

## Crunch Care

**YOUR GUIDE TO  
FINDING THE RIGHT  
ANSWERS FROM OUR  
TEAM**



**NANNIES  
NIGHT NANNIES  
BABYSITTERS**



**PERSONAL  
ASSISTANTS  
HOUSEKEEPERS**



**CAREGIVERS  
COMPANION CARE  
BACK-UP CARE**



# QUESTIONS?

## When do I pay employment taxes and when does Crunch Care?

### **We offer two types of work!**

**Private Clients-**When you work for a private client you are working as an independent contractor or are the employee of the family. You are responsible for paying your own employment taxes and you must keep track of that and consult with your own CPA or tax specialist for advice. This can be for either a short term temporary position or a long term placement.

**Corporate Clients-**When you work as a “back up care” provider we pay you directly and are an actual employee of Crunch Care. You fill out all typical employment paperwork and are explained in detail by our team what the process will both verbally, by email, and with supporting documents. The you are our employee we handle all regulated processes as any other employer and your taxes

## For back up care work where Crunch Care is the employer, who can I call for payroll questions?

Contact [sandiego@crunchcare.com](mailto:sandiego@crunchcare.com) for all payroll related questions or call our office at 877-553-4231. Our office staff (NOT OUR ON CALL STAFF) can help get your questions answered.

## Who can I call when I have an issue on the job when it is back up care or a private client case?

For any urgent issue whether for a private client or back up care client, always contact 877-553-4231, ext. 1 and leave a message if you get a voicemail. For anything that is not pressing you can email [oncall@crunchcare.com](mailto:oncall@crunchcare.com) and our team will relay the questions to the appropriate person.

## How do I know the difference between a back up care job and a private client job?

We send a booking confirmation email for a private client job and you can always ask the team member who is scheduling you! When you accept a back up care job you will receive an official

## How can I get started?

The first step in the process is filling out our Client and Billing Information Form located under the Locations section of our site. Before being charged for any services someone from our office will call you to consult on the right solution for you!

## What do I do if my hours are different than on my authorization form?

Simply have the client sign your authorization form on site or document the case number, the shift, the client name, and have the client family sign the paper. Please email it to [admin@crunchcare.com](mailto:admin@crunchcare.com).

## Who can I speak to if I want to give feedback or am confused, or simply need advice on a long term placement?

We always want you to feel like you have the most information possible. Call our office at 877-553-4231, ext. 1 to talk to our Client Relations Director during normal business hours of M-F 9am-5pm. Should the issue need to be escalated to Human Resources we are here for you. We can also be reached for issues at [sandiego@crunchcare.com](mailto:sandiego@crunchcare.com). We can act as a mediator between you and the client family you are placed on and if you need help on a case where we are actually your employer we are here to help.

*We act as an extension of your family.*

