

Helping Hands – Service Packages Overview

The table below provides a side-by-side comparison of our **Basic** and **Premium** placement packages. This overview applies across local nanny, au pair, and applicable placement types.

Service Package Comparison

Service Area	Basic Placement Package	Premium Placement Package
Candidate Sourcing	2–3 candidates from active pool; recruitment conducted if pool is insufficient	Unlimited sourcing from active pool, independent leads, partner agencies, and custom recruitment
Reference Checks	1–2 basic reference checks	2+ reference checks
CPR / First Aid	✓ Verification of valid certification	✓ Verification of valid certification
Criminal Record Check (Vulnerable Sector)	✓ Verification	✓ Verification
Additional Credential Verification	—	✓ As required for the role
Interviews & Trial Periods	Guidance provided; Helping Hands introduces parties and provides advice on interviews and trial days. Families schedule and conduct interviews and trials independently.	Helping Hands schedules and facilitates interviews and trial periods, provides virtual participation as needed, and offers professional observation and feedback
Professional Observation & Feedback	Optional add-on	Included
Contract Templates & Drafting	Standard template; up to 2 drafts included	Tailored templates; multiple drafts as needed
Electronic Signatures	✓ Facilitated	✓ Facilitated
Placement Follow-Up	One check-in at 2 weeks	Check-ins at 2 weeks, 1 month, 3 months, and 6 months
Replacement Guarantee	Tiered credit up to 120 days	Enhanced replacement support aligned with placement type
Optional Add-Ons Available	✓ (candidate sourcing, interview support, extra contract drafts, payroll support)	— Payroll Support
Upgrade Option	May upgrade to Premium at any time	Not applicable

All optional upgrades are already included in the Premium Placement Package except for payroll support.

This overview is intended to provide clarity on service levels. Pricing varies by placement type and duration and is outlined separately in the Placement Pricing Schedule.

Au Pair Sourcing Information

This service is designed for families seeking Au Pairs

Basic: Candidates from international partner agencies

Premium: Candidates from partner agencies, previously generated independent leads, and custom recruitment for new candidates

Au Pair Applicant Support

This service is designed for:

- **Canadian applicants** seeking au pair placements abroad, and
- **International applicants** looking to become an au pair with Canadian host families.

Support includes guidance through the application process, coordination with trusted partner agencies, and preparation for placement expectations. This service is **applicant-focused** and separate from host family placement services.

High-Demand / Specialized Placements

High-demand placements are more challenging to find suitable candidates and include but are not limited to international, rural, remote, travel or live in placements, preemie care, multiples, higher-needs children, and children with special needs.

Helping Hands – Placement Pricing

Local Nanny Placements

Placement Type	Basic Placement	Premium Placement
Short-Term (8 weeks or less)	\$250	\$450
Casual / Long-Term (15 hours or less per week)	\$450	\$650
Long-Term (16 hours or more per week)	\$750	\$950
High-Demand / Specialized Role	N/A	\$1,995

Au Pair Placements

Placement Type	Basic Placement	Premium Placement
6 months or less	\$750	\$950
6 months or longer	\$1,100	\$1,300
Au Pair Applicant Support (Outgoing & Incoming)	N/A	\$695

Optional Add-Ons

Add-On Service	Description	Price
Extra Candidate Sourcing	Screening and presentation of additional candidates beyond the initial shortlist	\$150 per candidate
Interview or Trial Setup & Support	Helping Hands assists with setting up virtual interviews or trial days, scheduling, professional observation (virtual), and post-session feedback	\$75 per session
Additional Contract Drafts	Custom contract drafting beyond the two drafts included in Basic	\$100 per draft
Payroll Administration Services	Available for both Basic and Premium packages	\$120.00 per month

All optional add-ons are already included in the Premium Placement Package except for payroll services.

Returning Family Discount

- **15% off placement fee** for all placement types (Basic, Premium, High-Demand)
- Does not apply to optional add-on services
- Any returning family who engaged in our services prior to March 1, 2026, will be grandfathered into pricing and services levels previously agreed upon.