



Selections

A 3-step Guide to the Matching Process

Au Pair
IN AMERICA

eduCARE
IN AMERICA®

Selections

Welcome!

Welcome to the growing number of families who have chosen Au Pair/EduCare in America as the answer to their child care needs.

Selections will guide you through the process of selecting the au pair/companion who is best suited for your family. The process is a vital step to ensure a mutually rewarding cultural exchange and child care experience.

Follow these 3 steps

Step 1: Getting Started

Interview

Preferences Form

Step 2: Selecting the Right Au Pair for Your Family

Circulation of au pair/companion applications

Reviewing the au pair/companion application

Conducting an interview with the au pair/companion

Step 3: Committing a Match

Accepting the match

Declining the match

Preparing for your au pair/companion's arrival

- ◆ Do you currently have an au pair/companion with Au Pair or EduCare in America?
Turn to page 2 now.
- ◆ Are you joining Au Pair or EduCare in America for the first time?
Turn to page 3 now.
- ◆ If you've participated in the past, but are not currently hosting...
Turn to page 3 now.

Applying to Au Pair in America

Repeat Family Application

You are a repeat host family if you currently have an au pair/companion who is scheduled to complete their year with Au Pair/EduCare in America.

In order to begin the selection process, Repeat Host Families must have on file:

- Repeat Host Family Application

Before an au pair arrival, families must submit:

- Host family letter and photos (may use those submitted in prior year)). Au Pair in America recommends an updated essay and photos at least every other year, as they should accurately reflect your current family situation.
- Personal and Employer reference (may use those submitted in prior years)
- Host Family Agreement

If you are sending in a printed application:

All documents are to be submitted to:

Attention: Host Family Registrar
Au Pair/EduCare in America
River Plaza
9 West Broad Street
Stamford, CT 06902-3788

New and Reactivate Host Family Applications

You are a new host family if this is the first time you have participated in the Au Pair/EduCare in America program. You are a reactivating host family if it has been more than six months since your last au pair match ended.

In order to begin reviewing applications, New and Reactivate families must have submitted a Host Family Application and host family agreement.

Before an au pair arrival** , families must submit:

- a host family essay
- family photos
(Au Pair in America strongly encourages families to submit their photos and essays at the time of application. You may wish to share these with prospective au pairs.)
- one personal reference*
- one employer reference*

In addition, new and reactive* families must:

- meet with the local Community Counselor for an in-home interview (the name and telephone number of the Community Counselor in your area is posted on the left hand side of your SHARE home page.

* depending on the time between when you last hosted an au pair through Au Pair in America, we may have your references on file and may be able to waive the need for an interview. Please contact Call 800-928-7247, extension 5044 for information.

** all matches are contingent upon review of essay, in-home interview and references

The Interview

A Community Counselor will meet with all the members of your family in your home. This is an opportunity for you to learn more about our program and the dynamics of hosting an au pair/companion for one year. The Community Counselor will:

- assess your expectations of the Au Pair/EduCare in America program.
- determine if the Au Pair/EduCare in America program meets your expectations and child care needs.
- ensure that you have a suitable private bedroom for an au pair/companion.

If you would like to submit an application via mail, please send to the address below:

Attention: Host Family Registrar
Au Pair/EduCare in America
River Plaza
9 West Broad Street
Stamford, CT 06902-3788

Selecting the right au pair for your family

Au Pair in America understands how important the decision of selecting an au pair is to each family. That is why we have the right tools in place to help identify potential candidates for you.

Getting started is easy!

Your Password to access the World Wide Web was sent to you when you applied. You may also access by clicking on “forgot password” on the SHARE log in site.

Au Pair/EduCare in America has designed a matching process with three ways to be assigned au pair applications.

- Proposals created by your Placement Coordinator using your Preferences Form criteria. These proposals will be assigned to best meet your Preferences Form. Au pair applications are usually assigned to three families at a time. This may vary depending on the pool of au pairs and host families. If an au pair matches with another family while assigned to you, the application will be recalled from your site. If you have chosen to contact the au pair, the application will remain on your site for up to seven days, unless she matches with another family.
- Proposals created by you, the host family, through our online search feature. **Search for applications when you want- 24/7.**

Click the Au Pairs tab on the top menu of your site, and then click the Search for Au Pairs link on the left menu to begin.

- Proposals created by our Automatic Match Engine. Our match engine runs throughout the weekend to afford you the opportunity to view candidates even when our office is closed.



TIP!

Click on the Help menu in the top-right corner of your site for detailed instruction on how to add au pairs to your list of Proposed Au Pairs.

How does Au Pair in America find the Appropriate Candidates to present?

The following standard criteria are automatically considered during the matching process:

Infant qualification and multiple children

- If a member of the family is under the age of two years, the au pair must be infant-qualified. This means the applicant has a minimum of 200 hours of experience with children under the age of two within the last three years.
- If there are more than two children in your family, the au pair/companion is willing to care for more than two children.

Please Note: If the children in your family span a broad range of ages, you may specify which age group is most important for the au pair/companion to have had experience with on the Preferences Form.

Household animals

- All au pair/companion candidates selected for the family will not be allergic to or fearful of any household animals that the host family has listed on their application.

Au Pair Extraordinaire

- If you have specifically enrolled in the Au Pair Extraordinaire program, your preferences will be considered against Au Pair Extraordinaire candidates.

EduCare in America

If you have enrolled in the EduCare program:

- Your preferences will be considered against the EduCare companion candidates.
- The EduCare companion will provide child care in households with full time school aged children only.
- The EduCare companion will provide a maximum of 30 hours of child care per week, 10 hours per day.

♦ For more information on receiving applications, go to page xx now.

Preferences Form

This form will enable you to identify traits and skills that are most critical in selecting your au pair/companion and to communicate these easily to your Placement Services Coordinator in our Connecticut office.

The Preferences Form lists criteria that host families have identified as most important to them in the selection process.

- select those attributes that are most important to your family.
- prioritize the attributes based on their relative importance to you. If you are looking for one or two “must have” attributes, assign at least 31 points of those attributes. If you are more open to a wide range of attributes, assign fewer points to more attributes.
- this form enables your Placement Services Coordinator and our matching system to find the au pair/companion candidate that best meets your family’s *unique* needs.
- applications may be assigned to you through our batch match system which take into consideration only standard criteria.

Before selecting attributes, note that all au pair/companion applicants have already been screened and each one:

- is between the ages of 18 and 26 years old.
- has English language capabilities.
- has submitted references which attest to the individual’s character and love of children.
- has no past evidence of illegal activity as indicated by a criminal record check.
- is either a non-smoker or, if a smoker, has agreed not to smoke in the house or near the children.
- has at least the minimum level of education as required by the applicant’s home country.
- has stated a commitment to the program for 12 months.
- has stated an understanding of the importance of balancing time between the host family and activities pursued independently.

Reviewing an Au Pair Application

An au pair/companion “snapshot” (a summary of the au pair’s personal profile, child care experience, skills and interest(s)) will be on-line for you to view.

The designated time allotted to a family for review of an au pair/companion applicant is usually four days. If you are interested in seeing more information on the au pair/companion, you may proceed to view each section of the au pair’s application including photos, essay, interview report, references, and reference checks. Links to these sections are located on the left hand menu.

Many of our au pairs have submitted a video. This is located on her snapshot and has a computer screen icon next to it. The video will only run on flash adobe.

- ◆ Tip: You may “re-assign” an applicant whose application has “time-expired” if she is still available for placement. Simply click on “Previously assigned” under the Au Pair tab.

Review of the au pair/companion Application

- Each au pair/companion applicant is required to complete the application form. The applicant must also write an essay and provide at least three references, a criminal record check certificate, confidential medical form, copies of a high school diploma or its equivalent and driver's license. All au pairs undergo an interview by one of Au Pair in America's trained interviewers.
- The "Dear Host Family" essay includes information about the applicant's motivation for participating in the program, the children they have taken care of, their family and the qualities the individual possesses that will enable them to live as part of an American family and provide care for their young children.
- The applicant must submit a minimum of three references. At least one must be a child care reference. The applicant may choose to include additional references and these may be from a relative. References written by individuals who do not speak English may be translated by the applicant. Verification of the translation is made by the Au Pair/EduCare in America interviewer. In addition, at least three references are confirmed by the interviewer, and a reference check form which details the confirmation is included with the application.
- Confidential medical forms, criminal record checks, diplomas, certificates and copies of the driver's license are kept on file with the au pair's original application. All other materials submitted are made available to host families.

A careful review of the application form will provide you with the groundwork necessary to continue the selection process. You can then use the telephone interview to gain additional insight into each candidate.

The au pair/companion application provides the following information about the au pair/companion:

- Ages of siblings
- Character reference(s)
- Child care experience and skills
- Child care reference(s)
- "Dear Host Family" essay
- Education
- Family life
- Future goals
- Information about driving experience
- Information about general health
- Interests & hobbies
- Interview report
- Level of written English proficiency as evidenced in the individual's essay and the interviewer's comments. Remember, the best way to assess the applicant's level of spoken English is during the telephone interview through open-ended questions.
- Past achievements
- Ratings scale on her motivation to join the program

- ◆ Tip: For information on declining a match and completing the feedback form, please turn to page 20.

Personalities

Like all relationships, the success of your relationship with your au pair/companion will depend to a large degree on how well your personalities mesh. You may look to relationships you have with your friends and co-workers to get an idea of what “personality type” works best with yours. However, remember the person whom you choose as your au pair/companion will be living with you as a family member, and that the individual’s relationship with you and your family will be different from most other relationships in your lives.

It’s also important to remember your relationship with your au pair/companion will last for the full year that the individual is living with you and hopefully will extend for a long time beyond that. It’s important to look for characteristics in your au pair/companion you will find comfortable to live with for the duration of the program. When making your selection, consider how you and the au pair/companion candidate “hit it off” during your telephone interview, and then think how your personalities will work together during the course of the year.

Secondly, you have to decide what type of person works well with your children. What type of person does your child relate to best? Think about others who have taken good care of your child or just simply delight you with the way they treat your child. How do they act around your child? How do they play with him, talk to him and comfort him? What qualities do they have in common that enable them to act these ways?

Also, think about the age and personality of your child; Children of different ages need different types of care. For example, if you have a toddler, you may wish to select an au pair/companion who has demonstrated they have a high energy level.

Contacting the Au Pair

You may request an au pair’s contact information after you have viewed the au pair’s file.

Your request for contact information will send a message to Au Pair/EduCare in America that you are interested in the applicant(s) and intend to conduct a telephone interview. The contact information for the au pair will then appear on the “snapshot.”

If the au pair/companion has indicated an e-mail address, they will receive a brief summary of information about your family as a result of your request for their contact information and will be expecting a call from you. You may opt to send her your photos, essay and email address.

This is only possible if the au pair/companion submitted an e-mail address at their interview, otherwise this information will not be sent.

- ◆ Now, you’re ready to interview! Turn to pages 10 - 18 for some helpful hints.

Conducting the interview

The telephone interview is a critical part of the selection process and a government regulation!

Remember, only if the au pair/companion has provided an e-mail address, will they receive a summary of information about you that will include your name, the city and state in which you live, the ages and gender of your children, and your pets. If the individual does not have e-mail, they know nothing about you when you make that first call.

It is very important to give the au pair/companion a clear picture of what life will be like with your family.

Plan a “family portrait” before you make the call, as language difficulties and the excitement of the moment often erase all memory of what you want to say. Include details about:

- gender, ages, personalities of children
- daily activities - school, after-school, weekend and seasonal hobbies
- expectations of duties and involvement as a family member

Evaluate how you “hit it off” with the au pair/companion during the phone interview:

Did you get a sense of the au pair’s personality?

Does the individual’s “personality type” mesh with yours and/or your children’s?

What kind of personality does your child(ren) respond well to?

Does the applicant seem to have the qualities necessary to be successful with your family?

Examples: Interactive, high energy

Academic and/or interested in the arts

Flexible and willing to go with the flow

When calling to interview

- Speak slowly and use simple language.
- Think of alternate ways of phrasing the same question if the candidate does not understand.
- Familiarize yourself with British English. Certain words often used during host family-au pair/companion interviews are different in other English-speaking countries than in the United States. Since most au pair/companion candidates learn British English, any candidate you interview is more likely to understand the British vocabulary word better than the American one. Words or phrases commonly used in Britain are found in parenthesis next to the interview questions.
- When someone answers the phone, ask for the applicant using their full name. Give the person who answers the phone plenty of time to absorb your request. You may need to repeat yourself or change the wording you use until the person understands the name of the applicant. If the applicant is not there, say, “What time can I telephone again?”
- When the candidate answers, introduce yourself and say you are a host family in the Au Pair/EduCare in America program.
- Ask one question at a time, rather than asking a compound question. Example: “Have you ever taken care of two young children?” (wait for answer) “What types of activities did you do with them?” Don’t ask “What age children have you taken care of before and what did you do with them?”
- Ask questions that encourage conversation, rather than simple “yes-no” responses.
- Write down the responses and review them after your call. You may choose to set up a time to call them the next day and ask more questions to get further clarification. If you feel you may choose this applicant, tell them and explain you would like to give them time to think about your conversation and think of more questions to ask you. Plan a time to call back when you can reach the individual easily.
- Please follow up with each applicant whom you have told you will call back, even if you change your mind and match with another au pair/companion. Be sure your decision to accept or decline is clear. If you decline an au pair/companion, they will be released to the next family for review and you will not have the opportunity to revisit that application.
- If you decide you would like the applicant to be your au pair/companion, extend an invitation to them. You must also mutually decide upon an arrival date. Once finalized, an au pair’s arrival date is difficult to change so please make sure each of you agrees to the date.

Please turn to page 19 to accept a match or page 20 to decline a match.

- ◆ You’ve matched! Turn to page 19 for information on accepting a match.
- ◆ **Note:** For instructions on how to obtain contact information for the au pair/companion, refer back to page 9 for web and express mail access.

Interview Questions

Before you phone, determine what specific insights you hope to gain. The following is a list of suggested areas for discussion as well as specific questions you might pose to a prospective au pair/companion.

Child Care Experience

- What times of the day do you normally take care of children?
- What is the longest amount of time that you have taken care of children by yourself? Was this during the daytime or evening? How did you feel at the end of that time?
- What experience do you have changing diapers (“nappies”), preparing lunches, cooking meals for children, driving children around? (You should ask about child care activities that you would assign to her.)
- What do you do when a child does something he should not do?
- What do you do when you ask a child to do something and he won't listen?
- How can you make bed time fun and easy?
- If a child gets angry and cries and kicks, what would you do?
- What can you do if a brother and sister are fighting, arguing, or can't play together nicely?
- What can you do if two children want your attention at the same time?
- How can you help a child who cries when his mother leaves?
- Give an example of a specific situation when your child was difficult and ask what the applicant would have done had they been caring for the child.
- Have you ever taken care of more than one child by yourself? How did you feel?
- Do you think of yourself as a supervisor, teacher, friend, or playmate when you are taking care of children? Why?
- Do you prefer to take care of children who are a certain age? Gender? Why?
- What activities do you like to do with children?
- What age child have you helped with homework? What courses did you like the most in school? What courses did you do the best in at school?

When selecting an au pair/companion for older children

When there are older children in the household (9+) it may be helpful to tailor your interview questions and style to some degree. Specific changes may include:

- Involving your children in the interview process either by phone or e-mail.
Have your children develop a list of questions of importance to them. Au pairs have suggested that questions might include areas of interest such as movies, music, television show, sports, etc.
- Being explicit about the kinds of social concerns and expectations that you have for your older children. If you have very particular feelings about style of dress and bodily ornamentation (piercing, tattoos, etc.) be sure to discuss this with applicants.

- ♦ **Tip:** Keep a list of questions by the phone for the interview. Refer to real-life situations instead of hypothetical ones.

- ♦ Ask open-ended questions and give the au pair/companion time to formulate her answers.

- Ask the individual to describe the “highs and lows” of their own early adolescence. Where did they get support, what kind of adults response was helpful to them? How do they think they can be supportive of an older child?
- Being very clear about the type of schedule the au pair/companion will have, the amount of free time and the amount of time they will need to independently schedule their activities.

Homesickness and culture shock

- What is the longest period of time you have spent away from your family and friends? Did you ever get sad or lonely because you were away from them? When did you miss them most? What did you do about it?
- Have you ever spent time in another country? What things were the same? What things were different? What was the most difficult thing to figure out while you were there?
- What do your parents think about your decision to become an au pair/companion? Do you think they will visit you while you are in the U.S.? How do you plan to keep in touch with them?
- Do you have a significant other? If so, how do they feel about your decision to become an au pair/companion? Do you think they will visit you while you are in the U.S.? How do you plan to keep in touch with them?
- What do you do when you're sad?
- What do you do when you feel like you are under a lot of pressure?

Fitting into your lifestyle

- Do you live with your family members now? If not, when was the last time that you did?
- Do your parents have any rules that you must follow while you are in the house? Do you let your parents know where you are going and what time you will return? Do you have to be home by a certain time at night? How do you feel about house rules?
- Based on the time of day that you will start work (give a concrete example), what time do you think you would need to be asleep in order to take good care of the children the next day?
- Who is responsible for things like cooking, cleaning and doing laundry in your house? How much is everyone expected to help? How much do you help?
- Describe your town or city. What do you like about it? What do you dislike about it?
- Tell what you usually do from the time that you wake up until the time that you go to sleep. How much television do you watch? How much time do you spend reading or doing other quiet activities? How much time do you spend with other people? How much time do you spend talking on the telephone?
- If someone were to describe you, what would they say? How would they describe the way you act with other people? How would they describe the way you act with children?
- If you took a picture of your room right now, what would it look like? Are you neat or messy? How would you feel living with someone who is neat or messy?
- Do you plan your day in advance or do you like things to “just happen”?

- When you go out with your friends (and/or significant other), where do you typically go? What do you typically do? How many times each week do you go out with friends?

Family life

- Describe the kind of relationship that you have with your parents. Describe the kind of relationship that you have with your brothers and sisters. What activities do you do together as a family? What is your favorite thing to do together?
- What is the best memory you have of your family?
- When you make a decision, who are you most likely to ask for advice?
- Who will you miss the most? Why?

Health

- How many times a year do you usually go to the doctor because you are sick?
- Do you regularly see the doctor for a medical condition such as allergies, asthma, diabetes, epilepsy, etc.?
- Do you regularly take any medication?
- What are your favorite foods to eat? What kinds of foods do you usually eat? Are there any kinds of foods that you cannot eat? Are you a vegetarian? Do you follow a kosher diet?
- Do you have any allergies (ask specifics) to pets that you did not put down on your application form? Are you comfortable around pets?
- Do you smoke cigarettes on a daily basis? Do you smoke cigarettes when you go out at night? If so, do you think that you will be able to stop smoking when you are in the house and car and around the children?
- Educational and cultural issues
- What things would you like to see and do while you are in the U.S.? Do you have any hobbies or activities that you would like to continue doing while in the U.S.? Are there any new activities that you would like to do while in the U.S.?
- What classes would you like to take while you are in the U.S.?
- What do you plan to do at the end of your year? What do you think you will be doing two years from now? Five years from now?

Driver's license (if applicable)

- How many months or years have you been driving? How many times per week do you drive? What kinds of roads do you normally drive on (highway, "motorway", country)?
- What kind of vehicle do you drive?
- Have you ever been stopped by a policeman while you were driving because you did something wrong? If so, what happened?
- Have you ever had a traffic accident? If so, what happened?
- Do you know where you can get an international driver's license or where you can find out how to get an international driver's license?
- How would you feel about driving the children (list specifics)?

- How would you feel if we cannot provide you with a car?
- Can you drive a manual transmission (car with manual gears)? Are you responsible for taking care of a car now?

Questions phrased in terms of real situations will get the most revealing answers. For example, if you want to learn more about the au pair/companion's activity level, ask how they spend their day. If you want to get an idea of how the individual will spend time with your child, ask what specific activities they have done with other children in the past. Use real-life experiences instead of hypothetical situations so the applicant can get a clear picture of how your family acts and your child's needs. Try to ask what they have done in the past as well as plans going forward.

References

Feel free to ask the applicant about their references, or call the applicant's references if you would like to get more details. As part of the screening process, the Interviewer verifies three references and comments from these referees are made available to the host family.

How to make an overseas phone call

If you do not have an International Calling Plan, calls may be expensive. Before beginning the interview process consider signing up with your provider for an International Calling Plan or purchasing phone cards with low international rates. See the enclosed flyer for details on Au Pair in America approved cards. The host family is responsible for all costs incurred for overseas calls.

To place an international call without using the operator:

Dial 011—the international access code.

Dial the country code (see below for details).

Dial the city code listed on the au pair’s application, omitting the 0.

Dial the local phone number listed on the au pair’s application.

For a UK phone number of 0238 123456, you would dial:

011	44	238	123456
Int’l access code	country code	city code	local number

If you prefer to make a person-to-person call (where you will be charged only from the time that you start speaking directly with the person whom you called) you must use the operator. Operator-assisted calls cost more per minute than dialing directly. However, the operator may be able to assist you with language barriers if the person who answers the phone does not speak English. To make an operator-assisted call, dial 01 (rather than 011) before the country code.

Another service to help break through language barriers is “Language Line” offered by AT&T. By dialing “00” you can reach the AT&T operator and gain access to an interpreter who can act as a translator. There is a small cost to use this service.

If the au pair/companion candidate is not home and you have difficulty communicating with family members, the Au Pair/EduCare in America Interviewer may be able to help you arrange a time for an interview.

The countries Au Pair/EduCare in America recruits from are in different time zones than the United States, so time your call carefully. Au pair candidates have listed what time is the best time to reach them on their application forms. Information about time differences is on the next page.

Note: If the au pair/companion has an e-mail address you may want to send a message letting

her know that you wish to speak with her. Request a time that is convenient.

Number of hours ahead

Country	Country code	EST	CST	MST	PST
Argentina	54	+2	+3	+4	+5
Australia*	61	+15	+16	+17	+18
Austria	43	+6	+7	+8	+9
Belarus	375	+7	+8	+9	+10
Belgium	32	+6	+7	+8	+9
Bolivia	591	+0	+1	+2	+3
Bosnia	387	+6	+7	+8	+9
Brazil	55	+2	+3	+4	+5
Bulgaria	359	+7	+8	+9	+10
Canada	N/A (1+area code)	0	-1	-2	-3
Chile	56	+1	+2	+3	+4
China	86	+12	+13	+14	+15
Colombia	57	-1	0	+1	+2
Costa Rica	506	-1	0	+1	+2
Croatia	385	+7	+8	+9	+10
Czech Republic	420	+6	+7	+8	+9
Denmark	45	+6	+7	+8	+9
Ecuador	593	0	+1	+2	+3
El Salvador	503	-2	-1	0	+1
Estonia	372	+8	+9	+10	+11
Finland	358	+7	+8	+9	+10
France	33	+6	+7	+8	+9
Georgia	995	+9	+10	+11	+12
Germany	49	+6	+7	+8	+9
Guatemala	502	-1	-2	-3	-4
Hungary	36	+6	+7	+8	+9
Iceland	354	+5	+6	+7	+8
India	91	+9.5	+10.5	+11.5	+12.5
Ireland	353	+5	+6	+7	+8
Israel	972	+7	+8	+9	+10
Italy	39	+6	+7	+8	+9
Latvia	371	+8	+9	+10	+11
Lithuania	370	+6	+7	+8	+9
Macedonia	389	+6	+7	+8	+9
Malaysia	60	+13	+14	+15	+16

Continued on the next page...

Country	Country code	EST	CST	MST	PST
Malaysia	60	+13	+14	+15	+16
Mexico	1	0	+1	+2	+3
Namibia	27	+7	+8	+9	+10
Netherlands	31	+6	+7	+8	+9
New Zealand	64	+17	+18	+19	+20
Norway	47	+6	+7	+8	+9
Panama	507	0	+1	+2	+3
Peru	51	0	+1	+2	+3
Poland	48	+6	+7	+8	+9
Portugal	351	+5	+6	+7	+8
Romania	40	+7	+8	+9	+10
Russia	7	+8(Western)	+9	+10	+11
Serbia	381	+6	+7	+8	+9
Singapore	65	+13	+14	+15	+16
Slovak Republic	421	+6	+7	+8	+9
Slovenia	386	+6	+7	+8	+9
South Africa	27	+7	+8	+9	+10
South Korea	82	+14	+15	+16	+17
Spain	34	+6	+7	+8	+9
Sweden	46	+6	+7	+8	+9
Switzerland	41	+6	+7	+8	+9
Thailand	66	+12	+13	+14	+15
Turkey	90	+7	+8	+9	+10
Ukraine	380	+7	+8	+9	+10
United Kingdom	44	+5	+6	+7	+8
Uruguay	598	+1	+2	+3	+4
Venezuela	58	+0	+1	+2	+3

***Please Note:** There are several time zones in Australia. The time differences may vary depending on the location you are calling.

If you are accustomed to browsing the web for information, you may wish to use the World Time Dialing Codes web site (<http://www.whitepages.com.au/time.shtml>). Visitors to this site can type in the country and state in which they live and the country and state or province where they are calling and get specific and simple instructions on how to place the call. The current time in both places is listed, along with a chart showing the time difference by hour.

Committing a Match

Accepting a Match

After you and the au pair/companion have decided you would like to “match,” communicate the following information to the Connecticut office:

- the au pair/companion’s first and last name
- the au pair/companion’s membership number (found at the top of the application pages)
- the date you would like the individual to arrive in the U.S. Keep in mind that the au pair/companion will attend a four-day orientation before arriving in your home (Refer to the arrivals schedule sent in your Welcome Packet). Please be sure to check “Important Visa Information” on our site regarding matching cut off dates for specific countries.
- your family’s name
- your family’s membership number

There are two ways to communicate this information to our office:

1. If you received the au pair/companion application via the World Wide Web, you can complete the Acceptance Form on the web site. The instructions will walk you through the selections you need to complete.
2. You may send an e-mail to Placement Services which contains the above information. The e-mail address is placementservices@aifs.com or directly to your Placement Services Coordinator.

Once a match is confirmed:

- The au pair/companion will not be sent to any other host families.
- The London office will mail a confirmation letter, a copy of your host family application and the social, cultural and educational profile of your community to the au pair/companion.
- Visa instructions and flight information will be sent to the au pair/companion from our London office.
- You and your Community Counselor will receive confirmation letters from the Connecticut office.
- You will receive an orientation packet from the Connecticut office. Included in this packet will be a copy of the host family handbook, “Guidelines for a Successful Year.” We encourage all host families, even veteran host families, to read this handbook before the au pair’s arrival and to consult it throughout the year.

Declining a match

If after speaking with the au pair/companion, you decide not to match, you must submit feedback that will release the au pair/companion and will allow your family to be eligible for the next matching cycle.

Au Pair/EduCare in America has chosen five reasons that reflect the majority of the feedback we've received from families throughout the years. Families will be asked to pick one of the five following reasons:

- I/We feel the au pair's personality would not work well in our home.
- I/We feel that the au pair's skills and abilities did not meet our family's needs.
- The au pair/companion is not available to travel on the arrival date I/we would like.
- The au pair/companion decided that she would not fit well with our family and/or community.
- The au pair/companion was no longer available for placement.
- I was not available to contact this au pair.

There are two ways to provide feedback:

1. If you received the application on the World Wide Web, the Feedback Form will appear when you click on the "decline" button which is found on the au pair's "snapshot." You will be instructed on how to complete the form and it will be transmitted back to the Connecticut office. By doing this, you will be eligible to review au pair/companion applications as they become available.
2. You may send an e-mail to Placement Services which contains the above information. The e-mail address is placementservices@aifs.com or directly to your Placement Services Coordinator.

After completing the Feedback Form, you may take this opportunity to change or adjust your Preferences Form if you so desire. You may do this by calling your Placement Services Coordinator or e-mailing your changes. You will be put back into priority order where you will be eligible to review au pair/companion application(s) as they become available.

- ◆ If you decline the proposed application(s), you will be put back into priority order where you will be eligible to review au pair/companion applications as they become available.

Preparing for the au pair's arrival

Continue contact with your au pair/companion until their arrival through an e-mail, letter, post-cards or a phone call or two. The more your family and your au pair/companion know about one another before your year together begins, the more easily you will all begin to adjust.

You and your Community Counselor will receive confirmation of your selection within a few days of the time you notify our Connecticut office of your match and mutually agreed-upon arrival.

Once you have made your selection, you need to make arrangements for your au pair/companion to travel from the orientation site to your home.

- Please buy a refundable ticket. Circumstances could cause you to cancel your placement with the au pair/companion (refer to additional financial penalties in the “Program Policies” sheet inserted in your Au Pair in America brochure) or there could be circumstances that would mean an unexpected delay in your au pair's departure (see “Important Visa Information” on our web site). Au Pair/EduCare in America is not responsible for absorbing the cost of nonrefundable tickets purchased by host families that cannot be used.
- Schedule air or train travel to begin after 6 p.m. to allow adequate time to get to the airport or train station. For information on the closest airport to the orientation site, refer to the enclosed set of instructions. Train travel must be booked on Amtrak (refer to the enclosed instructions for the nearest train station from the orientation site.)
- If you are picking up your au pair/companion or arranging private car service, please arrange to do so between 3–5 p.m.
- Tickets or pick-up information should be forwarded to the Connecticut office by you or your Community Counselor as far in advance as possible, and not later than 10 business days prior to your au pair's arrival. There will be an Au Pair/EduCare in America representative present at orientation who will then give them to your au pair/companion.
- If you purchase an e-ticket, the Connecticut office must receive a copy of the itinerary at least 10 business days prior to the arrival of your au pair/companion. The representative at orientation will communicate this information to your au pair/companion.
- No early releases from Orientation are allowed. Should you require your au pair to stay another night at the hotel due to scheduling conflicts, please contact orientation@aifs.com for pricing details.
- All ticket information should be mailed to:

Au Pair in America
Orientation Coordinator
9 West Broad Street
Stamford, CT 06902
or e-mailed to orientation@aifs.com

- ◆ Host families should continue contact with their au pair/companion after matching. This will make them feel welcome and more connected to your family.

Host family orientation

If this is your first year with Au Pair/EduCare in America, your Community Counselor will set up a time to meet with you personally prior to your au pair's arrival to conduct a host family orientation. During this meeting, your Community Counselor will review the program guidelines once again and will help you to further prepare for the year to come. Best wishes for a successful year ahead!

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