



**EMPLOYEE HANDBOOK
POLICIES AND PROCEDURES**

TABLE OF CONTENTS

GENERAL INFORMATION

Letter From Owner
About the Company
Mission Statement
Introduction to the Handbook
Important Notice

GENERAL POLICIES

At Will Employment
Equal Employment Opportunity (EEO)
Americans with Disabilities Act (ADA)
Workplace Harassment
Sexual Harassment
Other Forms of Harassment
Complaint Procedures for all Harassment Claims
Smoking and Tobacco
Standards of Conduct
Confidential and Proprietary Information
Non-Disclosure of Confidential Information
Bonding and Insurance Requirements
Client Confidentiality Information
Keys and Document Copies
Business Attire and Personal Appearance
Absenteeism/Tardiness
Daily Check-In
Client Keys
While at the Client's Home
Personnel Records and Changes
Emergency Contact Information Policy

PET CARE VISITS

General Visit Information
Dog Walking
Pet Sits/Potty Breaks
Puppy or Express Potty Breaks
Pet Care Instructions and Keys
Report Card
Following the Client Profile
When Not to Follow the Client Profile

If It Appears a Client is Home
The Actual Pet Sitting/Dog Walking Visit
Inclement Weather
In An Emergency
Obtaining/Delivering Keys, Profiles, Payments

NEW EMPLOYEES General Information

Introductory Period
Performance Evaluations

YOUR PAY

Work Schedule
Wages
Mileage Deduction
Pay Periods and Pay Days
Paycheck and Payroll Stub
Time Keeping
Separation from Employment
Federal and State Benefit Programs
Availability
Vacation Time
Personal Leave/Family and Medical Leave
Military Leave

EMPLOYEE SAFETY

General Information

Workers' Compensation Insurance
Workplace Violence
Drug-Free Workplace

Handbook Acknowledgement Form 26

ADDENDUMS:

Employee Non-Disclosure and Non-solicitation Agreement
Emergency Contact Form

LETTER FROM THE KATE

Hello!

First and foremost, welcome to the Kate's K9 Pet Care family. As a Pet Care Professional working with Kate's K9 Pet Care the importance of your contribution cannot be overstated and you have my sincere appreciation for your caring work. You are an extremely important part of this company that has established an excellent reputation in the pet care industry and your work directly influences our organization's reputation.

This Handbook provides you with valuable information on what we are about, and what we expect from you. In turn, it provides a summation of what you can expect from us.

Please review the contents carefully and discuss any questions or concerns with me. It is our hope that this Handbook will be a "living document" which you can refer to often for answers to your questions. We will also provide updates as needed to keep it current.

This Handbook will ensure that we are all on the same page in the way clients' homes and their pets should be treated and cared for.

With everyone's continued hard work we can grow Kate's K9 Pet Care into an even better organization. Our success is to be shared by everyone who continues to work hard for Kate's K9 Pet Care. Everyone makes a difference.

Sincerely,

Kate Strode
Owner

General Information

About the Company

Kate's K9 Pet Care was established in 2017. With our commitment to professional and quality service, Kate's K9 Pet Care has grown rapidly and is responsible for the care of pets in Virginia, Maryland and DC. Word-of-mouth marketing is the most important reason for this growth. Our clients know we are dedicated to professionalism, caring, flexibility, reliability, and have extremely skilled employees. And it is our client's continued confidence in us that will continue to help us grow into the future.

Mission Statement

Kate's K9 Pet Care delivers peace of mind, convenience and exceptional pet care to owners by providing loving attention to all their pets.

Introduction to the Handbook

We consider you all, the Pet Care Professionals of Kate's K9 Pet Care to be our most valuable resource. This Handbook has been written to serve as a tool, a source of information and to document our guidelines about policies, procedures and work rules.

This Handbook applies to all Kate's K9 Pet Care Sitters. This Handbook contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. If you have questions about the information in this handbook, please do not hesitate to contact the Owner.

Important Notice

Please note that nothing described in the Handbook creates, or is intended to create a promise of employment or future benefits, or a binding contract between this organization and its employees, or their dependents, for benefits or for any other purpose. All employees shall remain subject to discharge or discipline to the same extent as if this Handbook had not been put into effect, as employment with Kate's K9 Pet Care is on an at-will basis. We reserve the right, in our sole and absolute discretion, to amend, modify or terminate, in whole or in part, any or all of the provisions any information described in our Handbook.

In circumstances where a specific state or federal law conflicts with any provision of this Handbook, the state or federal law will supersede that specific section of the Handbook.

GENERAL POLICIES

At Will Employment

Employment with Kate's K9 Pet Care is on an "at will" basis. As such, nothing about your relationship with Kate's K9 Pet Care should be considered contractual in nature. Your employment with Kate's K9 Pet Care may be terminated at any time, for any reason, and by either party. Nothing in Kate's K9 Pet Care's policies is intended to create a promise or representation of continued employment or employment for a specified period. No representative of Kate's K9 Pet Care except the Owner may enter into any employment agreement contrary to the above, and such any agreement must be in writing.

Equal Employment Opportunity

Kate's K9 Pet Care is an equal opportunity employer and makes its employment decisions on the basis of merit. We offer equal opportunity for employment to all legal individuals without regard to age, color, gender, national origin, race, religion, veteran, marital status, sexual orientation or any other status protected by law.

Americans with Disabilities Act

Our company is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which may include providing reasonable accommodation where appropriate. When necessary and where required by law, the company will provide reasonable accommodations to otherwise qualified individuals with disabilities, including employees with serious or life threatening illnesses, who must maintain acceptable performance standards.

In general, it is your responsibility to notify the Owner of the need for an accommodation. Upon doing so, the Owner may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or medical or rehabilitation professionals.

An employee's medical information is confidential. Disclosure of employee medical information is restricted to limited situations where the Owner has a job-related reason to know it. Employees who disclose employee medical information without property authorization will be subject to disciplinary action, up to and including discharge.

Workplace Harassment

Kate's K9 Pet Care is committed to maintaining a comfortable and professional work environment that is free from all forms of discrimination and harassment. Among other things, Kate's K9 Pet Care's policy specifically prohibits unlawful discrimination on the basis of race, color, national origin, religion, age, sex, disability, sexual orientation, marital status, veteran status, and any other status protected by law. In keeping with this commitment, the organization maintains a strict policy prohibiting such unlawful discrimination. As well as

workplace harassment from co-workers, Pet Care Professionals are not expected to tolerate any harassment from our clients, please report to the Owner any behavior that makes you feel uncomfortable.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature committed against an individual of the same or opposite sex when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- Submission to, or rejection of, such conduct is used as a factor in employment decisions (e.g. hiring, promotion, evaluation, etc.); or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's employment by creating an intimidating, hostile or offensive work environment.

Examples of sexual harassment:

- Unwelcome sexual advances
- Demands for sexual favors in exchange for favorable treatment
- Unwelcome flirtations or advances
- Unwelcome propositions or sexual jokes
- Verbal abuse of a sexual nature
- Graphic comments about a person's body or sexuality
- Leering or unwanted touching
- Suggestive, insulting, obscene, or demeaning comments or gestures of a sexual nature

Other Forms of Harassment

The prohibition against harassment and discrimination extends beyond sexual harassment.

Other forms of harassment or discrimination are also prohibited, such as: • Physical conduct such as assault, battery, unwanted physical conduct, blocking of movement, etc.;

- Verbal conduct such as threats, slurs, epithets, or other derogatory comments;
- Bullying or attempts at intimidation whether online, in person or any digital means • Visual and online conduct are also included such as derogatory posters, cartoons, photographs, radio stations, social media bullying etc.

Complaint Procedures for all Harassment Claims

If you feel that you have been harassed or discriminated against by any party, it is extremely important that you notify the Owner as soon as possible so that the situation can be investigated and appropriate action taken. We encourage you to discuss the matter directly with the offending party to see if the situation can be resolved informally. However, if this proves unsuccessful, or if your preference is to not directly confront the individual, then you should notify the Owner.

All incidents of prohibited harassment that are reported will be investigated. The Company will immediately undertake or direct an effective, aggressive, and objective investigation of allegations. If it is determined that inappropriate or unlawful conduct has occurred, the Company will act promptly to eliminate the offending conduct, and where appropriate, impose disciplinary action up to and including termination.

Retaliation is prohibited against an individual who makes a good faith complaint of unlawful harassment or discrimination, or against individuals who cooperate with the investigation of such a complaint.

Smoking and Tobacco

Smoking of any kind, including but not limited to the use of tobacco products, while at the client's home or property or while walking dogs is prohibited. Any client complaint of such smoking will result in immediate disciplinary action.

Standards of Conduct

Kate's K9 Pet Care expects professional conduct from its Pet Care Professionals. In general, this means prompt and regular visit attendance and professional standards of work quality. We rely on your good judgment to conduct yourself in a manner consistent with recognized rules of society and sound courteous business practices.

The rules we expect you to follow while at work are similar to the rules that apply to us in our daily lives. They are based on common sense, fairness, tolerance, and the same good consideration for others that you expect from them. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace.

The following are examples of behaviors, which are unacceptable **at any time** that could result in disciplinary action up to and including termination. Additionally, the company reserves the right to prosecute any Sitter for any of these infractions.

- Theft, removal or unauthorized possession of Company or client's property
- Falsification of timekeeping, or other Company records
- Breach of any signed Agreement
- Deliberate negligence
- Breaking client confidentiality
- Possession, distribution, sale, transfer or use or being under the influence of alcohol or illegal drugs in the workplace or on the client's property or at any time while on duty.
- Fighting or threatening violence while representing Kate's K9 Pet Care
- Boisterous or disruptive activity while representing Kate's K9 Pet Care
- Carrying firearms, ammunition or other dangerous weapons and/or explosive on Company and/or on client property

- Negligence or improper conduct leading to damage of Company owned or client owned property
- Insubordination or other disrespectful conduct
- Poor work performance
- Violation of safety, health or Company rules and policies
- Smoking or tobacco use in prohibited areas including while at client's home or property or while walking dogs while representing Kate's K9 Pet Care
- Sexual or other unlawful or harassment
- Excessive call-off, tardiness or absence without notice
- Refusal/inability to work holidays
- Failure to complete assigned visits without prior notice
- Failure to follow client's instructions as stated in the Client Profile
- Accidental damage to client home or property NOT reported to Kate's K9 Pet Care (i.e. Kate's K9 Pet Care finds out about it from the client, rather than you)
- Any unauthorized access to a client's property or staying longer than necessary when not appropriate or requested by client
- Violations of Federal, State or local laws

Confidential and Proprietary Information

Information that is of a confidential or proprietary nature to Kate's K9 Pet Care, our suppliers and clients are considered valuable assets of Kate's K9 Pet Care and should not be disclosed to any outside person as well as fellow Pet Care Professionals. If you leave the company, you are required to return all company property including client information lists, leads and any technical information. These items must be returned to the Owner before any final payment is issued. Kate's K9 Pet Care requires the signing of a Non-Solicit agreement for employment purposes, you are encouraged to have your own legal representative review any and all documents you sign.

Non-Disclosure of Confidential Information

At no time, either during or after the termination of assignments, shall the employee directly or indirectly obtain, disclose, reveal or use for employee or any Person, or aid others in obtaining, disclosing, revealing or using any confidential information of the Company, other than as may be required in the performance of duties for and as authorized by the Company.

Bonding and Insurance Requirements

Since the type of work your employment specifies with our company will require you to handle other people's property and to deal with money, we require that you be bonded and insured. Kate's K9 Pet Care will pay the cost of bonding and insurance; you will not need to do anything.

Client Confidentiality Information

Our clients entrust us with important information relating to their pets and homes. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, our company earns the respect and further trust of our customers.

If you are questioned by someone outside of our company regarding your pet sitting visits, and you are concerned about the appropriateness of giving them certain information, you are not required to answer, instead, as politely as possible, ask them to contact the office for more information.

Keys and Documents Copies

No one is permitted to remove or make copies of any Kate's K9 Pet Care's keys, records or other documentation without prior approval. Disclosure of confidential information could lead to termination, as well as other possible legal action. This includes all client information and printed sheets in the pet sitting software. Please insure any copies of client sheets are kept secure as they contain confidential information.

Business Attire and Personal Appearance

You should always wear your Kate's K9 Pet Care apparel with a pair of clean, non-ripped, nonholes, non- adorned jeans or kakis when meeting clients for the first time, on regular visits you may wear comfortable clean clothing. Sneakers or boots (no open toed shoes) shall be worn on any client visits. Shorts or any length of pants, leggings are also acceptable. Keep in mind to dress safely for the visits you will be making during the day (i.e., don't wear shoes without traction if it's slippery out; don't wear shorts when caring for a dog that jumps excessively). Again, when meeting with a client, dress with your company T-shirt and jeans with an appearance that is neat and clean.

Absenteeism/Tardiness

Attendance and punctuality are important factors while pet sitting as we work as a team and this requires that each person be in the right place at the right time. If circumstances arise which make your absence or lateness to your visits necessary, it is your responsibility to contact the Owner immediately. If you know in advance that you will need to be absent, please request this time off the schedule at least one week in advance or with as much notice as you have yourself. **It is mandatory that you personally or someone else notify the office if you will be absent or tardy so that proper schedule adjustments can be made. Because of the nature of this business, it is extremely important that the Owner is notified as soon as possible any time you are unable to complete your assigned schedule.**

It is critical to our efficient operations and customer service that you are available every day of your committed schedule, be on time and ready to start your visits. Sitters may be required to present a doctor's note for unscheduled schedule cancellations. Even with proper notification, you will still be considered a no-show if you cannot make your visits on your scheduled

workday. All Sitters are expected to adhere to the work schedule as they have advised their availability to be.

The Company generally considers poor attendance as:
(Not necessarily consecutive)

- More than three days of missed visits,
- Leaving any visit early or not completing all the required tasks,
- Arriving late to visit blocks three or more times,

Any combination of absence, short or late visits will be considered equally for the purpose of determining poor attendance and a determination if the employee is a good fit with the Company.

Any Sitter who fails to report to a visit without notice may be considered to have voluntarily terminated their employment effective at the close of business on that day, unless other arrangements have been made in writing and approved by the Owner.

Daily Check-In - Visit Completed add Client Information

You are required to log in and mark your visits as complete in Time To Pet at the end of your visits. Please call or text as well, if there are any problems, concerns, or unusual circumstances. You are also required to update the client profiles with any missing or additional descriptive information that may be needed by another Sitter or for yourself to recall for any additional visits. An example may be a very sticky door or which collar is to be used by which pet.

Client Keys

You are responsible for the care, custody, and control of all keys and client information and files in your possession. All keys are or should be coded; they must never state the address or last name of the client unless labeled in such a way by the client. You are to keep client keys locked safely away when they are not in use. The first time you lose a key or get locked out of a client's house, we will pay for additional keys. The second time you will be responsible for half of the key fee. We understand that a loss or lockout can happen from time to time, but numerous losses or lockouts are unacceptable.

While at the Client's Home

Never acknowledge to anyone that you are a pet sitter or Pet Care Professional. If a neighbor knows you are the pet sitter, don't acknowledge the length of time the client will be away. Occasionally, a friendly neighbor may already know all the details of the client's trip. These situations can be awkward; it's best to use your own judgment in each situation. Kate's K9 Pet Care is responsible for the client's home as well as their pets, and we do not want to announce to anyone that the client is out of town.

No one may accompany you to a client's home under any circumstances, with the exception of another authorized representative of Kate's K9 Pet Care.

Personnel Records and Changes

It is the responsibility of the Pet Care Professional to notify the Company of any changes in personal information. Personal mailing addresses, telephone numbers, change in status of drivers' license, phone numbers and individuals to be contacted in the event of an emergency, educational accomplishments and other such data should be accurate and current at all times. If information has changed, notify the Owner.

Emergency Contact Information Policy

All Pet Care Professionals must provide emergency contact information for persons to be contacted in the event of a personal emergency. Emergency contact information is confidential and will not be made available to nonessential staff. Emergency contact information may not be used for any purposes other than its original intention.

PET CARE VISITS

General Visit Information

The most important thing to remember is that pets are not our only clients. The owners need to be informed so they are secure and confident their pets are being taken care of. Your strict adherence to visit instructions and checklists will ensure a safe and successful visit.

Visits vary in length and can be between 15-20-30-45, 60 minutes or overnight. You will always know what is expected at each pet sit by the description name on your schedule. Be sure the pet and home are completely cared for the entire length of each visit as required. Please always follow the care and written instructions exactly as left by the clients or as indicated on their profile sheets.

Keep in mind that neighbors may be keeping an eye on the house, and that they may also be timing your visits. Also keep in mind that some clients may have hidden cameras set up in their homes. Sometimes a client is actually home, and won't let you know it (they are home sick in bed or they are home early and just curious to see/hear what you do with their pets).

Always behave as if you are being filmed, because it is possible that you are. As long as you are providing quality care, it won't matter if anyone or cameras are watching. Always complete your visits with the expectation that you are on camera.

Dog Walking

For dog walk visits, you are expected to actively be with the dog for the allotted time, taking the dog for a walk, giving fresh water and treats, securing the pet on exit and leaving a visit

checklist are all included in the total dog walking time. Most regular dog walking clients do not expect any further care. In addition, you may also be walking dogs during a pet sit if the client has selected that option. In that event, you would also be responsible for completing pet sitting tasks along with walking the dog within the dog walking time selected by the client. The timed walk visit is the time we are scheduled to stay with the pet; as such the walk would count within all the activities combined, the dog walk may be shortened to accommodate all of the activities required for the pet sitting visit. The Pet Care Professional, in their discretion, can give a longer walk on one visit if some of the pet sitting tasks can be completed during another visit on the same day.

Pet Sits/Potty Break

These visits have duties that must be accomplished during most pet sits. These duties may include feeding and freshening water for pets, playing with dogs and/or cats, scooping litter boxes, cleaning pet waste, cleaning pet bowls and feeding areas, petting and giving attention to dogs/cats/pets, rotating lights and blinds, taking out the trash, bringing in the mail and newspaper, client specific duties and following your visit checklist. Please also ensure you clean any items, areas, utensils, bowls and the client's sink while performing your Sitting duties.

Puppy or Express Potty Breaks: Puppy breaks are normally two times a day or more and occur while owners are at work. As many puppies are crated between visits, you will be allowing puppies to stretch their legs, go potty, and provide food and water. You will always have the client's instructions on their pet sitting profile.

Pet Care Instructions and Keys

You will always be provided with a Client Profile and a key or garage/door code for each pet you will be taking care of. The Client Profile contains detailed instructions to care for the client's pet and home.

Report Card

Each visit, you will need to complete the service and complete the Electronic Report Card. We encourage pictures, messages and emojis for all report cards.

Clients love to know about anything cute or interesting their pets did on your visits. It is important to write at least a few sentences about your time with their pet. Our clients expect these details from us, and these messages are indications of how we go above and beyond other less professional sitters.

Following the Client Profile (Client's Instructions)

You must review the Client Profile prior to your arrival so you know all of the job responsibilities to be completed for the pets and the home. You should always clarify entry instructions prior to the first visit and know how to disarm any alarm that may be active. If you have thoroughly reviewed the Client Profile you will know exactly what is to be done during your visit and how

to access the home and what to do with the key when the visit time is complete. It is always a good idea on exiting your visit to review the Client Profile again, confirm the items on the checklist are complete. It is a good reminder to ensure all doors are locked, pets are secure and no and make any required notes to revise the profile if need be. Make sure you have completed all responsibilities as expected. When a client advises us of any changes, we will try to have an updated profile. If you have any questions, do NOT call the client – call Kate’s K9 Pet Care.

You are required to follow the instructions in the Client Profile exactly as they are stated.

Never second-guess a client’s instructions or the Owner’s care instructions in the Client Profile while performing your duties. Some clients may care for their pets, their pet’s litter boxes, their pet’s drinking sources (toilets), etc., in a way that is not consistent to the way that you would care for your pets.

Therefore, you are **REQUIRED** to follow their instructions as they are written. If you feel you have legitimate cause for concern regarding a pet’s care, contact Kate’s K9 Pet Care about your concerns. Do not call the client or mention your concerns in the Report Card. Reach out to Kate’s K9 Pet Care for further instructions.

When You Should Not Follow the Client Profile

Sometimes clients have a change in their pet’s care or restrictions (such as a dog being crated) and they forgot to tell us about it. If you arrive and find that a dog is not where he is usually kept, use common sense in the situation. If he is usually restricted to the laundry room, but now has free roam of the house (and it is obvious he couldn’t have freed himself) then let him have free roam of the house when you leave. It should be obvious whether the dog could have escaped from his usual confinement or if the client left him that way (and just forgot to tell us). If it is **NOT** obvious and you are unsure of the situation, call Kate’s K9 Pet Care while you are still at the visit.

As another example, sometimes a client may change feeding instructions. **Be sure to follow instructions the client may leave for you via a note over any instructions we have in the Client Profile.** A client’s note or message always supersedes any instructions we have. Please be sure to update any instructions on Time To Pet and confirm with the client by noting it on the Report Card.

What to Do if it Appears a Client Is Home

If when you arrive it appears that someone is home, follow these instructions:

If you are concerned that it could be a scheduling error, call the office. If you are concerned about a possible intruder, and are in the house, you should immediately leave the house and call the office for further instructions. If you think it is simply the client who is home, then knock on their door. If there is no answer, then open the door, and call out “Hello.” Once in a while, a client will unexpectedly be home. They may have forgotten to cancel, or they may have known they would be home but they still want you to care for their pet.

The Actual Pet Sitting/Dog Walking Visit

Firstly - Do not track in dirt or mud: Upon entering a client's home, be sure to wipe your feet, especially on our occasional wet/rainy days; remove your shoes if necessary on very bad days. We always make sure to leave a client's home as we find it or better. If the dog you are caring for gets muddy or wet outside, be sure to wipe his paws (and body if needed) before coming back in. Our clients care about and notice these small details. Please have a supply of towels in your car. Recommend having an umbrella as well.

Take the dog out: When caring for a dog, odds are good that they desperately need to go outside when you arrive for your visit. Whether you are letting the dog out in the back yard or taking them for a walk, this should be the first thing you do when you arrive. You may wish to look for any notes the client may have left first; other than that, take the dog out as quickly as you can after you arrive. **Whenever walking any dog, always avoid all other dogs and people you encounter during your walk. Cross the street if necessary.** You never know how any dog is going to react in these situations or either dog's vaccination status; the dog you are walking may be fine, the dog you encounter may not.

Check for any notes or look for any implied directions from the client: Clients will often leave notes on their kitchen/dining room table, kitchen counter, refrigerator, coffee table, etc. It is very important to find and read any notes a client may leave, because they may have added additional instructions, changes, or requested an additional visit or two. Sometimes they may leave a note asking for future dates of service. In that case, please forward the information to Kate's K9 Pet Care. Save any and all client notes, regardless of significance, as these are all saved for the client's file. Please also note if the client leaves any dishes or utensils out for the pet. Please use and clean/wipe out these dishes during the visits and place the used items in the client's sink. In the event a client leaves a note giving you permission to let their dog outside without a leash; you may not let the pet outside the home or backyard without being properly leashed. Dogs may stay in their yards or with their owner without a problem, but may not do the same for us.

If possible take photos and attached them to the Report Card. You may also find a check or cash that the client has left for payment. Collect this, and turn it in to Kate's K9 Pet Care no later than Friday of each week (when working weekends, return payments and so forth at the end of your weekend work schedule on Sunday).

Locate all of the pets: Confirm the location of all the pets in the home. If a cat is hiding, then check to make sure the litter box is being used and the food is being eaten. Do not spend too much time searching the house for a hiding cat. Some hiding cats will be comforted by your presence; while others will become stressed simply because you are in the house. Use your own judgment when it comes to trying to befriend a shy or frightened cat. Do not overstress a shy cat or dog by forcing excessive attention.

Food, water, treats, walks, playtime, litter box, etc.: You will spend the majority of time at each visit doing the above (except for mid-day dog walks, which generally consist of walks, water and treats).

All pets should have fresh water daily, if not at every visit. Give fresh water at every visit unless otherwise instructed on the Client Profile. All litter boxes should be scooped at each visit, unless otherwise instructed. Some clients do not want us to scoop automatic litter boxes; which will be indicated on their Client Profiles. All litter waste and dog waste should be disposed of in plastic bags in outside garbage cans, unless otherwise instructed.

Bring in the mail: When doing vacation care visits, and when applicable remember to bring in the mail and paper, rotate lights and blinds, and do any other home tasks as listed in the Client Profile. Always bring in packages you find at the client's door. (verify it is not a pick-up)

Additional Mail/House notes: Even if the Client Profile does not say to bring in the mail or paper, still be sure to periodically check for mail, papers and packages at all doors, as sometimes the client forgets to cancel the mail/paper and assumes that we will see it or they have cancelled but the cancellation didn't go through. We do not want a client to come home to a stack of newspapers on their front porch, which would have advertised the fact that they were not home. Also, if there is a notice from UPS or FedEx call Kate's K9 Pet Care for further instructions.

Do a Walk-Through of the House: Always do a walk-through of the client's home. This should include all areas the pets have access to (no need to open closed doors). This is a very basic walk-through; just taking a quick peek in each open room to check for accidents or problems. Please check that any external doors are solidly locked.

Clean-up: If you find any pet accidents, be sure to clean up promptly to prevent stains. Some clients will leave cleaning products out, or you may find them under the kitchen sink or other likely places. Be sure to read and follow instructions carefully. If unable to find any cleaning supplies, or if in doubt, use water only, and if necessary, a mild soap, such as, liquid hand soap. Do NOT use anything a client hasn't provided. Please read the instructions and check carefully that the product would be acceptable to use in the clean up. **Do not use cleaners that have bleach or harsh cleansing chemicals.** If in doubt use water only and spot clean.

If a pet gets into the garbage, please clean it up. Move the garbage to an area the pet won't be able to access (such as a bathroom or garage). Leave the client's home as you found it. Any doors that are closed should remain closed, please note if the door to the garage is locked or open, you may need to note this in the file so you don't forget. Food, treats, cleaning supplies, etc., should be put back where you found them. When feeding wet food, rinse out cans and

food bowls in the sink, be sure not to leave any pieces of pet food stuck to the sink. Please use the client's garbage disposal so that the old food does not start to smell. You may also put some dish soap into the garbage disposal if you start to smell any odors. All cans should be disposed of properly, and if a client obviously recycles, you should dispose of rinsed food cans in their recycle bin.

Before leaving: Before leaving a client's home, review the checklist again to be sure you have completed all required duties. **Be sure to lock all doors that the client wants locked** (note if this includes the door to the garage). Be aware and in the moment as you leave the home, look over the rooms, verify and listen that there is no running water or toilets. Count and confirm the location of all pets before you close the door. A cat may follow you into a room and you may not have realized. Before you drive away confirm that the garage door closes completely, confirm there is no pet waste left in the home and know that every door is locked solidly. Please try each door you have locked to confirm it is closed, push and pull with strength on the doors, notice how the key turns in the lock, often the key may not have turned the whole way and the door can be pushed open, this is a very common un-locking issue when you are dealing with unfamiliar locks. **Always error on the side of being extremely and overly cautious, always consider what could go wrong.**

Never, Ever

- Never let a dog (pet) outside the home without a leash.
- Never let a dog out into a backyard before you confirm it is completely secure. (check all gates are closed, no breaks in the fence) It is very common to have the pool man or landscaper leave a yard unsecure.
- Never allow any contact with other dogs or people while on a walk
- Never adjust a pet's medication or dosage without direction of Kate's K9 Pet Care or without a written note from the client. Any instructions left by the client supersede instructions written on the pill bottle. If you have cause for concern about the medication or dosage, call Kate's K9 Pet Care, not the client.
- Never give any client unsolicited advice regarding their pets and/or their pet's care. If you have any concerns, whether they are about a dog's training (or lack thereof), medications, an unlicensed dog, feeding instructions (seems like too much or too little), etc., if you feel the need you **MUST** contact Kate's K9 Pet Care about it– but you may **NEVER** contact the client. Do **NOT** include such concerns in your notes, and do **NOT** call the client. Upon sharing your concerns with Kate's K9 Pet Care, we will review the situation together and take action if needed
- Never offer any advice to clients regarding their pets
- Never walk a dog when or where you feel unsafe or unsecure due to weather, darkness, area or possible wild animal contact
- Never do extras that the client has not asked for, such as: Washing or drying any bedding, towels, placemats, throw rugs, etc., that we used on/for the pets

- Never clean non-pet related messes (unless the pet is getting into something that the client left out)
- Never access a client's home when there is not an expectation of a pet sitter being in the home, this includes extra visits not requested by the client
- Never walk a dog without confirming the leash and collar are tight and secure
- Never offer any advice to clients regarding their pet care
- Never drive to or walk a pet if you feel the weather is unsafe – heat or winter related
- Never set keys down in the home and go outside
- Never compromise your safety to provide care to an aggressive dog

You are not to give a client unsolicited advice at any time, if a client specifically asks you for advice (such as recommending a brand of food, what to do about shedding, a veterinarian recommendation, etc.) you should suggest that they call Kate's K9 Pet Care. In any conversation with clients always remember we are provide recommendations and not offer any specific advice. If you must offer advice to a client, always state "in my own opinion" and keep the information brief.

Inclement Weather

There are certain types of inclement weather that require the need to alter pets' scheduled activities. These types include extreme summer heat and extreme snow activity. Temperatures over 98F or snow weather situation this is not safe for pets or pet sitters may cancel or reschedule a visit. Sitters should use their discretion to modify the activity or reschedule as appropriate. You are not required to drive in or take out a pet in weather that you feel is not safe for driving or walking. **Keep the outside walks short during extreme hot and cold days. Pets can suffer from heat exhaustion, dehydration and cold temperatures. Spend time interacting with them inside once they use the bathroom outside.**

In An Emergency

Keep client's keys on you at all times. Kate's K9 Pet Care will provide a carabiner. **DO NOT** set keys down in a client's home and go outside. Sometimes doors lock that should not, or that you would not expect. If you find yourself locked out of a client's home, call Kate's K9 Pet Care. We will have a copy of the key in our office. If not, we will check the client's file to see if anyone else is listed that has a key to the home, or we will call a locksmith if needed.

If there is a life threatening pet emergency such as injury or illness, take the pet to the vet on file immediately and call the client. This is the one and only time you are allowed to call the client without calling Kate's K9 Pet Care first. In a life or death situation, your number one priority is to get the pet to the vet. If the pet seems a little ill, then call Kate's K9 Pet Care before you do anything else (including taking the pet to the vet). Our priority is the pet's safety. Our client policy authorizes us to have their pets treated in an emergency, preferably at their regular vet, as we try to call the client to secure their acceptance for treatment. In any and all cases please

call to advise Kate's K9 Pet Care of the situation as soon as possible. A sitter may need to assist you with the ill pet, or may need to cover your remaining scheduled visits for you while you attend to the ill pet. The office may also need to provide a method of payment for a vet visit and may need to meet you at the vet's office.

If you suspect a break-in or an intruder in the house, **DO NOT ENTER**. If you are in the house, leave immediately. Call the police immediately – do not hesitate. Notify Kate's K9 Pet Care as soon as possible. We will notify the client and the client's emergency contact if there is a confirmed break-in. If there is a house emergency, such as water damage, an air conditioning failure in the summer or other damage that needs to be addressed immediately, call Kate's K9 Pet Care. We will handle the situation for you. If you ever have any questions, doubts, or problems, please do not hesitate to call Kate's K9 Pet Care. Remember, do **NOT** call the client about anything unless Kate's K9 Pet Care has advised you to do so – **OR** – the pet is severely ill or injured.

Obtaining and Delivering Client Keys/Profiles/Payments/Your Paycheck/Schedule

During the average week: Visits will follow each Pet Care Professionals's individual schedules – visits will be sent via email when initially scheduled (which can be weeks in advance) and each morning an email will be sent for the day's visits. To confirm any last minute changes please review your staff schedule on Time To Pet, it is a quick daily reference that is always up to date when you access it. Pet Care Professionals may also be contacted at the last minute via text message, phone call, or Time To Pet Message with schedule additions or changes throughout the day. Any keys that you need will be coordinated through the office and will be given to you before the beginning of the visit or as soon as possible in the case of an add-on visit. Your paycheck is issued every 2 weeks and paid through direct deposit.

When Working Weekends: If you are only covering a weekend, typically from Friday afternoon/evening through Sunday evening, all arrangements will be made for the weekend on that Friday. This will include keys and instructions.

Basic Scheduling: You will have some clients that you will see on a regular basis but often clients call only a few days before their trips. Due to last minute bookings the Office will add to your schedule with possibly only one or two days' notice or sooner. Occasionally, there will be the need to add to your schedule the very day a client needs service. You may have to make an extra trip to the office to pick up keys for these last minute scheduled visits. This will only be during times that you are scheduled to be available. The office may call to see if you are available on a day we have not scheduled you to work. You are not obligated to work on such days.

Pet Sitter Supplies: You are expected to have basic pet supplies on-hand. Always keep a supply of plastic bags with you while walking dogs. Never leave pet waste in a public area. You should

also have a flashlight, leash, towels, umbrella, carabiner and a supply of paper towels is always helpful. (Most of these items will be supplied to you) Please keep these items in your car so they are available to you when they are needed.

New Employees

Newly hired Pet Care Professionals must complete all necessary forms for their employment to be finalized, and complete a background check. The background check will need to be completed before the first solo assignment day.

The forms include but not exclusive to Contractor Agreements, Direct Deposit Forms, and Employee application. Such forms shall be completed on or before the employee's first day of work.

You will also go out with the owner or another member of our staff to get acclimated to the various jobs and expectations. Training generally takes two days to complete depending on the complexity of jobs and your experience.

Introductory Period

Each Pet Care Professional will be subject to an "introductory period" or trial period for 90 days. This is to confirm this is a good fit for both the Company and the Employee.

Performance Evaluations

Each Kate's K9 Pet Care employee may be given an annual performance evaluation by the Owner. The written evaluation documents your achievements during the evaluation period, summarizes your strengths and weaknesses, outlines specific objectives and goals for your next evaluation period, and suggests any training that may be necessary or in your best interest. Your subsequent evaluation will be based not only on how well you complete your day-to-day responsibilities, but also on how well you did at reaching the objective and goals previously set forth.

YOUR PAY

Kate's K9 Pet Care is committed to paying just and competitive commission pricing to its Pet Care Professionals.

Work Schedule

You must be available to work flexible hours including weekends and holidays, unless otherwise discussed and agreed upon. If your availability changes, please notify Kate's K9 Pet Care.

Wages

Wages are paid from your completed visits during the previous pay period. Tips are occasionally left by clients these tips must be reported and allocated 100% to the Pet Care Professional by Time To Pet.

Mileage Deduction

Because you are legally able to deduct your mileage, you should keep track of your mileage when driving to and from visits. The accepted method is to track your mileage from the end of your first visit to the beginning of your last visit. Your commute time is not considered tax deductible. (Think of your commute as going to and from a normal 9 to 5 job, that is not deductible, but any pet sitting driving in between is deductible)

Keep track of your mileage driving from visit to visit each day. If you are asked to make a client key copy, you can count the mileage going to and from the store to make a key. You can also count the mileage when driving to Kate's K9 Pet Care to drop off or pick up keys, schedules, or any work related driving. You are required to confirm any tax deductions with your tax professional.

Pay Period and Paydays

Pet Care Professionals are paid on a bi-weekly basis. Your pay stubs are made available every other Friday and will reflect the time for the previous two-week period. Payments will be sent out the following week.

Paycheck and Payroll Stub

As an contractor, the Pet Care Professional is required by law to file their own tax deductions. In addition, if we receive a wage garnishment order from the court, we will comply and withhold the designated sum from your pay.

Your pay stub provides important details of your earnings and tips. We encourage you to verify the information on your pay stubs. Please review your paycheck for errors. If you find a mistake, report it to the Owner immediately. All the necessary steps will be taken to correct the error in a timely manner.

Time Keeping

Kate's K9 Pet Care requires that all Pet Care Professionals mark their visits as complete in the Time To Pet app. The Owner will then submit to the payroll company for processing.

Separation from Employment

If you decide to no longer be available for assignments at Kate's K9 Pet Care, please provide 2 weeks written notice.

All outstanding monies due you will be paid on the last pay period. The Owner will arrange an exit interview, at which time you will return any Kate's K9 Pet Care property you may have acquired, such as client keys, client records, pet supplies. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your last assignment payment.

This could also include re-keying client locks; you may be required to sign a deduction authorization form for this purpose. We encourage you to keep the Owner informed of any future address changes for your year-end tax forms. It is the policy of Kate's K9 Pet Care that the Owner is the only individual authorized to give references on current or past Sitters. Should you be contacted for a reference they should be referred immediately to the Owner. The only information Kate's K9 Pet Care will give out about your relationship with us is your title and dates of contract, unless we receive a signed waiver from you authorizing additional information to be released.

Availability

Pet Sitting and Pet Care assignments are and will be scheduled with various visits throughout the day during our regular pet sitting hours, which are during all days/hours you have agreed to be available. You must be reasonably available for last minute requests from clients during your agreed-upon available days/hours. You must be available to work any given holiday, holiday weekend, or holiday period throughout the year regardless of whether the holiday falls on a weekday or a weekend.

Vacation Time

Kate's K9 Pet Care does not provide paid vacation, but will be very flexible with your choice of assignments and time off. Please give **as much notice as possible** so all Pet Care Professionals are given the opportunity to book their time in advance. Please note you must be available for assignments over most major holidays. Appropriate notice is **as much notice as possible**, with a minimum of one month's notice. Don't firm up your vacation dates until you have put in your request for time off and it has been approved. Your vacation request may be denied if it interferes with another employee's scheduled vacation; however, if you give as much notice as possible, there is not likely to be any conflict.

Personal Leave and/or Family and Medical Leave

Unpaid personal leave and/or family and medical leave may be available to an employee at the discretion of the Owner with the needs of the business taken into consideration. Any employee who requires such leave must discuss the situation jointly with their supervisor and the Owner to insure that a decision in the best interest of all is made. Leaves of absence are available for a maximum of 12 weeks and are without pay. Any bonus pay due during the time of your leave will be pro-rated based on the number of weeks actually worked in the year.

Military Leave

Military service leave will be provided pursuant to any Federal or State laws, if you need to take military leave, let the Owner know and keep the Company informed of your estimated date of return to work. Employees are entitled to full re-employment rights subject to the governing federal and state laws.

EMPLOYEE SAFETY

Safety on the job is the responsibility of all employees. You are expected to use good common sense and follow all safety procedures. Please familiarize yourself, when available, with available exits, location of fire extinguishers, first aid kits, and emergency phone numbers, for each client location.

Some other precautions to follow are:

- Notify the Owner of any emergency situation as soon as possible, which includes pet or sitter injury or if a client's home may have or has had damage occur.
- If you are injured or become sick at work, no matter how slightly, you must seek medical care as soon as possible.
- Report all accidents to the Owner once you have received the proper care.
- Get help when lifting or pushing heavy objects.
- Understand your job fully and follow instructions. If you are not sure of a safe procedure, don't guess, call the Owner to discuss.
- Comply with OSHA standards.

If you observe or become aware of an unhealthy or unsafe condition, please report it to the Owner so that the situation may be remedied before someone is injured. An employee's willful disregard for known safety rules and procedures may result in disciplinary action, up to and including termination.

Worker's Compensation Insurance

You are responsible to have Worker's Compensation insurance if injured in the course of your work or if you become ill due to work-related causes. If you are injured at work, it is your responsibility to immediately seek the proper medical care and report your injury to the Owner when it is safe to do so.

Each injury or accident must be reported as soon as it is prudent to do so, no matter how insignificant it may seem at the time. You are required to report to your supervisor all accidents, injuries and illnesses that occur on-the-job, no matter how small and including those in which a client, or other third party is involved. Accidents, injuries and illnesses should be reported on the date of occurrence or as soon as practicable thereafter.

Workplace Violence

Workplace violence often stems from activities within the workplace that causes and unfriendly or intimidating effect on an employee. Kate's K9 Pet Care is concerned about safety of its employees and provides the following guidelines to prevent violent acts in our workplace:

- Jest, banter, and teasing that is offensive to another employee or to a client or customer of the Company is prohibited.
- Behavior that can lead to violence includes threats of violence, aggressive actions, offensive actions, and threatening and offensive words. Employees will not engage in this type

of activity. Employees who witness this type of behavior in or outside of the workplace between co-workers will immediately report it to the Owner.

- Employees are prohibited from bringing firearms or other weapons onto the premises or into a client's home.
- If any employee is aware that another employee appears troubled or irrational, please report your observation to the Owner.
- An employee should notify the Owner of any visitor, vendor, or client on the premises who is behaving in a threatening, abusive or violent way.
- Any employee who engages in threatening or violent behavior, or who behaves in a way that could provoke violence.

A violation of any of the activities may be subject to disciplinary action, up to and including termination.

Drug-Free Workplace – Our Substance Policy

Kate's K9 Pet Care is committed to a drug-free workplace and encourages early identification and treatment of alcohol and chemical dependency. Pet Care Professionals of Kate's K9 Pet Care will not use or consume illegal drugs or alcohol in the workplace or client premises. Pet Care Professionals will not work under the influence of illegal drugs or alcohol, nor will Pet Care Professionals possess, sell or attempt to sell illegal drugs or alcohol while performing work for Kate's K9 Pet Care or while on the premises of the company or client.

For purposes of this policy "Drug" means any substance (other than alcohol) capable of altering the mood, perception, pain level, or judgment of the person consuming it.

"Illegal drug" means any drug, which is not legally obtained, in this country, which is not lawfully prescribed, or which is not being used for any lawfully prescribed purpose.

"Under the influence" means an individual is affected in any detectable manner by the presence of alcohol or an illegal drug in his or her body. **"Substance abuse"** means the use or consumption of a drug or alcohol in a manner or to an extent that it causes a change in the user's behavior or has a negative impact on the user's work performance or life. **"Substance abuse test"** means testing by any recognized method chose by Kate's K9 Pet Care that is appropriate for measuring drug or alcohol use.

Kate's K9 Pet Care may terminate your employment if there is any suspicion:

A Pet Care Professional is using or is under the influence of an illegal drug or alcohol. Reasonable suspicion is based on, but not limited to, such factors as:

- A Pet Care Professional's involvement in a work-related accident
- A Pet Care Professional's unusual behavior or work performance

- Observing use of, possession of, or sale of, purchasing drugs or alcohol on company or client premises
- Observing that the Pet Care Professionals appears to be under the influence of drugs or alcohol
- Observing a pattern of abnormal or erratic behavior by a Pet Care Professional
- The conviction of any Pet Care Professional on a drug-related or alcohol-related charge
- Discovering that a Pet Care Professional has tampered with a drug test or taken action to interfere with or defeat the results of a drug test

Handbook Acknowledgement Form

This handbook describes important information about Kate's K9 Pet Care's policies and I understand it is my responsibility to read, understand and comply with the policies and revisions contained in this handbook. I agree to consult Kate's K9 Pet Care regarding any questions I have about the handbook or any questions I have that are not answered in the handbook.

Since the information, policies and benefits described here are subject to change I acknowledge that revisions to the handbook may occur. I understand that Kate's K9 Pet Care reserves the right to revise, supplement, or rescind any policies or portion of this handbook at any time it deems appropriate. I understand that I will be notified of changes to the handbook as they occur. All such changes will be communicated through email. I understand that revised information may supersede, modify or eliminate existing policies. I understand that only the Owner may cause any revisions to the policies in this handbook. I acknowledge that this handbook is neither a contract or employment nor a legal document.

I have read and understand the Handbook Acknowledgement Form. I also acknowledge that I have received a copy of the Kate's K9 Pet Care Handbook.

Employee's Name_____

Employee's Signature_____ Date: _____