



Employee Handbook

Employee instructions, policies, and procedures

Welcome to DoggyWalker.com Team!

We are pleased that you have joined our team and we look forward to working with you. We hope that you enjoy being a pet “caregiver” and appreciate the benefits and challenges that come along with working with animals.

Being a DoggyWalker.com employee comes with many important responsibilities and obligations; our clients not only trust us to care for their beloved pets, but they are giving us access to their homes. It is extremely important that we are consistently providing the quality level of care that we committed to when the client signed a contract with us.

The Employee Handbook outlines the policies and procedures of employment with DoggyWalker.com. Please read this handbook and the accompanying Caregiver Standards of Conduct carefully to understand these conditions of employment.

If you have any questions, please feel free to ask for clarification at any time.

Table of Contents

Values and Mission	4
Values	4
Mission	4
Vision	4
At-Will Employment	5
Proof of Citizenship and Immigration Compliance	6
Americans with Disabilities Act Compliance	6
Sexual Harassment Policy Statement	7
Grievance/Complaint Procedure	8
Consequences	8
No Retaliation	8
Employee Standards of Conduct	8
Trade Secrets and Company Property	9
Restrictive Covenant	10
Reasonableness of Provisions	11
Pandemic Operational Policy	12
Purpose	12
Responsibilities	Error! Bookmark not defined.
Risk Mitigation	Error! Bookmark not defined.
Injury/Illness/Infection	Error! Bookmark not defined.
Employee Benefits	15
Reduced Pet Sitting and Dog Walking Prices	15
Direct Deposit	15
Supplemental Insurance	15
Bonus/Gratuity	16
DoggyWalker.com Office Policies and Procedures	17
Requesting Vacation, Sick Leave, and Other Time Off	17
Planned Time Off Request Procedure	18
Military Leave (USERRA Policy)	19
Inclement Weather Policy	19
Dress Code	19
Injury Reporting and Workers' Compensation	20
Employment Opportunities/Job Descriptions	21
Acknowledgement	22

Values and Mission

Values

- To be a good neighbor to the people living and working in our community, to the other dog walking/pet sitting companies in our area (competitors), to the people living near our customers, and to any random person that we meet on the street.
- To provide a safe, enjoyable work environment where employees are encouraged to share their feelings about the company and about the job.

To have an open and honest relationship with our customers and employees, consistently delivering on our promises and obligations.

- To support, to work with, and to adopt from a variety of local animal rescue organizations.

DoggyWalker.com Rescue Program: *DoggyWalker.com is a long-time supporter of rescue and strongly believes in helping homeless dogs find their forever homes. We are committed to working with clients who have recently adopted a dog to make sure it receives the patience and care it needs to re-adjust to a new life. Our personal pets come from a variety of rescue organizations, including the [Animal Welfare League of Alexandria](#) (DoggyWalker.com's owner serves on the Board of Directors of the AWLA), [King Street Cats](#), [Homeward Trails](#), and [Lucky Dog Animal Rescue](#).*

DoggyWalker.com does not charge clients who are fostering pets in addition to their own which is our way to helping pets find their forever homes,. Therefore, you may occasionally be asked to care for an additional pet, without compensation. When this occurs, you will always be compensated for all the pets that the client is paying for. We ask that you join us in supporting rescues by caring for any additional foster pets without compensation. If you would like any additional clarification on this policy, please ask any member of the DoggyWalker.com management team for more details.

Mission

- To provide safe and reliable professional pet care at a reasonable price, and a fair profit.

Vision

- To be recognized as a leading provider of professional pet care in each community where we operate.

General Employment Policies

At-Will Employment

Employment with DoggyWalker.com is voluntary and is subject to termination by DoggyWalker.com or the employee at-will, with or without cause, and with or without notice, at any time.

Nothing in these policies shall be interpreted to conflict with, to eliminate, or to modify in any way the employment-at-will status of DoggyWalker.com's employees.

This policy of employment-at-will may not be modified by any manager or employee and shall not be modified in any publication or document. The only exception to this policy is a written employment agreement approved at the discretion of the Owner.

These personnel policies are not intended to be a contract of employment or a legal document. Rather, these policies are intended as a source of information concerning the benefits, guidelines, and conditions of employment for all employees. DoggyWalker.com is dedicated to continually reviewing its guidelines to deal with the ever-changing times. Hence, the benefits and information contained in this handbook may change from time to time and at any time without notice.

Commitment to Diversity/Equal Employment Opportunity

DoggyWalker.com is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at DoggyWalker.com and is an important principle of sound business management. In compliance with Title VII of the 1964 Civil Rights Act, and other applicable state and federal statutes, all employment decisions, including: recruiting, hiring, training, compensation, promotions/demotions, performance management, and terminations for all positions at DoggyWalker.com will be administered without regard to race, color, religion, age, sex, national origin, disability, military veteran

status or any other status protected by law. Employment decisions will also be administered in good faith without regard to gender identity or sexual orientation.

The success of DoggyWalker.com depends heavily on the employment and effective utilization of all qualified persons regardless of protected status. It is our policy and intention to evaluate all employees and prospective employees strictly according to the requirements of the job

Proof of Citizenship and Immigration Compliance

The Immigration Reform and Control Act (IRCA) of 1986 requires DoggyWalker.com to determine an applicant's identity and employability at the time of employment. Each employee must complete the Employment Eligibility and Verification Form (Form I-9) verifying his or her status of citizenship and furnish documents to establish identity and employability within three (3) days of employment.

It is unlawful for DoggyWalker.com to knowingly hire "unauthorized aliens." In the United States, employment is limited to U.S. citizens, resident aliens ("green card" holders) and individuals with special "work authorized" visas. Therefore, all non-U.S. citizens will be required to show proof, after hiring, but before starting work, of his or her right to work in the United States.

Americans with Disabilities Act Compliance

The Americans with Disabilities Act (ADA) requires employers to reasonably accommodate qualified individuals with disabilities. It is the policy of DoggyWalker.com to comply with all federal laws concerning the employment of persons with disabilities.

It is DoggyWalker.com's policy not to discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

DoggyWalker.com will reasonably accommodate qualified individuals with a temporary or long-term disability so that they can perform the essential functions of a job. An individual who can be reasonably accommodated for a job, without undue hardship, will be given the same consideration for that position as any other applicant.

DoggyWalker.com management is responsible for implementing this policy, including resolution of reasonable accommodation, safety, and undue hardship issues.

Sexual Harassment Policy Statement

Harassment of any kind, including sexual harassment, will not be tolerated at DoggyWalker.com. The accepted definition of sexual harassment as set forth in the Equal Employment Opportunity guidelines is as follows:

“Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment,
Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.”
It is the intent of DoggyWalker.com to provide employees with a positive working environment based on trust and mutual respect. Sexual harassment or any other conduct of an intimidating or personally offensive nature is strictly forbidden and will not be tolerated.

In addition, DoggyWalker.com forbids harassment and discriminatory intimidation whether based on age, race, sex, color, religion, national origin, disability, military veteran status or other status protected by law; and harassment based on unprotected statuses such as gender identity and sexual orientation. Should harassment occur, DoggyWalker.com management will conduct a prompt and appropriate investigation and take disciplinary action against the harasser(s), up to and including immediate termination of employment. No retaliation will be taken against any employee accused of harassment until a full investigation has been conducted.

Any employee who feels he/she has been harassed or discriminated against, or who is aware of another employee who has been harassed or discriminated against, should immediately notify DoggyWalker.com management. No employee will be subject to retaliation for reporting any suspected violation of harassment or discrimination unless it is determined that the allegations are either false or that there was malicious intent. Due to the sensitivity of

complaints of violations, all complaints will be handled as confidentially as possible.

Grievance/Complaint Procedure

Any individual, whether an employee or applicant for employment, who believes that he/she has been unlawfully discriminated against, must notify Dean DeGood, the owner, or your supervisor of the complaint. Complaints may be lodged in writing or in person. Persons who file complaints will be advised, as is appropriate, regarding any investigation, action or resolution of the problem. This grievance procedure should be followed for complaints of any of the above policies, including equal employment opportunity, disability accommodation, and sexual harassment.

Consequences

DoggyWalker.com will not tolerate any form of discrimination or harassment, and will take appropriate disciplinary action, including possible termination, of any person determined to have engaged in unlawful conduct under this policy.

No Retaliation

DoggyWalker.com will not retaliate nor discriminate against any employee or applicant because he or she has opposed any unlawful employment practice or filed a charge of employment discrimination, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing related to employment practices.

Employee Standards of Conduct

All employees of DoggyWalker.com are required to abide by certain standards and policies. These have been established to protect the individual, our clients, and DoggyWalker.com to promote harmonious and efficient working practices. Failure to observe established rules and practices may lead to disciplinary action, up to and including immediate termination. These policies are outlined in the DoggyWalker.com Caregiver Standards of Conduct.

DoggyWalker.com's normal performance management practice is to help the employee identify problems and provide guidance for improving performance and behavior should performance issues arise. The specific disciplinary action will normally be based on an assessment of the offense, the circumstances, and previous record. DoggyWalker.com reserves the right to take whatever disciplinary measures it feels are appropriate, including termination, if in the judgment of management, the employee's conduct and/or performance cannot be corrected or threatens the well-being of DoggyWalker.com, the clients and their pets, or other employees.

Examples of offenses for which an employee will be disciplined include, but are not limited to:

- Violations of safety rules and unsafe work practices.
- Unlawful harassment of co-workers or clients.
- Excessive absenteeism or lateness.
- Deliberate threats of violence or injury to another person.
- Theft of DoggyWalker.com or client property.
- Drug or alcohol use on the job.
- Poor work quality or quantity.
- Failure to respect client's home, belongings, or pets.
- Repeated instances of visits being done in less than the prescribed time.
- Failure to leave a note after visits.
- Insubordination – the refusal by an employee to follow management's instructions concerning a job-related matter.
- Confrontation with management, clients, or other co-workers and/or use of abusive language.
- Possession of a weapon on DoggyWalker.com property or in a client's home.
- Repeated instances of visits not being marked "completed" and/or failure to respond to management inquiries and requests to do so.
- Failure to complete visits.
- Failure or unresponsiveness to drop off keys when taking time off, leaving town, or not working for more than one day.
- Allowing other individuals, non-DoggyWalker.com employees, into client homes and/or handling client animals.

The above examples are illustrative of the type of behavior that are not permitted and this list is not intended to be all-inclusive.

Trade Secrets and Company Property

DoggyWalker.com makes significant investment in the development of its client base and business methods providing services to its clients. During your employment with DoggyWalker.com, you may gain access to trade secrets, client lists and other confidential

data or good will information. Your responsibility as a DoggyWalker.com employee is not to divulge to anyone, either during or after the term of your employment, any confidential information or trade secrets you have acquired. Should you reveal or threaten to reveal this information, DoggyWalker.com shall be entitled to obtain an injunction restraining the you from disclosing the information, or from rendering any services to such entity, by presenting this handbook to any court of competent jurisdiction for entry of such equitable relief. The right to secure an injunction is not exclusive, and DoggyWalker.com may pursue any other remedies it has against you for a breach or threatened breach of this condition, including the recovery of damages. DoggyWalker.com may further notify any future or prospective employer or third party of the existence of this handbook and your acknowledgement of adhering to its policies and procedures.

Upon the end of employment with DoggyWalker.com, you are to return any physical information and including all company and client property in your possession at the time of termination (i.e. keys). Failure to do so will result in legal consequences.

Restrictive Covenant

Upon the termination of your employment, regardless of whether termination is with or without cause or voluntary, you may not enter into the employ of any other person, partnership, or corporation engaged in the business of DoggyWalker.com within a radius of 50 miles from the present location of DoggyWalker.com for a period of one (1) year following the termination. You may also not directly or indirectly compete with the business of DoggyWalker.com and/or its successors and assigns during the period of the employment and for a period of one (1) year following the end of employment. The term "compete" as used herein means that you shall not own, manage, operate, consult or to be employed in a business substantially similar to, or competitive with, the present business of DoggyWalker.com or such other business activity in which DoggyWalker.com may substantially engage during the term of employment, or to solicit the clients or potential clients of DoggyWalker.com.

Reasonableness of Provisions

You, as an employee, and DoggyWalker.com understand that the unique nature of this business requires the protections specified in the paragraphs above. Furthermore, you and DoggyWalker.com acknowledge that the duration and scope applicable to those paragraphs are necessary, reasonable, and fair. Your acknowledgement and professional practice of the policies and procedures provided by this handbook also is sufficient and adequate to compensate you for agreeing to such restrictions. You will continue to earn sufficient compensation without breaching the restrictions contained herein. However, if any arbitration award determines that these restrictions are not reasonable, the arbitrators may interpret, alter, amend, or modify any or all of the terms contained in those paragraphs to include as much of the time period and scope as will render these restrictions enforceable.

Pandemic Operational Policy

Purpose

To ensure the safety, health, and well-being of DoggyWalker.com employees and clients because of the COVID-19 pandemic, the following policy outlines DoggyWalker.com responsibilities, procedures, and resolutions for employee relations and operations.

Responsibilities

1. DoggyWalker.com is responsible for communicating to employees any new or changes to existing operational policies that affect the safety and security of the work environment.
2. DoggyWalker.com is responsible to communicate to clients any new or changes to existing operational policies that affect the safety and security of the client, the home, and the animal(s).
3. Employees are responsible for participating in any training (both voluntary and required) needed due to new or changes to existing operational policies.
4. Employees are responsible to conduct their work in a manner that is consistent with and not in violation of their training and policy guidelines.
5. Clients are responsible to communicate with DoggyWalker.com about both positive and negative impacts of new or existing operational policies or the practice of the employee as it affects the safety and security of the client, the home, and the animal(s).

Risk Mitigation

To avoid and prevent exposure to COVID-19 and its variants, both to and for employees and clients, DoggyWalker.com has developed the following operational policies that must be always practiced, whether work is being conducted in an office environment or while caring for a client animal.

1. All unvaccinated employees must wear a cloth face mask or other suitable face covering when entering DoggyWalker.com properties. The same requirement applies to any entry into a client's home. DoggyWalker.com will provide a face mask to any employee as needed. It is encouraged to keep the mask in place until all service/work has been conducted to limit the number of times an employee touches the mask.
2. Vaccinated caregivers may choose to wear a mask or other suitable face covering when entering a client home and will be required to wear a mask in the home per the client's direction.
3. While conducting work, all employees are recommended to keep at least six (6) feet of space between themselves and others. This physical space recommendation also applies to a client or outdoor environment while conducting work.
4. Hand washing – if available – is highly recommended at DoggyWalker.com properties and client homes upon entry. The proper hand washing technique is to use warm water and soap, rub hands vigorously for a minimum of 20 seconds (being certain to clean under fingernails and all fingertips), rinse, and to dry hands with a disposable towel.

5. For use in between hand washing, employees must apply hand sanitizer with at least 60% concentration of alcohol before handling any client animal. It is recommended that upon entry into a client home, employees apply hand sanitizer and secure the animals as needed. Upon ending the service and exiting a home, another application of hand sanitizer is recommended. DoggyWalker.com will provide hand sanitizer to any employee as needed.
6. Employees are advised not to touch their faces, eyes, noses, or mouths with untreated hands. It is encouraged that hands be treated either with hand washing or sanitizing prior to touching any area on the face or the mask.
7. Employees are required to complete a weekly self-screening and provide responses to DoggyWalker.com prior to conducting any work.
 - a. Weekly screening questions will include identifying any fever, COVID-19 symptoms, and knowledge of exposure.
 - b. As of March 2021, the weekly screening asks employees to report completion of a vaccination series.
8. Employees are required to report any symptoms of illness immediately to their supervisor.
9. Employees are required to report any suspected exposure to an individual with known positive COVID-19 status to their supervisor.
10. For any visit that requires an employee have more than five (5) minutes of contact in the home (i.e., pet sit, almost overnight), employees may be asked to clean and disinfect any surfaces touched per the direction of the client. The client will be responsible for making cleaning products available.

Injury/Illness/Infection

In the event of exposure or infection to COVID-19 and its variants, DoggyWalker.com will implement the following operational policies to respond effectively and provide employee support.

1. Employees who have reported any illness or symptoms to their supervisor may be required to stay at home for a period (quarantine) for up to 14 days (about 2 weeks), or other intervention while not being allowed to provide service.
 - a. In the event the employee develops COVID-19 consistent symptoms, the employee will not be able to perform work and will be directed to stay at home and seek medical treatment, as well as being tested.
 - i. A worker compensation claim will be made to assist with treatment if the likelihood of exposure came from a client interaction (personal or surface contact). Impacted clients will be notified of infection while maintaining employee confidentiality.
 - b. Any symptoms an employee reports that are consistent with those of COVID-19 but that are not diagnosed as such (i.e., influenza) will be identified as “suspected to be infected with SARS-CoV-2 virus.”
 - c. For unvaccinated employees, serological (antibody) tests will not be required or used to evaluate a return-to-work decision; that will be determined after a positive or suspected-positive employee, using a symptom-based strategy consisting of:

- i. at least 24 hours have passed since symptoms reduced, defined as resolution of fever without the use of fever-reducing medications and
 - ii. improvement in respiratory symptoms (e.g., cough, shortness of breath) and
 - iii. at least 10 days (about 1 and a half weeks) have passed since symptoms first appeared or from when testing occurred.
 - d. For vaccinated employees who have been exposed to COVID-19, a return-to-work decision, using a symptom-based strategy consisting of:
 - i. Testing as soon as/if symptoms develop, followed by up to 14 days (about 2 weeks) of isolation, or isolating for seven (7) days after exposure before getting tested. Testing 48 hours before the seven (7) day isolation – if no symptoms are present – is recommended to ensure the isolation time period can end.
 - ii. At least 24 hours have passed since symptoms reduced, defined as resolution of fever without the use of fever-reducing medications and
 - iii. Improvement in respiratory symptoms (e.g., cough, shortness of breath) and
 - iv. at least 10 days (about 1 and a half weeks) have passed since symptoms first appeared or from when testing occurred.
 - e. Asymptomatic employees will be able to return to work using a time-based strategy which includes consultation (doctor's note) to support the return-to-work decision. The time-based strategy provides that:
 - i. 10 days (about 1 and a half weeks) have passed since the date of the employee's first positive COVID-19 diagnostic test assuming the employee has not subsequently developed symptoms since the employee's positive test.
 - ii. If the employee develops symptoms, then the symptom-based based strategy for returning to work will be used.
- 2. Employees may be directed to self-quarantine for up to 14 days (about 2 weeks) if a client has reported a quarantine status.
- 3. Clients who report exposure, illness, or infection will have services suspended indefinitely. DoggyWalker.com will contact any employee who may be affected by such a report and may be required to quarantine for up to 14 days (about 2 weeks) before resuming work, pending development of illness or infection.

Employee Benefits

DoggyWalker.com is committed to providing you with competitive pay rates, benefits, and additional supports to enhance your employment experience.

Reduced Pet Sitting and Dog Walking Prices

Employees are eligible to schedule pet services for the care of their own pets at reduced rates. Please inquire with the Schedule Manager or Owner about your specific needs. All requests are subject to schedule availability, and you must live in the service area.

Direct Deposit

Paychecks will be deposited electronically unless otherwise other arrangements are made. Employees are paid two times per month (bi-monthly). The first pay date will be on the 5th of the month (or the first weekday following the 5th, if the 5th is on a Sunday, or the weekday prior to the 5th, if the 5th is on a Saturday) and the second will be on the 20th of the month (or the first weekday following the 20th, if the 20th is on a weekend, or the weekday prior to the 20th, if the 20th is on a Saturday). There are rare occasions where bank holidays may cause the pay day to be one day later than described above. Changes to pay dates may occur if the 5th and 20th are observed holidays.

Supplemental Insurance

DoggyWalker.com does not offer medical insurance for its employees: you are encouraged to investigate your options under the Affordable Care Act (2010).

Subsidized short-term disability by Aflac is offered to DoggyWalker.com employees (employees only; no family benefit) after completing successful employment at 90 working days. Additional Aflac policies – not subsidized by DoggyWalker.com – you may be eligible for include:

- Accident Indemnity Advantage 24-Hour Level Two
Hospital Advantage Preferred
- Personal Cancer Indemnity Level Three
- Critical Care Protection Policy
- Dental Insurance
- Vision Insurance
- Long- and Short-Term Disability

After one year of employment for qualified employees, DoggyWalker.com will subsidize a portion of your existing AFLAC policies.

Bonus/Gratuity

Many DoggyWalker.com clients express their gratitude for your care of their pet(s) through monetary and gift gratuity. DoggyWalker.com management may also additionally compensate you for above-and-beyond care or gas reimbursement¹ in the form of monetary bonus (applied to pay) or gift card options.

Additional bonus/gratuity options exist for the following activities:

- *Client Referral*: Employees engaging in business development that leads to a new client schedule (where 10 visits have been completed) will receive a \$20 cash bonus applied to the eligible pay period.
- *Employee Referral*: A \$100 bonus (applied to eligible pay period) will be given to any caregiver referral where the referred employee is both hired and remains employed for three (3) months.
- *Social Media Review*: Any caregiver receiving a “favorable review” (per management discretion) on DoggyWalker.com’s company pages at Yelp, Facebook, or NextDoor will receive a \$20 bonus (awarded once per 30-day period and applied to eligible pay period).
- *Anniversaries*: DoggyWalker.com honors employee anniversaries based on the number of years worked with the company.
- *Gas reimbursement*: on a case-by-case basis, a manager may assign a dollar amount bonus to acknowledge gas expenditures to conduct business.

¹ Gas reimbursement is awarded at the discretion of a manager/management team representative.

DoggyWalker.com Office Policies and Procedures

Requesting Vacation, Sick Leave, and Other Time Off

DoggyWalker.com requests that all caregivers provide at least two weeks' notice before taking any (planned) time off. We will always try to accommodate time off requests given with two weeks' notice. If there are already multiple people scheduled off for the day(s) that you are requesting, we may inform you that we cannot grant them. We will work with you to find alternative days that are most convenient for you. You need to receive a confirmation email from DoggyWalker.com before you are officially considered off for those days.

Each employee is granted 18 weekdays of *unpaid* time off a year. This includes scheduled time off for vacations, sick time, non-work-related injuries, and personal time. Exceptions to this policy will be considered for extraordinary circumstances, and these decisions regarding time off will be made by DoggyWalker.com management. The maximum number of consecutive weekdays that you can take off is seven (7). If you need to exceed this amount, a leave of absence may be granted by management. You may return to work when you are able to. However, your previous clients and routes are not guaranteed upon your return.

DoggyWalker.com recognizes six (6) major holidays throughout the year by closing the office and canceling midday visits. The major holidays recognized by DoggyWalker.com are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day (Christmas Eve and New Year's Eve are not considered major holidays). You will not be required to complete midday visits during these major holidays, and the office closures are not counted against your time off balance. However, you must be available to work (pet sit visits and/or midday schedule) during two (2) of the six (6) major holidays (select one from the summer holidays [Memorial Day, Independence Day, Labor Day] and one from the winter holidays [Thanksgiving Day, Christmas Day, and New Year's Day]), in addition to the days surrounding the selected holidays, whether they are weekday or weekend days. For midday caregivers only, even if your regular schedule is reduced due to cancellations during the holiday you have opted to work, you may be assigned other visits to ensure the schedule demands are fulfilled.

Planned Time Off Request Procedure

Submit your time off request by email to kate@doggywalker.com or submit a [form online](#).

Provide the details of the time off that you would like to request. It is not necessary to qualify why you need the time off.

- Await confirmation that the dates are available BEFORE making plans and or booking flights.
- Please be extremely accurate about the days you need covered as we need to know the first day you will need your walks covered along with the last day, as well as your return to work date.
- *Please update all your pet profiles in LeashTime prior to leaving.*
- Be sure to let your clients know how long you are going to be gone. Let them know in your daily electronic visit report a day or two before your time off begins.
- Please *drop off all keys* after your last day of walking before your time off period starts. Be sure to contact the about when you plan to drop off your keys and where.
- Please plan to pick up your keys on the morning of your return date. You will also need to call the office about the time you plan to come for your keys so that your key ring can be assembled accordingly.

We realize that situations arise that do not allow for you to provide these two weeks' notice. In these cases, please try to let us know the week before. Time off requests for the current week will only be granted in the case of an emergency.

In case of an emergency or illness, if you require a last-minute request for time off, you or a representative must call and speak to your supervisor before taking a day off with no prior approval. Remember that several people's schedules will need to be quickly rearranged to cover your visits and this can be difficult to do last-minute. Sending a text message or an email does not automatically approve your request methods. In the case that your last-minute request for time off is granted, you must make every reasonable effort to get your keys to the office. While DoggyWalker.com management will help as best they are able, if you have the keys for that day's visits, it is your responsibility to get them to the office. If you are able to complete a portion of your walks for that day, a half-day of unpaid time off will be counted towards your annual total. Any assistance you can provide to ease the burden of short notice time off is greatly appreciated.

Military Leave (USERRA Policy)

An employee of DoggyWalker.com who is a member of the United States Army, Navy, Air Force, Marines, Coast Guard, National Guard, Reserves or Public Health Service will be granted an unpaid leave of absence for military service, training or related obligations in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). At the conclusion of the leave, an employee generally has a right to return to the same position he or she held prior to the leave or to a position with like seniority, status and pay that the employee is qualified to perform. Upon receipt of orders for active or reserve duty, an employee should notify management as soon as possible, and submit a copy of the military orders if requested.

Inclement Weather Policy

DoggyWalker.com provides pet service care beginning as early as 7 a.m. and as late as 9:30 p.m. for 365 days of the year. Office hours are Monday through Friday from 9 a.m. to 4 p.m. In case of snow or other inclement weather, unless you hear from the DoggyWalker.com office, assume that we are open and operating as usual. Pets still need to be cared for even in snow, rain, or other inclement weather. Generally, if most businesses are open and people are at work, we are too. However, DoggyWalker.com does follow the Office of Personnel Management's operating status (CLOSED status only) and will notify you about operating hours accordingly.

Dress Code

Due to the nature of the caregiver role, DoggyWalker.com's work environment supports casual dress attire. Please dress in a way that maintains your comfort, style, religious practice when working with animals in an outdoor environment and in all weather conditions. Please keep in mind in addition to providing professional, quality animal care, you are also representing the company throughout the service area. If you choose, please wear an article of branded clothing available in the office.

Injury Reporting and Workers' Compensation

DoggyWalker.com maintains Workers' Compensation Insurance that provides specific benefits to employees injured while working, as well as providing DoggyWalker.com with protection from legal pursuits for work-related injuries. If you are injured while actively engaging in a DoggyWalker.com service activity, please report the injury immediately, either to a member of the management team during office operating hours, or to the on-call manager.

Employment Opportunities/Job Descriptions

DoggyWalker.com is invested in your professional growth, and as such, offers advancement opportunities. The various roles and positions are described below.

Probationary Pet Caregiver

- Completes visits during the midday hours of 9 a.m. to 4 p.m., Monday through Friday for monthly contract, flexible scheduling, and other dog walk visits.
- Must be successfully employed for 30 working days and complete a review with a management representative before becoming eligible for expanded employment opportunities.

Pet Caregiver

- May complete visits during the midday hours, Monday through Friday for both monthly contract, flexible scheduling, and other dog walk visits.
- May complete pet sit visits that may occur during the weekend days, holidays, etc.
- Pet sit visits requires the Caregiver to be available to work one weekend each month and any scheduled pet sits will be assigned.
- For any pet sits that occur during the week or for late weekend requests, the Caregiver will be asked for his/her availability prior to assigning the visit.
 - Eligibility for a merit-based pay rate increase may be applied upon completion of a 6-month performance review.
 - Additional opportunities to include participating in the hiring process for new employees through shadow walks with candidates, new client consultations, event appearances, etc.

On-Call Manager

- Engages in activities of the previous positions.
- Assumes on-call management responsibilities (activities occurring outside the normal operating hours) that include:
 - Visit coverage.
 - Client management.
 - Caregiver management.
 - Office communication operations.
 - Responding to caregiver emergencies.

Assistant Manager/Manager

- Engages in activities of the previous positions in addition to regularly scheduled office hours and active on-call management rotation.
- Managers may have descriptive titles to define their roles (i.e. Training Manager, Recruiting Manager, etc.).

Acknowledgement

Being a DoggyWalker.com caregiver provides you with both a unique and fulfilling employment experience. By following these employee procedures, you will be able to enjoy the benefits of working at DoggyWalker.com.

- I acknowledge that I have received a copy of the DoggyWalker.com Employee Handbook last revised on September 10, 2021.
- I understand that this Employee Handbook replaces any and all prior verbal and written communications regarding DoggyWalker.com working conditions, policies, procedures, and benefits.
- I understand that the working conditions, policies, procedures, and benefits described in this handbook are confidential and may not be distributed in any way nor discussed with anyone who is not an employee of DoggyWalker.com.
- I have read and understand the contents of this handbook and will act in accord with these policies and procedures as a condition of my employment with DoggyWalker.com.
- I have read and understand the standards of conduct expected by DoggyWalker.com as outlined in the Caregiver Standards of Conduct and I agree to act in accord with these standards as a condition of my employment by DoggyWalker.com.
- I understand that if I have questions or concerns at any time about the Employee Handbook or the Caregiver Standards of Conduct, I will consult my supervisor, Manager, and/or Owner of DoggyWalker.com.
- I also acknowledge that the handbook contains an employment-at-will provision that states:
 - Either DoggyWalker.com or I can terminate my employment relationship at any time, with or without cause, and with or without notice.
 - That this employment-at-will relationship is in effect regardless of any other written statements or policies contained in this handbook, in any other (DoggyWalker.com) documents, or in any verbal statements to the contrary; and
 - That no one except the Owner can enter any differing employment relationship, contract, or agreement. To be enforceable, any such out-of-the-ordinary relationship, contract or agreement must be in writing, signed by the Owner, notarized, and placed in the employee file.

Finally, I understand that the contents of this Employee Handbook are simply policies and guidelines, not a contract or implied contract with employees. The contents of the Employee Handbook may change at any time.

Employee Signature

Date