



THE NEWBORN CARE SOLUTIONS AGENCY



THE NCS AGENCY
FAMILIES TRAVELING TO
THE UNITED STATES FOR A
SURROGACY JOURNEY

Families traveling to the United States for a surrogacy journey often benefit enormously from understanding not only the logistics of hiring a newborn care professional, but also the professional culture surrounding the newborn care industry in the U.S. Because many international families come from cultures where household staffing, negotiation practices, communication expectations, and employment structures may operate differently, we are providing this guidance to improve the experience for both the family and the caregiver.

Welcoming a baby through surrogacy is an exciting and emotional experience, especially when navigating the process in another country. In the United States, the newborn care industry operates differently than in many other parts of the world, and understanding those differences can help create a smoother, more successful experience for everyone involved. At The Newborn Care Solutions Agency, we believe preparation and clear communication are key to building strong, respectful working relationships with your newborn care professional.

1. THE NEWBORN CARE INDUSTRY IN THE U.S. IS NOT GOVERNMENT REGULATED

*One of the most important things for international families to understand is that the newborn care industry in the United States is **largely unregulated**. This means:*

- *Anyone can technically call themselves a 'Newborn Care Specialist'*
- *Training requirements vary dramatically*
- *Experience levels vary significantly*
- *Certifications and credentials are not standardized across the industry*
- *Safety knowledge can differ greatly from candidate to candidate*

Because of this, working with a reputable agency is extremely important. A professional agency helps:

- *Vet candidates thoroughly*
- *Review references*
- *Evaluate professionalism and communication*
- *Assess real-world experience*
- *Verify training backgrounds*
- *Help reduce the risk of unsafe or inexperienced caregivers entering your home*

This is especially important for international families who may not be familiar with U.S. industry standards or hiring practices.

2. TIMING MATTERS GREATLY IN THE U.S. STAFFING MARKET

The U.S. newborn care market moves very quickly, especially for highly qualified candidates. Strong candidates are often interviewing with multiple families simultaneously. Because of this:

- *Prompt communication is extremely important*
- *Delayed responses can unintentionally signal lack of interest*
- *Waiting too long to make decisions may result in losing preferred candidates*

In the U.S. professional staffing culture, timely communication is considered respectful and professional. Families are encouraged to:

- *Respond to interview scheduling quickly*
- *Attend scheduled meetings on time*
- *Provide feedback promptly after interviews*
- *Communicate openly if timelines change*

The faster and more clearly communication occurs, the smoother the placement process tends to be.

3. ONCE YOU SELECT A CANDIDATE, MOVING QUICKLY IS IMPORTANT

When a family identifies the candidate they would like to hire, it is considered best practice in the U.S. to:

- *Extend an offer promptly*
- *Request the candidate's contract quickly*
- *Finalize logistics in a timely manner*

Experienced newborn care professionals are often in high demand and may not remain available for long periods while a family continues deliberating. In many cases, delays can result in:

- *Candidates accepting another position*
- *Availability changing*
- *Travel conflicts*
- *Loss of trust or confidence in the opportunity*

4. CONTRACT NEGOTIATIONS SHOULD REMAIN REASONABLE AND RESPECTFUL

*In some cultures, extensive negotiation is expected and considered part of doing business. In the U.S. newborn care industry, however, **aggressive or repeated negotiation can unintentionally damage the relationship** with a candidate.*

Minor negotiations are generally considered acceptable, such as:

- *Clarifying schedule details*
- *Discussing travel logistics*
- *Adjusting small contract points*
- *Asking respectful questions about terms*

However, repeated back-and-forth negotiations or attempts to significantly alter pay rates, hours, responsibilities, time off, overnight expectations, or agreed-upon terms are often viewed as unprofessional or disrespectful within the U.S. private household staffing culture. Professional newborn care specialists often interpret excessive renegotiation as:

- *A sign of future instability*
- *A lack of respect for their profession*
- *Potential future boundary issues*
- *Risk of micromanagement or conflict*

The strongest working relationships are typically built on mutual respect, transparency, and honoring agreed-upon terms.

5. TRAVEL-RELATED EXPENSES ARE TYPICALLY COVERED BY THE FAMILY

If a caregiver is traveling from another city or state to support your family, it is standard practice in the U.S. for the family to cover reasonable work-related travel expenses. These commonly include:

- *Airfare or transportation*
- *Hotel or lodging accommodations*
- *Meal allowance/per diem*
- *Parking or transportation costs*
- *Return travel home*

For live-in arrangements, families should also provide:

- *A private sleeping space*
- *Appropriate access to bathroom facilities*
- *Reasonable comfort and privacy*

Professional caregivers are not typically expected to absorb relocation or work-travel costs personally.

6. CLEAR EXPECTATIONS ARE HIGHLY VALUED IN U.S. HOUSEHOLD STAFFING CULTURE

Professional newborn care specialists generally perform best when:

- *Expectations are clearly defined*
- *Roles are outlined in advance*
- *Communication is direct and respectful*
- *Boundaries are understood*

Families should avoid assuming that a newborn care specialist will automatically perform housekeeping unrelated to the baby, cooking for extended family, full household management, or personal assistant duties. A Newborn Care Specialist's primary role is supporting:

- *Newborn care*
- *Feeding support*
- *Sleep guidance*
- *Parent education*
- *Developmentally appropriate care*
- *Recovery support related to the baby*

Clarifying expectations early prevents misunderstandings later.

7. PROFESSIONALISM AND RESPECT MATTER DEEPLY

In the U.S. private staffing industry, respectful treatment strongly impacts caregiver retention and overall placement success. Professional caregivers generally value:

- *Kind and direct communication*
- *Respect for agreed-upon hours*
- *Predictability*
- *Privacy*
- *Professional boundaries*
- *Feeling trusted and appreciated*

Small gestures often matter greatly:

- *Introducing the caregiver warmly*
- *Providing schedules in advance*
- *Respecting rest periods*

- *Communicating changes early*
- *Acknowledging their expertise*

Families who create respectful, collaborative environments often experience much smoother and more successful placements.

8. PRIVACY AND CONFIDENTIALITY ARE TAKEN SERIOUSLY

Many international families, high-profile families, or intended parents value discretion. Professional newborn care specialists in the U.S. are accustomed to:

- *Confidentiality agreements*
- *Privacy expectations*
- *Social media boundaries*
- *Discretion inside the home*

Families should feel comfortable communicating privacy expectations clearly during the hiring process.

9. AGENCY GUIDANCE IS MEANT TO PROTECT EVERYONE INVOLVED

Sometimes agency recommendations may feel more structured or direct than families expect. However, agency guidance is designed to:

- *Protect the baby*
- *Protect the family*
- *Protect the caregiver*
- *Prevent misunderstandings*
- *Reduce placement failures*
- *Create long-term success*

The agency serves as both a professional guide and cultural bridge throughout the process.

10. THE GOAL IS PARTNERSHIP, NOT SIMPLY 'HIRING HELP'

One of the most important cultural differences many international families notice in the U.S. newborn care industry is that **highly qualified newborn care specialists are viewed as professionals and collaborative care partners**. The most successful placements happen when:

- Mutual respect exists
- Communication remains open
- Expectations are clear
- Professional expertise is valued

When families and caregivers work together collaboratively, the experience is often calmer, smoother, and significantly more supportive during the newborn transition.





THE NEWBORN CARE SOLUTIONS AGENCY

Let's Connect!

**WE ARE HERE TO SUPPORT YOU
EVERY STEP OF THE WAY**

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The Newborn Care Solutions Agency is dedicated to helping international families navigate the U.S. newborn care landscape with confidence, clarity, and compassion. Our team is here to answer your questions, guide your decisions, and ensure a smooth, successful placement.