



Important Information Regarding COVID-19

On behalf of SittersWorld management, we are taking precaution and guidance regarding the new coronavirus, now known as COVID-19, first identified in late December 2019.

As you may be aware, COVID-19 is spread through close person-to-person contact.

TEMPORARY AND BACK UP CARE

As a result of ongoing health concerns regarding the virus, we are temporarily updating our temporary and back-up care policies as reflected below:

- Please notify us if you or any member of your household has recently traveled to a Level-3 country as listed at the [CDC website](#)
- Please notify us if you or any member of your household has any potential exposure risk

We also ask that you do not request care if:

- Your child is exhibiting symptoms including fever or cough.
- Someone in your home is exhibiting symptoms; or
- Someone in your home has been in close contact with a person who is showing signs of being sick.

In addition, we will not be accepting any care requests for events, weddings or large gatherings.

For clients who have already scheduled providers, we encourage you to plan for cancellations. Should a provider become ill or otherwise unable to work, we will not be able to staff the position with an alternate provider.

For clients needing temp care, we encourage you to consider other resources as well, given that we anticipate a decline in nannies accepting temp care requests.

PERMANENT SEARCHES

In the last 48 hours, we have begun receiving numerous cancellations for in-office interviews and client and nanny interviews. We have had several clients pause their nanny searches and several nannies pause their job searches due to health-related concerns.

As a result, we are taking the following action steps:

- Having all office employees work from home
- Conduct initial nanny screening interviews over video; all nannies screened through this method would still need to come into the office prior to being hired by a client, unless the client waves that requirement
- Encourage all clients and nannies to engage in phone or video interviews, rather than in-person interviews

Due to our system set up, our team can continue our recruiting, reference checking, interview scheduling, background checking, answering calls and more from a telecommuting set-up.

We will be reevaluating our plan, based on guidance from the health department, CDC and other resources regularly and will keep you updated as additional information becomes available.

Kind regards,

SittersWorld Team!