



# OZMUTES

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## AU PAIR AGENCY

Tel & Fax: 020 8866 6200

### HELPFUL HINTS FOR AU PAIRS

#### General

1. At least some basic knowledge of English is expected of all au pairs. You need to be able to communicate with your family.
2. Au pairs are entitled to time off to attend English classes. Often au pairs go to classes twice a week, either during the day or in the evening.
3. All au pairs are responsible for paying for their English lessons and for their fares to and from England.
4. To enjoy the work, au pairs should be used to helping at home and have been involved with children.
5. Au pairs working in families have their own bedroom, eat with the family and can share family life. Occasionally they may holiday with the family.
6. Most families prefer an au pair who does not smoke. (If an au pair is found smoking in a family where she is not permitted to smoke, she may be given immediate notice by the family to leave.)
7. Often British families have pets, usually cats and dogs.

#### Medical care

As a temporary resident, the au pair is entitled to the same medical treatment and facilities as a British National, which means that medical treatment (but not prescriptions) is likely to be free. The au pair should register at the local Health Center upon arrival.

Optical and dental treatment may be available under the National Health Service, but usually a fee is payable.

#### Insurance

Au pairs should arrange cover through their own personal insurance. Loss of or damage to items belonging to the family, by the au pair, should be covered by the family's own household insurance.

#### Your stay with the family

1. Always be polite. Do not forget to say "please" and "thank you". Remember that it is always nicer to see a smiling face.
2. Although you will take part in their family life, you must give your host and hostess the possibility of being together without you, especially in the evenings. This may mean going to your own room, or if you are not baby-sitting, going out.
3. To have a happy relationship with your family, please be flexible with the hours that you work. Some days you may work a little more, others a little less.
4. When you are working, if you do not know what to do next, ask!
5. Always be considerate, even on your day off. Do not leave dirty dishes or cups in the kitchen and keep your own room clean and tidy.

6. Always be on time for meals. If you have your evening meal with the family, you should arrive home at least 30 minutes beforehand and offer to help. You are expected to clear away the dishes after the meal.
7. Your wages are considered as pocket money. You must understand that your stay costs your hosts a great deal of money in food and general living expenses. You must be willing to do your fair share in return.
8. Always ask permission before inviting friends into your host's home. Boyfriends are never allowed without permission. Do not give your host family's address or name to anybody without confirming first with your hosts.
9. You must ask for permission before using the telephone. Telephone calls are expensive in England.
10. If for any reason you are not happy, please discuss your problem with your host, or call the agency. Do not just pack and leave.

**OME** accepts no responsibility for au pairs who leave without informing the agency.