



La Lune Sitters
MONTREAL

On-call childcare services Welcome guide



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www.lalunesitters.com



"Children see
magic because
they look
for it."

CHRISTOPHER MOORE



WELCOME TO LA LUNE SITTERS MONTREAL!!!!

We're delighted to help you find exceptional childcare whenever you need it most. Whether it's a last-minute meeting, a well-deserved date night, or an unexpected schedule change, our trusted, professional Nannies are here to provide peace of mind and high-quality care for your children.

MEET THE FOUNDER

Hello! My name is Alejandra, and I'm the founder and director of **La Lune Sitters Montreal**. Originally from Mexico, I moved to Canada 18 years ago. With over 20 years of experience in childcare—including roles as a professional Nanny, daycare assistant, special needs aid, ASD therapist, and babysitter—I am known for my warmth, loving care, compassionate nature, and connection with children.

I understand the importance of finding the perfect fit for your family.

Understanding both families' and Nannies' needs, I saw the demand for quality, professional childcare in Montreal. That's why I created **La Lune Sitters in the summer of 2017**. Since then, we've built a strong and trusted community of families and Nannies.



Alejandra Del Valle

OUR MISSION AND VALUES

OUR MISSION

We are passionate about connecting families with qualified, educated, and experienced Nannies who genuinely care about children.

WHAT SET US APART?

- **Owned by a former Nanny** – We understand childcare from both perspectives.
- **High standards & expert screening** – Every Nanny undergoes rigorous background checks.
- **Personalized matching** – We find the right Nanny based on your family's unique needs.
- **Inclusive & professional** – We hire experienced male, female, and LGBTQ+ Nannies and foster a respectful, diverse community.





La Lune Sitters
MONTREAL

OUR VALUES

Professional & quality service

ONE of a kind agency in Montreal that will offer a **HIGH-level service** where you can be confident that we are committed to delivering a professional service with a sense of responsibility.

Loving care

Offering a loving and caring environment for your children and your family, and the peace of mind families are looking for.

Inclusion

Respect, and support in our agency within our differences in gender, age, sex, gender expression, colour, sexual orientation, education, religion, race, background, amongst others.



www.lalunesitters.com

OUR NANNIES

Our screening process will ensure you we will provide you with childcare professionals.

- ✓ References & background are checked.
- ✓ Nannies are hand-picked by our Owner.
- ✓ We hire experienced, professional and caring nannies who put your children & family needs FIRST.

At La Lune Sitters Montreal we hire female, male and LGBTQ Nannies who hold the qualities, education and skills required as childcare providers. We will present to clients and book Nannies who are able to perform the duties required by the client and hold the qualities the client is looking for. We are committed to providing an inclusive environment to our clients, Nannies and staff, and we encourage our clients to follow the same practices.

At La Lune Sitters Montreal we will not tolerate any kind of discrimination based on race, background, colour, religion, gender, gender expression, age, ancestry, marital status, disability, and sexual orientation in the process of booking a Nanny.



SCREENING PROCESS

Our Nannies:

- Have at least two years of hands-on childcare experience.
- Hold a school certificate or University/College degree.
- Exhibit understanding of child development & love for children.
- They have completed their First Aid & CPR certification.
- Go through a Canadian criminal record check.
- Are eligible to work in Canada.
- Positive references.
- Are 19 years or older.
- Show great qualities such as caring, enthusiasm, soft care, loving and professionalism.

Our Nannies at La Lune Sitters Montreal also hold **special skills and certifications**, such as a Newborn Specialist, Childhood Educators, Special needs professionals, Psychologists, School teachers & more.

SCREENING PROCESS

- | | |
|----------------------------------|--|
| ♥ Professional Nanny Application | ♥ Canadian Criminal Record check |
| ♥ Phone-screening interview | ♥ First-aid & CPR Certification |
| ♥ In-person ZOOM interview | ♥ Social media check |
| ♥ In-depth references check | ♥ Social Insurance number verification |
| ♥ Documents verification | |

OUR ON-CALL SERVICES

Life is busy and, many times, unpredictable! You are often caught between responsibilities and everyday tasks, so, more than once, you want to enjoy an evening off, whether a “date night” or that class or workout you’ve wanted to take for some time. Alas, what to do with your little hearts? And what about when school is closed, or you need to run errands?

La Lune Sitters Montreal is here to help you! We offer on-call childcare Nannies to assist you in all those times of need! We specialize in providing backup, occasional childcare and short-term childcare when you need it most. Let us be your childcare safety net!

In addition, we also offer on-call childcare for families visiting Montreal; a nanny will come to watch your children in your **Hotel/Airbnb** or destination flat.



On-call service process

1

APPLICATION

Fill out our client application form through our Nanny portal.

We will collect your family information and booking details. For New clients a registration fee will be charged. We will send our agreement for signature as well.

2

REQUEST

A member of our team will contact you to confirm your request and we will make the request with our amazing On-call childcare team.

3

PAYMENT

Once the request is made the booking fee will be collected through our portal. We will also offer one of our on-call packages if applicable.

4

CONFIRMATION

You will receive a confirmation with the booking details and the Nanny information through our Nanny portal. A chat through "Telegram" will be created to communicate with your Nanny.

5

BOOKING

Your Nanny will come prepared with activities to the location, date and time requested to have a full day of fun. You will be able to pay your Nanny at the end of the shift by cash or cheque and the Nanny will provide a receipt.

If you like your Nanny you may request the Nanny back!

NANNY RATES

Nanny rates are based on experience, qualifications, reviews from other clients and bookings worked in the agency. At the following TIER-RATE structure:

ELITE: \$22.00: For Nannies who have 2-3 years of childcare experience and who recently joined the agency, who have worked in the childcare field but not necessarily as a Nanny.

EXPERIENCED: \$23.00-\$24.00 per hour: For Nannies who have from 3-5 years of childcare experience, who have some childcare education, positive reviews from our clients and who have worked for the agency for at least 6 months or Part-time Nanny experience for at least a year.

EXPERT: \$25-\$26.00 per hour: For Nannies who have 5-10 years of childcare experience and who have childcare education such as ECE, Child studies, etc. Who has VERY positive reviews from our clients and has worked for the agency for at least one year or has full-time Nanny experience for at least 2 years? *(This is the level where most clients request their Nannies)*

SKILLED: \$27.00-\$28.00 per hour: For Nannies with 10-15 years of childcare experience and childcare education such as ECE, child studies, etc. Nanny has VERY positive reviews from our clients who have worked for the agency for at least two years & full-time Nanny experience for at least 5 years or more.



EXTRA fees:

Under 48 hours, a **\$20.00 plus tax** fee applies to the booking fee.

Statutory and national holidays: **\$20.00 plus tax** agency fee.

After midnight, the client will contribute **\$20.00** for transportation to the Nanny, such as Uber, taxi, or gas.

Hourly/extra fees:

Hotel/Airbnb rate **\$2.00/HOUR**

Additional children (more than two children) **\$3.00/per child/HOUR**

Additional children from different families (Ex, cousins, friends, etc.)

\$3.00/per child/HOUR

Under 48-hours' notice: **\$3.00/PER HOUR**

Bookings that go over midnight **are \$3.00/PER HOUR**

Statutory and national holidays **\$4.00/PER HOUR**

After 8 hours of work, Nanny's regular rate **x 1.5 (time and a half)**





ON-CALL BOOKING AGENCY FEES, MEMBERSHIPS AND PACKAGES

A Credit is needed per shift, per reservation.

For example, five credits will be required if the client needs a nanny for five shifts.

NEW CLIENT: \$46.00 plus tax

(One-time payment due in registration, which is credited as
a ONE credit to use for future bookings)

Residential Single booking: \$42.00 plus taxes

Visitor Hotel/Airbnb booking: \$46.00 plus taxes

SAVE MORE WITH CREDITS PACKAGES

5-CREDITS PACKAGE: \$200.00 plus taxes (\$40/per booking)

10-CREDITS PACKAGE \$380.00 plus taxes (\$38/per booking)

20-CREDITS PACKAGE \$720.00 plus taxes (\$36/per booking)

On-Call Membership – Best for Families Who Need Childcare Often!

- ✓ Our best option for higher SAVINGS
- ✓ Priority matching – First access to our most in-demand Nannies
- ✓ Cost-effective – Save significantly compared to per-booking fees
- ✓ Minimum 3-months commitment

LA LUNE ESSENTIAL: \$111.00 plus taxes (3-credits per month/\$37 per booking)

LA LUNE PREMIUM: \$222.00 plus taxes (6-credits per months \$37/per booking)

LA LUNE ELITE: \$333.00 plus taxes (10-credits per month \$33/per booking)



On-call childcare guidelines

Our guidelines:

- Agency fee payments will be paid by credit card through Stripe payments.
AGENCY FEES ARE NON-REFUNDABLE FOR ANY REASON.
- On-call Nannies work as independent contractors and are paid by the client at the end of the shift by cash or a personal cheque. Nannies won't accept interact transfers. Your Nanny will provide you with a receipt.
- 4 consecutive hours minimum per shift.
- Cancellations made less than 48 hours incur a 4-hour charge paid at the hourly rate agreed in the booking confirmation. Payable to the nanny plus \$8.00 plus tax service fee will be charged to the credit card on file.
- Cancellation over 48-hours when a Nanny has been assigned incur in a \$25.00 cancellation fee plus \$8.00 plus tax service fee will be charged to the credit card on file.
- Booked hours will have to be respected; if the family gets home earlier, booked hours will have to be paid. Changes to the booking can be made at least 48 hours in advance. (Ex: Client booked a Nanny from 9 am-3 pm, client finished earlier at 1 pm, Nanny will still need to be paid 6 hours).
- If the client requests a nanny for a sick child or the family is ill, this must be expressed at the moment of the request. If the nanny is unaware of family or child illness, the nanny may refuse to work & hours will still be paid.
- Time goes in increments of 15 mins (Ex: if you book a nanny from 9 am to 1 pm and the client comes back at 1:07, the nanny will still be paid for 4 hours. If a client comes back at 1:15 sitter will be paid 4.25 hours)
- The agency currently offers on-call services for families located in Montreal. We do our best to reach other areas. In this case, we may request for gas/bus contribution.
- There is a double rate on Christmas Day and New Year's Day.





La Lune Sitters has been a lifesaver. We are so thankful to the team for their help, and our kids couldn't be happier with the sitters. It's been a few months since they had a sitter, but they still talk about it and what a fun time it was. Thank you!



[CLICK HERE TO FILL OUT](#)
[OUR ON-CALL](#)
[CHILDCARE FORM](#)



For any additional information please contact us. We look forward to helping your family with your childcare needs.

Testimonial

We had a wonderful experience with our Nanny. This was the first time we had someone who wasn't a family or a friend come watch our kids and were a little anxious. Within meeting our Nanny for the first ten minutes, our anxiety was put to rest and we left the kids in her capable hands as we went out. I would definitely recommend La Lune and will be using then in the future again.

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