



A SMALL MIRACLE FOUNDATION

Providing charitable childcare services
to families affected by cancer

Frequently Asked Questions (FAQs)

1. How do I apply for services?

Fill out the application on the website. Be sure to include information about your diagnosis, social worker and the estimated number of childcare hours you will need.

2. Once I apply, how long does it take to get approval for childcare hours?

As soon as we receive your application, we will contact your social worker/patient navigator to confirm that the information you gave us is correct and comprehensive. Once we receive confirmation, our board will vote to approve your application. This entire process generally takes 24 to 48 hours.

3. How many hours of free childcare do I receive?

Upon approval of your application, you will receive 90 hours of childcare to be used in 30-hour-per-month increments.

4. What if I need more than 30 hours a month?

We understand that no cancer treatment protocol is the same and that emergencies arise. To that end, we are prepared to grant permission to use more than 30 hours per month under special circumstances. Please contact us for more information.

5. How do I schedule my childcare?

Upon approval, we will contact our nanny agency and inform them that you are approved for 90 hours of childcare (30 per month). You will receive an email confirmation that gives instructions on how to proceed in scheduling your care.

6. How do I keep track of my hours?

The nanny agency we use allows you to track your hours with a Smartphone App. However, we know life is hectic, so we also keep track of your hours and will contact you when there are 10 or less hours of childcare remaining on your account.

7. What if I need a sitter for just an hour?

You may schedule a sitter for a quick doctor's visit, however our nanny agency bills us for a minimum of 4 hours. So we invite you to use the entire 4 hours – shop, get a manicure or take a nap...but always use the 4 hours.

8. What happens if I run out of childcare hours before my treatment ends?

You can re-apply for more hours. Visit our online application at our website and click on the *RE-APPLY* button.

9. Can I request childcare for overnight?

Yes, overnight stays are permissible. Please indicate this need on your application or contact us with questions. Just remember to stay within your total number of allotted monthly hours.

10. Can I request the childcare worker to drive my children to their activities?

Yes, your childcare worker can take your children to school and after school activities. Any other activities (birthday parties, errands, etc.) will require special permission from A Small Miracle Foundation.

11. Can I request the childcare worker to accompany my children to the doctor's office with me?

Yes, your childcare worker may visit the doctor's office with your children.

12. Can I request the childcare worker to help with house chores?

Our goal is to ensure that the children in your home feel secure, happy and loved. To that end, the childcare workers are hired to focus on watching your children and keeping them safe.

13. My child has bonded with their childcare worker. May I request her again?

Be sure to indicate your preference when you make requests on the App and the nanny agency will make every effort to accommodate your request for a specific childcare worker.

14. What if I have an emergency and need to schedule a sitter at the last minute?

In order to guarantee a childcare worker, we require a 48-hour notice.

15. What do I do if the cancer treatment has ended but there are still some hours left in my account?

A Small Miracle Foundation provides charitable childcare only during the cancer patient's active treatment. Once 6 months has passed since your last doctor's appointment, we ask you to apply for a new account.