




Family Welcome Guide

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About Us

Welcome to The Impeccable Nanny Agency!

The Impeccable Nanny Agency was founded by Jane Thielen in 2020 as a boutique Nanny and Newborn Care Placement Agency that carefully matches qualified, dedicated care providers with families in New York City and the Tri-State area. We take the guesswork out of hiring professional in-home childcare!

Jane has been in the childcare industry for many years. She started out as a Nanny, which was followed by placing au pairs with host families in the United States. Now, as a mother and professional, Jane recruits professional candidates from across the East Coast.

Over the years, she has enjoyed working with families from diverse cultures, which has allowed her to gain a deep understanding of the varied needs of families and the ability to satisfy those needs with the perfect candidate. As a mother, Jane also understands the stresses and challenges of raising and caring for children, and she is able to bring that understanding to the placement process.

All my best,

Jane Thielen

President and Founder of
The Impeccable Nanny Agency



What Makes Us Impeccable

UNWAVERING DEDICATION TO EXCELLENCE

Our unwavering dedication to delivering exceptional service ensures our clients and candidates encounter a truly professional and comprehensive matchmaking experience.

APPRECIATION

We value the connections we make with potential clients and candidates, whether or not we engage in a professional relationship.

EMPOWERMENT AT THE CORE

Our mission is to empower parents to receive the support they need to excel and empower candidates to recognize their value and help them discover their ideal family match.

GROWTH AND DEVELOPMENT

We prioritize learning and improving ourselves and our business to continue providing the ideal solutions for our clients and candidates.



Our Services



WE GET TO KNOW YOU

No matter if you are seeking a part-time or full-time nanny, we spend time getting to know your family through our registration process and scheduled phone calls to ensure we understand your needs and family dynamics. We will discuss your weekly schedule, the job responsibilities, and the personal qualities you want to see in your nanny.

WE FIND YOUR IDEAL CANDIDATES

We have many established relationships with wonderful caregivers and create new relationships every day. We will save you time and energy by hand-picking the top candidates for your family and scheduling interviews to be held from the comfort of your own home.

WE HELP YOU CREATE AN OFFER

We will help you create a job description, offer, and agreement to ensure you start your new relationship on the right foot. We will guide you through each step of the hiring process.

WE PROVIDE ONGOING SUPPORT

We are here to answer questions, provide suggestions, and offer a network of support for your family and your nanny.

Our Services



BIRTH AND POSTPARTUM CARE

A doula is a trained professional who provides emotional and physical support to a woman before, during, and after childbirth. Doulas offer education and information to help expectant mothers make informed decisions about their care.

During childbirth, a doula can provide massage, breathing techniques, and positioning suggestions to help the mother cope with the pain of labor. Doulas can offer emotional support by providing encouragement, listening, and helping the mother and her partner communicate with hospital staff.

After childbirth, a doula can assist with breastfeeding and getting the baby on a sleeping and eating schedule. Postpartum services can also include meal preparation, light housekeeping, and caring for older siblings.

A doula's main role is to support the mother's wishes and needs and to help her feel empowered and confident.

Our Services



CARING FOR A NEW BABY

A new baby in the home requires specialized care along with support and guidance for the parents.

The Impeccable Nanny Agency can provide you with a Newborn Care Specialist from the first few weeks to the first few months to ensure that your baby gets off to a great start. A Newborn Care Specialist is highly experienced in getting a new baby on sleeping and feeding schedules. They often come overnight so you can get the rest you need while recovering and bonding with your new baby.

Parents routinely say hiring a Newborn Care Specialist was the *best decision they made, providing them sanity, support, and much-needed sleep.*



OUR REGISTRATION PROCESS

- Step 1** ● Register online & pay \$300 registration fee to get started.
- Step 2** ● Receive and sign our registration paperwork.
- Step 3** ● Schedule and complete a family assessment call
- Step 4** ● The Impeccable Nanny Agency will recruit, screen, and present hand-picked candidates for your family.



Our Screening Process

**We carefully screen our applicants to ensure the safety of your children.
All Candidates have undergone the following 11-tier Screening Process:**

1. Extensive Online Application
2. Reference Checks and Former Employment Verified
3. Social Media Review
4. Phone Interview
5. Personal Interviews with the Agency
6. State and County Background Screening (Criminal and Civil)
7. Nationwide Sexual Misconduct Record
8. Department of Motor Vehicle Driving Record Checked
9. Social Security Verification
10. Residency History
11. Training and Certification (Infant/Child CPR and First Aid Certifications)





TESTIMONIALS

“Betty has been with our family for a little over a year, taking wonderful care of our son from about seven months old. Since the day Betty started, she has been making a positive impact on all of our lives, especially our son’s. She deserves to be the nanny of the month, and we are so grateful that The Impeccable Nanny Agency helped us find her.”

Chelsea P, Fairfield, CT

“Jane Thielen is a conscientious, intelligent person who wants the very best for her clients. She was excellent at follow-through and always accessible when I needed to reach her. I find Jane easy to work with and a pleasure to talk to. I would recommend her to anyone!”

Fran M, Monroe, CT

Frequently Asked Questions (FAQ)



Do you provide date night and occasional sitter services?

We provide local sitter services at a residence, hotel, or Airbnb.

All of our sitters have at least 2 years of professional experience. We have sitters who are experienced in childcare, as well as sitters who have experience caring for infants. Each sitter has provided us with babysitting or nanny references, and we diligently check each of these references to ensure they are positive. Our sitters are CPR certified, have a clean driving record, and are background checked.

To partake in this service, we charge a \$150 Membership Fee. After this initial fee, we charge a sitter placement fee of \$30 per day that a sitter is utilized (additional fees may apply).

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 between two care providers to minimize overtime fees. If you are hiring a long-term nanny and anticipate needing regular overnight care, be sure that this is well-defined in your agreement and that you ask your nanny about her overnight availability well in advance.

How should I pay my caregiver on a Long-Term Placement?

Nannies are paid an hourly rate and should receive their compensation weekly or biweekly. You are responsible for any applicable tax, withholding, and reporting. A payroll company can help you with that. You will want to work with a payroll company that deals with domestic workers. We recommend using GTM Payroll Services for your nanny payroll- it is one of the best domestic payroll processing services in the country.

Additionally, we recommend consulting with your CPA or a Domestic Employment Attorney to give your family the best advice.