

Crunch Care

EVERYTHING YOU
WANT TO KNOW
IN SUMMARY



**NANNIES
NIGHT NANNIES
BABYSITTERS**



**PERSONAL
ASSISTANTS
HOUSEKEEPERS**



**CAREGIVERS
COMPANION CARE
BACK-UP CARE**

QUESTIONS?

How do your services work?

We offer both long and short term solutions. We complete a consultation after you fill out our client forms to evaluate the best choices and solutions for your needs. We are unable to make an assessment of your needs until this step is complete.

Short term services consist hourly services where the Care Provider is our employee. We handle all payment to Care Providers, appropriate tax filings, insurance, and our fee is embedded in the hourly cost. Our standard rates begin at \$31 per hour.

For long term needs with a regular schedule 6 months or longer in scope we recommend conducting a **Long Term Search**. The major difference between the two services is that for a long term search you conduct interviews and select your own candidate since it is a long term commitment for both your family and the caregiver, and short term services are more of a “booking” service. We require more than 30 hours a week for a **Long Term Search**.

Please visit the [Covid Updates](#) page on our site for health and safety practices.

How do you screen your Care Providers and Nannies?

Our Nannies and providers are background checked at a local county level, national level (National Criminal File), Social Security Verified, 7 year address, Department of Motor Vehicles, OFAC, and Sexual Offender Registry checked. We follow all State and Federal requirements and regulations including the CA Trustline program. We run a Social Media Check on all candidates as well as the references of those candidates. Our candidates additionally are interviewed extensively, given a weighted Domestic Provider Certification test which they have to pass, and CPR First Aid Trained. We are experts at knowing the right skill set to match our employees and long term referrals properly with families. Cost of this service as a stand alone begins at \$150. Our Care Providers regardless of short or long term, are qualified the same way.

Short Term Service Questions

How much notice to I need to book a Nanny or Care Providers for Short Term service?

We can book any position that is short term within a 2 hour time frame if needed. For consistency regarding having the same Care Providers or Nanny scheduling in advance is always helpful! We try to book the same Care Provider repeatedly or build a small rotation for your family.

How can I quickly book a Short Term Care Provider or Nanny?

The most important step to get started is to fill out our Client Form which consists of information gathering, billing info, and our legal documents. This is all done online and is a 3 step process. Our team will then establish your account. You will not be charged for anything until we book a shift for you.

Access to our Client Forms to become a new client: <https://www.crunch-care.com/client-agreement/>

The quickest way to submit a request once you receive your welcome emails is to:

REQUEST BY USING THIS LINK: <https://www.crunch-care.com/existing-client-quick-request/>

REQUEST BY TEXT WITH DETAILS: 877-553-4231

REQUEST BY EMAIL TO: oncall@crunchcare.com

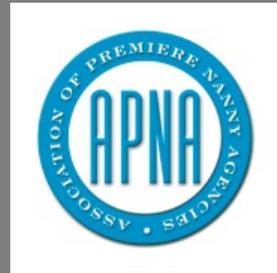
Our scheduling team is open the following hours:

Mon-Thurs 3:30am-11:00pm PST

Fri 3:30am-6pm PST

Sat 10am-5pm PST

Sun 1pm-9pm PST



What is process on a Short Term Booking?

1. Set up Client Account by filling out forms on our site.
2. Place your request care in to our team by any of the three options offered.
3. Our team will confirm request received shortly and ask any questions necessary.
4. You will receive a Booking Confirmation by email with the rate, dates, and Care Provider booked. This will also include a bio of the Care Provider coming out to work.
5. Our Care Provider will call you to introduce themselves as soon as possible and review any of your questions or needs. They will also do a health assessment upon booking during this call.
6. Our cancelation policy is anything canceled after 5pm the business day before will be charged for 4 hours of services. If you cancel prior to 5pm the business day before, there will be no additional charges.
7. For new clients we charge a deposit upon booking as we pay our team for their hours prior to your billing period. That deposit will be applied to your bill. See pricing and deposit schedule below for Short Term Services. Ongoing billing is processed Tuesdays after the work week. Any changes the schedule will need to be handed by our Scheduling team at oncall@crunchcare.com or by text at 877-553-4231.

What type of schedule can I use for Short Term Services? What are my options?

Short Term Services can be used for a date night, a regular part time schedule (even 1 day a week), a full time schedule, a school closure, a Nanny's vacation, or any other position that is sporadic or typically under 6 months. The reason we recommend it for positions 6 months in length or shorter is related to cost but technically it can be used for anything we can reasonably fill.

Do you provide overnight care services for families?

Yes, we provide services any time of day from an overnight to a vacation. Overtime and Double-Time rates do apply. We can split a weekend or overnight shift with two Care Providers to minimize overtime fees.

Long Term Search Service Questions

How should I pay my caregiver if I am paying them directly on a Long Term Placement?

We offer referrals to some of the best domestic payroll processing services in the country. Ask our team to provide you with that information any time. We additionally recommend consulting with your CPA or a Domestic Employment Attorney to give your family the best advice.

[HomeWork Solutions](#)

[Care.com Home Pay](#)

What is the process for a Long Term Search?

In general, we handle everything from soup to nuts for you. A typical Long Term Search can take 4-6 weeks with the first 2-3 weeks for interviewing and then a week or two for trial time before you actually extend an offer. We do an in depth consulting call or in person visit to get to know your family a little bit, and the specifics of the position. We handle all of your interview scheduling and feedback about your interviews. You will meet between four and six candidates approximately. If it takes meeting 10 candidates it does. We never rush our clients. Next we like to see you trial with your candidate (paid by you and we process and charge for a background check prior to trial, fee reimbursed if candidate hired). Our Placement Coordinators will be there to help you along with way, handling scheduling and related questions. To begin any long term search we charge a deposit ranging from \$250-1000 which is applied to the fee on the search. Fee schedule can be found below.

How can I get started for any of the Services?

Simply go to our website, click on Families, and find the link to our Client Form or click on the link below. It is a three step form completed online. The first page will collect basic info about your family, the next page will collect billing details (you will not be charged for anything until we book your temporary position or complete your consultation for a long term search), the last page of the client onboarding process will have you sign legal documents for all of our services. Although you may only be signing on for one service, we will have you sign our agreement for all services to avoid you having to go through our client process twice. We have found over the years that many clients use more than one service we offer.

[Click here to get started now!](#)

Pricing Summary

Short Term Care Rates-Inclusive of service fees, Provider's salary, employment and tax filings, workers compensation and other insurances, and processing fees.

Rates begin at \$34 and can go up to \$45 per hour. The average rate for a standard case is between 34-36 per hour.

All rates are subject to complexity and Overtime and Double-time applicable to State law requirements. Inclusive of Health Care Ordinance Fees related to San Francisco and other related cities.

Deposit breakdown (applicable for Short Term Services)

\$150 1+ day of service

\$250 3+ day of service

\$500 5+ day of service

Deposit applied to balance if refund required will process at time of billing.

Discount may apply with confirmed email based on volume of hours.

Overtime in CA begins after 8 hours a day and 40 hours a week. Overtime begins in NY after 40 hours in a week. See contact for more details. Rates generally range from \$31-44 per hour but there will be variances based on specifics of the case.

Long Term Search

\$250 non-refundable deposit applied to balance (\$1k for live-in or complex cases)

15% of annual salary based on a 52 week year

18% of annual salary for Live In, Special Needs, or Personal Assistant (more complex cases)- applies to all searches in San Francisco and Los Angeles

Replacement period of 6 months for searches over 30 hours a week

Minimum search fee of \$2500 with a minimum of 30 hours per week

Example:

Salary: \$23 per hour

Hours: 25 hours per week

$\$23 \times 25 = \575 per week

$\$575 \times 52$ weeks of the year = \$29,900 annual salary

$\$29,900 \times 15\% = \$4,485$ total fee (including deposit)

If your Provider or Educator does not work out for any reason we replace them without charging you again for 6 months but we do charge for background check costs. We have an extremely low replacement rate. We are definitely experts in the area of retention.

Newborn Night Care Options

1. Should you want a regular Night Nanny or Newborn Care Specialist for more than 30 hours a week for more than 8 weeks we can conduct this as a long term search. We charge 30% of the salary as our fee or a \$2500 minimum. Pay rates are typically between \$25-40 per hour depending on skill set. There is a \$250 deposit that is applied to the bill and a \$500 cancelation fee if your search gets canceled.
2. Utilize Crunch Care as the employer for a base rate of approximately \$40-44 per hour (rates can go up to \$65 per hour for a Newborn Care Specialist). Overtime rates apply in CA for after 8 hours of service and in NY after 40 hours of service. Overtime up to 12 hours is \$46-48 per hour. We handle all payroll related obligations, offer appropriate insurances for someone working in your home, and this is inclusive our our fees. This process is fully scheduled and managed by our internal team. There is not typically an interview process for this but a meet and greet prior to the birth of your child and you can switch Care Providers if needed. We have a set group of employees who specialize in this type of work for us on a regular basis with a strong newborn care skill set.