



# Code Of Conduct

## Prior to the booking:

- Once you have let us know you are interested in accepting a booking you will receive an email containing the details of the booking. This information can also be found on your SafeCircle Sitter profile page under Current Bookings. Please take the time to read through the information about the member family and children.
- Check and plan your route to the booking to ensure you arrive on time, and can find somewhere to park.
- Call the member family 2 hours prior to the booking to introduce yourself and confirm booking details including start time, address and parking information.
- For your regular member families a text message confirmation is sufficient however for member families you have not met before we require you to call and speak with them.
- If you are unable to make contact with the member family, leave a voicemail message asking them to return your call or send them a text message.
- Some of our member families live in areas of poor signal and find it difficult to receive calls so ensure that you arrive at the booking on time regardless of a successful contact. Unless the member family contacts you to cancel always attend the booking, if they then cancel the cancellations policy will come into effect.
- If for any reason you are unable to make the start of your booking on time or you get held up in traffic, please contact the member family and update them on your situation. Our member families understand that things come up at last minute but they will appreciate you contacting them and increase your chance of maintaining positive feedback.
- If you are a smoker you must ensure that you do not attend your booking smelling of smoke either on your clothing or breath, as this is a quality which member families understandably report negatively on.
- All babysitters are expected to adopt an appropriate dress code – ie no short skirts or tops revealing excessive cleavage or mid-drift, as this can offend some customers.

- Prior to leaving for a booking ensure that your mobile phone is fully charged and has adequate credit to contact the member family should there be any issues during your booking.

### During the booking:

- Ensure that you arrive on time for your booking (5 minutes early for new member family bookings).
- Make a good impression straight away with a smile and introduce yourself to the member family. Ensure you present your ID before entering the family home to demonstrate your professionalism.
- Once inside the house greet the children by name (this will be detailed on your booking information email/profile page) and begin to interact with the children straight away. This will put the member family at ease in your presence and make the parents feel confident in your ability to safely care for their children.
- Prior to the parents leaving ensure you have obtained all relevant information about the children including; bedtime routine, any medications they have been given, what time to expect the parents back and contact details for them in an emergency.
- If the parents appear anxious about leaving the children or a child has been unwell offer to send them a text once they have settled into bed to reassure them.
- If the parents have changed their minds about the time and they wish to return either earlier or later, this will need to be agreed by yourself prior to them leaving. Our member families are aware of our 3 hour booking policy and will pay you for a minimum of 3 hours. Some of our member family have such a good time out knowing their children are safely cared for that they wish to stay out longer than they had booked you for and may text or call you to request you stay longer. If you are in agreement with the additional hours ensure they are aware that this will result in additional charge at the hourly rate and ask them to amend the times of the booking before pressing “End and Pay” on their account.
- Ensure your mobile phone is kept switched on throughout the booking.
- Sitters are expected to actively engage with the children in their care whilst they are awake therefore are not permitted to watch TV of your choice until they have settled down for the evening.

- Ensure you complete regular checks on the children throughout the booking especially young babies and children who have recently been ill.
- Position yourself in the house where you are able to hear the children should they call out to you.
- You must not leave the home at any point during the booking for any reason leaving the children alone.
- You will be required to complete all basic care tasks for the children during the booking including feeds, nappy changes and supporting older children with their toileting needs if required.
- You must not administer any medications for children unless provided with written instructions on such from the parents (use our [Medication Administration Form](#)). If a child becomes ill during the booking you must contact the parents and check what they wish you to do in respect of their child's illness.
- Sitters are expected to follow the discipline techniques used by member families however Sitters must NOT use physical chastisement on any children even if directed by the member family nor must sitters remove food as a punishment.
- Many of our member families will invite you to make yourself tea or coffee and leave you biscuits or snacks to eat during the booking however unless invited to do so you must not help yourself to the contents of the fridge or cupboards. You are expected to provide your own refreshments and meal if your booking covers times when you would normal eat. Our member families are aware that sitters may require the use of their facilities to prepare food and drink however you must clean up after yourself, washing up all used items and cleaning any spillages.
- Sitters are not permitted to use the house phone to make personal calls. Member family phones should only be used in the case of an emergency.
- Sitters are not permitted to use the member families electronic devices including; computer, laptops or tablets without the consent of the parents.

- Sitters are not permitted to smoke at any time during the booking. This includes e-cigarettes.
- Sitters are not permitted to drink alcohol (even if this is offered by the parents) or use any illicit substances during the booking.
- Sitters are encouraged to only enter rooms of the house which are required as member families feel uncomfortable when they discover sitters have entered rooms without due cause to simply have a look around. Remember you are there to provide quality care for the children not so you can look around their property.
- Should an accident or serious incident occur during the booking, parents must be contacted and informed and an email sent to head office to advise them of such. If you require assistance at the time you can call the duty phone on 0203 811 0445.

#### At the end of the booking:

- Update the parents upon their return as to how the booking went and if there were any issues with the children.
- Ensure that you have cleared up after yourself and the children before leaving the property.
- Remind the parents to amend if needed and then “End and Pay” the booking online and we will have your payment transferred directly to your registered account. Sitters are not permitted to adjust their hourly rates from those recommended on the SafeCircle [Pricing](#) page.
- Encourage the member family to leave you feedback and add you to their My Sitter list if they wish.
- Thank the family for booking through SafeCircle and say your goodbyes with a smile.

**Additional point:**

Sitters are not permitted to solicit or arrange any babysitting jobs with member families outside of the formal booking process via our online system. Any breach of this will result in the termination of the babysitters registration.