



# RESTED

## **Parent Code of Conduct**

Why do we have a Parent Code of Conduct? Because ultimately, your baby is best taken care of when your night nurse feels comfortable and respected. When our night nurses have safe and equitable work environments, everyone wins. If the PCC is not upheld, we will unfortunately have to terminate our working relationship.

1. Treat your night nurse how you would want to be treated! Night nurses are literally taking care of your most valuable possession, but also they're humans! Our expectation is that you will treat them with respect and kindness. Night nurses are specialists in their field who deserve to be viewed as such.

2. Don't ask your night nurse to do things that are outside of the parameters of their job descriptions. Have you heard the term "job creep"? It refers to the expansion of requirements that sometimes happens when an employer adds extra requests to one's plate. The problem is that this often takes time away from the specific skill and purpose for which the person was hired. We want our night nurses to have the bandwidth to focus on their true job: caring for your baby! Tasks like mopping the floors, caring for pets, and anything else unrelated to your newborn are not in scope for your night nurse.

3. Be respectful of your night nurse's time and desire to communicate thoughtfully about your baby. Come downstairs to relieve them 5-10 minutes early and to ask any relevant questions. Your night nurse and your baby will appreciate the time to transition without rush!

4. Be mindful of communication with your night nurse when she is off the clock. Our night nurses are typically sleeping when you're awake!

5. We will not tolerate any inappropriate or unprofessional behavior that makes our night nurses uncomfortable.

6. Please notify us if anyone in your family contracts COVID-19 or any other contagious illness, so that we can protect our night nurses. We want to keep them healthy so that they can take the best care of your baby!