to pull the 80+lbs anyways, but thought we would include this here.

Gym Membership

We have a family membership at ACAC gyms. There is childcare available at “kidzone” while you use the facilities, but it is NOT our expectation that our au pair use ACAC childcare while she is ON DUTY. We welcome our au pair to use the facilities with our boys (pools, classes, etc.) or during her off duty time. The downtown gym location has a rooftop pool that many au pairs enjoy.

Alcohol, Drug Use, and other Visa Violations

I’m sure this is well understood, but there is no drug use. In addition, please do not smoke in our home, on our property, or in our car. The legal drinking age in the U.S. is 21. Please make responsible decisions when consuming alcohol. Do not drive after consuming alcohol. In this case, your driver’s license is most certainly suspended. This not only affects you, but our family as well. Please make responsible decisions. In addition, we do not want guests in our home that are obviously intoxicated. You are responsible for your guests and their behavior. In general, be respectful of our home and young family.

Previous au pairs have found it helpful to list foods that the boys enjoy.

- Chicken nuggets
- Fish sticks
- Hamburgers
- Most mild sausage
- Chicken and apple meatballs (Jude)
- Grilled cheese
- Macaroni and cheese (Levi)
- Ham and cheese sandwich
- Peanut butter and jelly sandwich
- Hummus
- Carrots
- Crackers
- Pirate booty
- Kind bars
- Lara bars
- Fruit (apples, pears, pineapple, watermelon, strawberries, etc.)
- Dried fruit such as raisins, cranberries, etc.
- Kefir
- Yogurt
- Milk
- Oatmeal
- Cereal
- Most breads

- Tacos
- Spaghetti
- Cheese (especially cheddar)
- French fries or potato wedges
- Any nut butter
- Scrambled eggs (Levi)
- Corn (Levi)
- Kale fruit smoothies
- Peanuts
- Pecans
- Popcorn
- Black beans, white beans (Levi)
- Trailmix of various kinds
- Cured meats (pepperoni, salami)
- Pretzels
- Pizza
- Baked, pan fried, or grilled chicken
- Steak
- Pulled pork barbeque
- Pasta of nearly any variety (Levi)
- Salad with ceasar dressing
- Celery with peanut butter
- Bodos Bagels