



# Caregiver Standards of Conduct

## *Welcome to DoggyWalker.com!*

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 caregiver 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 Caregiver Standards of Conducts outlines the policies and procedures you must demonstrate when working with client’s pets. Please read this document and the accompanying Employee Handbook carefully to understand these conditions of employment and expectations of behavior.

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

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## Caregiver Procedures & Policies

### General Policy and Procedure Overview

While all DoggyWalker.com policies and procedures are important and should be adhered to, the following are especially vital:

- Check the online schedule each morning **before** leaving for your walks in case of schedule changes, updates, etc. If you do not have Internet access, let the office know so you can be contacted in another manner.
- Return all calls, during normal walking hours, within 30 minutes - more quickly if you are able. All caregivers are required to carry a cell phone. Failure to return calls will severely limit the number of visits that are assigned to you.
- Immediately report to management anything that endangers your life, a pet's life, or the home of an owner - you may use the owner's phone in this case.
- Always stay at the visit site for the entire visit time (generally 30 minutes), even if the pet(s) seem uninterested in playing or walking.
- Check your feet before entering the home, and if necessary, remove your shoes so mud, dirt, or water is not tracked inside.
- Requests for unpaid time off must be made at least **2 weeks prior** to the requested dates. We will make every effort to accommodate your requests. However, time off must be approved by management and is not guaranteed.
- If you are leaving town or will not be working for a few days, return your keys to the office in case there is an emergency and the extra set is needed to get into the house.
- When walking dogs, always carry clean-up bags on your person and pick up as needed.
- Check **all** doors to make sure they are closed and locked before leaving the home. Owners may request door from garage to house remain unlocked; if this is the case make sure management is notified of the situation.
- Please do not contact a client directly without speaking to a manager. There is a 24-hour/7 days/week emergency phone, and someone is always on call to provide assistance.
- If a client leaves a check for services, please bring it to the office within a few days. We ask all clients to mail in checks so that you don't have to deal with this inconvenience.
- Each client has a contract with DoggyWalker.com, so it is important to follow these policies and procedures to ensure the contract is honored by DoggyWalker.com.
- Never leave client keys in your car during, between, or after visits.

## Types of Visits

- **Midday Dog Walk:** A 20- or 30-minute visit, consisting of a walk (15-17 minutes for a 20-minute visit; 20-25 minutes for a 30-minute visit), treat-dispensing (if noted on profile), refreshing water, and writing a note. Midday dog walks are generally contracted on a monthly basis (3+ days of the week) and can also be scheduled individually or through the flexible visit pack option.

The following visits are scheduled for caregivers who have been satisfactorily employed for 30 working days:

- **Pet Sit<sup>1</sup>:** 30-minute visit, consisting of a short walk for dogs (10-15 minutes or longer, if no feeding or other tasks are required), feeding if necessary (depending on the pet's schedule), playtime and a house check (water plants and/or yard, check the mail, gather newspapers, take out the garbage and perform a house check). 45-minute and hour-long pet sit visits can also be scheduled. For pet sits involving cats, there may be feeding plus a litter box cleaning or litter change. Pet sits may occur from 7:00-9:00 a.m., 5:00-7:00 p.m., and 7:30-9:30 p.m.
- **Overnight Pet and Housesitting<sup>2</sup>:** Caregiver cares for pet(s) from an early evening hour through the morning, staying overnight at the client's house. Visits typically commence between 5:00 and 7:00 p.m. (you may leave again but must be back by 10:00 p.m.) and conclude the following morning between 7:00 and 9:00 a.m. (there may be some flexibility in this timing; please speak to management to learn more before you do your first overnight). In addition to following the pet's daily routine (walks, play time, feeding, etc.), the caregiver also checks mail and gathers newspapers, waters plants if requested, and performs a daily house check.
  - **The Overnight visit includes:**
    1. a dinner visit (between 5:00 -7:00 p.m. to feed and walk dogs).
    2. a late evening walk right before bed (for bathroom purposes)
    3. a morning walk (between 7:00 – 9:00 a.m. to feed and walk dogs) before you leave.

### Client Meet & Greets

A member of DoggyWalker.com's management team will go meet every new client for an initial consultation. Occasionally, the client will want to meet with their caregiver before starting visits, even with caregiver transition. Additionally, many clients will want to meet you if you are going to be staying in their home for overnight visits. If you are

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<sup>1</sup> Important to note: walks and/or pet sitting visits may require medication dispersal. You will not be asked to give injections, unless you have been trained to do so.

scheduled to meet a client, it is absolutely critical that you are on time for this meeting. First impressions are everything: if you are late for a meeting the client may question the company's reliability and whether we will also be late when caring for their pets. Please work with DoggyWalker.com management to ensure that these meetings are scheduled at a time where traffic, other pet sitting visits, and personal obligations will not prevent you from being on time.

- Goals of Client Meet & Greet:
  - Client wants to meet the person who is going to be caring for their pet(s).
  - Client may want to see how you interact with their pet(s).
  - Tour of the home. If you are staying in the home the client should show you where to sleep, where the pet(s) sleep, & any other information that you will need to successfully complete the overnight stay. Please be sure to ask questions if there is something that you do not understand.
  - If the client has one, practice arming & disarming the alarm system.
  - Make sure that you have a key that successfully unlocks their door(s).
  - Make sure you have access to parking or a parking pass (if required).

## Visit Procedures

The caregiver is provided with the client address and profile and is expected to be on time (within the visit window) for scheduled visits.

DoggyWalker.com uses LeashTime to provide caregivers with driving directions from the office to the pet's home but it is ultimately the caregiver's responsibility to know how to arrive at a scheduled visit destination. You might consider doing a test drive before your first visit to make sure you know where the home is located. It's a good idea to keep a local street map in your car. Please let management know ahead of time if you are worried about being able to find clients, and we will make additional arrangements to help you succeed.

Each pet profile includes information about:

- pet's personality and disposition (as described by the pet owner).
- pet's diet and medicine needs, including if they get treats and when.
- the regular exercise regimen, walking routine and commands used.
- bathroom habits.
- information about the client's home, where to park, etc.
- practices the owner wishes to have reinforced or repeated during visit, such as:
  - the removal of a dog's collar prior to returning him/her to the crate.
  - refreshing a dog or cat's water bowl at the end of a visit.
  - turning on the TV or radio.
  - (not) allowing the dog to play in water during a visit.
  - keeping the pet confined to certain areas of the home or yard.

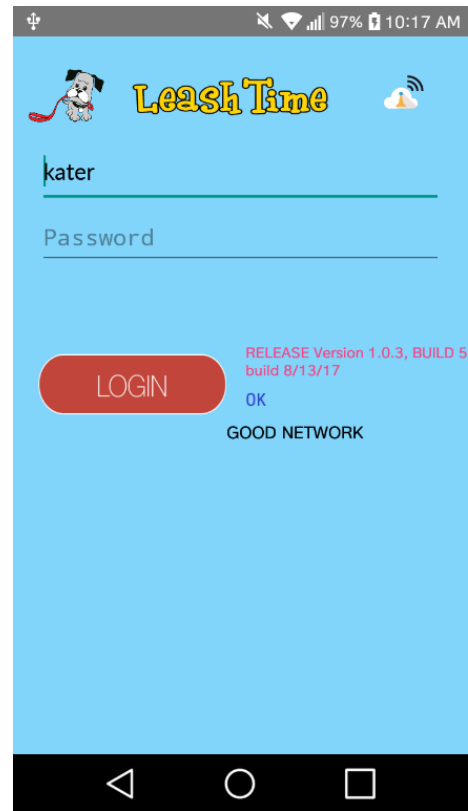
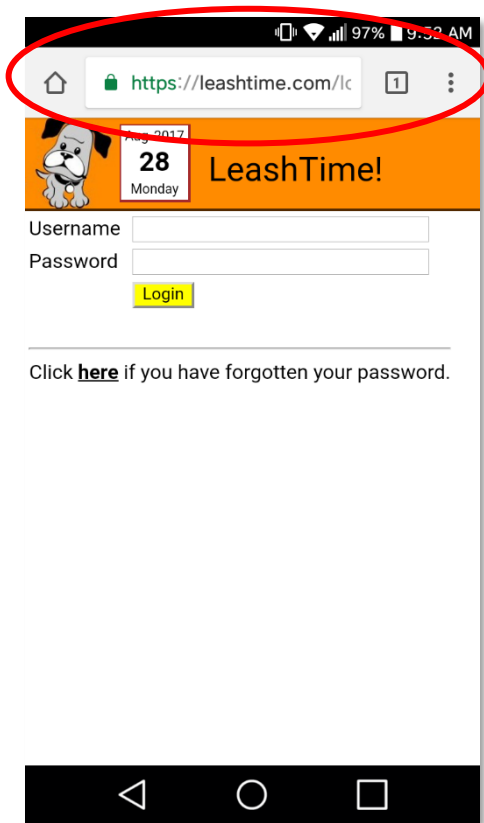
Caregivers must follow any/all instructions given by the owners, provided that those instructions are not against DoggyWalker.com policy (such as not allowing dogs off-leash). DoggyWalker.com believes that it is less traumatic for pets whose owners are away if their normal routine is followed as closely as possible. If you see any changes that need to be made to a client's profile (updates such as location of leash or treats, new feeding arrangements, etc.), please log into LeashTime and update the client's profile (how-to is in the next section).

## Using LeashTime

Each caregiver has individual access to LeashTime, an online client management database. Your visit schedule, all client profile information, and more can be accessed by caregivers, the client, and the management team.

During your DoggyWalker.com caregiver training, you will receive login credentials and a review of how to use the LeashTime system. You may either choose to download an app for LeashTime in the Google Play Store or from Apple iTunes, or you may access LeashTime.com using an Internet browser on your phone (both for mobile-friendly and full browser access).

This image on the left is of the LeashTime log-in page using the mobile-friendly browser page. This image on the right is of the LeashTime log-in page using the app (Android).



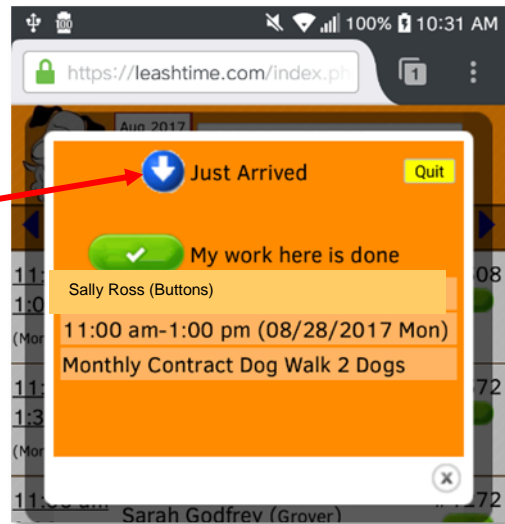


Once you are logged in, your LeashTime dashboard appears, providing you with the list of scheduled walks for the day. Each visit is listed in chronological order by visit window; your visit must be started and completed during this time window. The client's name is listed with the pet(s) names listed in the parenthesis. The number indicates which key you need to use.

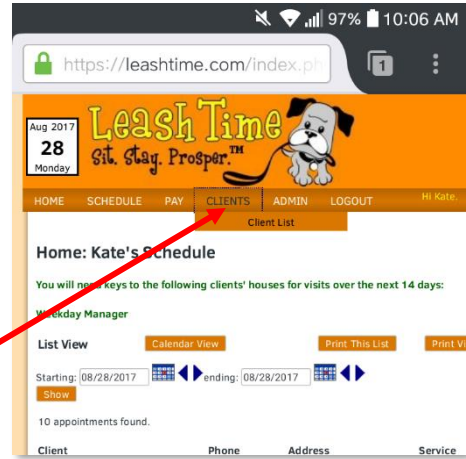
The smaller text below the client name is the visit name. The visit name will refer to whether the client has contracted for monthly services (3+ midday walks/week), the number of dogs to be walked, and the visit length (if no reference to time is listed in the visit name, it will be a 30-minute visit).

The green button must be selected to mark the start of the visit. All caregivers must both mark the arrival and completion of the visit.

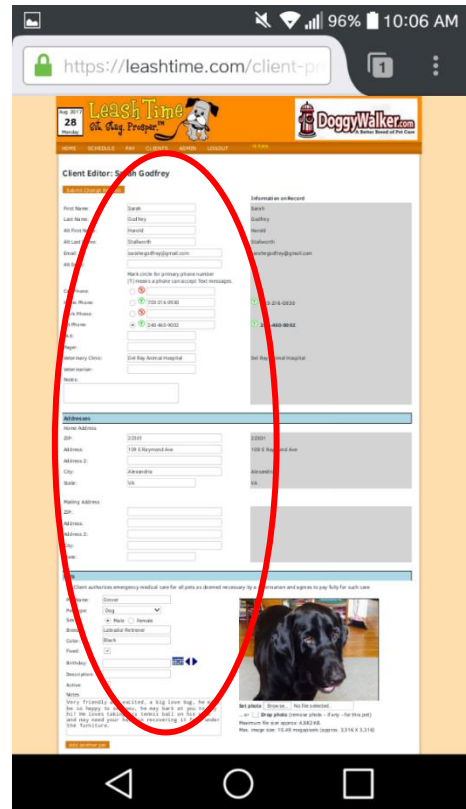
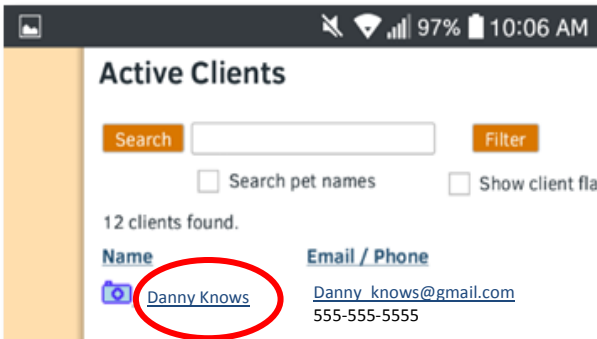
A small window will appear after selecting the green button. To start the visit time (arrival time), you must then select the blue "Just Arrived" button. Upon completion of the visit, use the same process of selecting the green button from the dashboard page, then in the smaller window, select the green button ("mark visit complete").



As needed, you can log in to LeashTime from your Internet browser to submit profile updates. Using the top navigation, select the Clients tab, then select "Client List" from the dropdown menu.



On the Active Clients page, select the profile to update by clicking onto the client name. The Client Profile page will open; any current text in the fields is listed in the gray boxes. All updates are to be made in the white field boxes (left column). When done, click on "save changes." Please know that all changes must be reviewed before publishing.



## *DoggyWalker.com Visits*

### **Length of Visits**

All visits are thirty minutes unless otherwise noted in the visit type or as scheduled by management. A visit commences when the caregiver enters the home (or building) and concludes upon the caregiver's exit from the premises. Caregivers must ensure that the visit lasts for at least thirty minutes, per the terms of the company's contract. If you are walking a dog and the dog is not able to walk for the allotted visit time due to a physical condition, the elements, or disinterest, the dog is still entitled to the full visit time paid for by the owner. If this situation arises, the caregiver is to spend the remaining scheduled time playing, petting, and/or talking to the dog either indoors or outdoors.

### **Visit Time-Frames**

DoggyWalker.com's business revolves around a scheduling system; walks and visits are scheduled for a particular time range. *Generally, the visit window is two hours for adult dogs.* Your schedule should reflect this. A few dogs have longer or shorter time windows; there is a special section in the profile for non-traditional time windows. (For example, for puppies under 6 months old the window is one hour.)

It is essential that visits be during the visit time-frame. Management determines the schedule and changes are not to be made to it by anyone other than management. If you receive a schedule where you do not think you can get to each of your dogs within the requested time frame, please contact the office so we can adjust your schedule.

### **What to Do With an Uninterested Pet**

From time to time a caregiver may encounter a pet that is not interested in receiving care and attention. If this situation develops it is important that the caregiver ensure that all of the objectives of the visit have been met:

- Bathroom break, walk and/or play time.
- Feeding.
- Cleaning litter box (applies only to cats).
- House-sitting responsibilities (for pet sitting visits only).

Even if the pet does not wish to engage the caregiver in play/affection time once the visit objectives are met, the caregiver MUST remain at the residence with the pet until the visit time has come to an end. It is also important to note that clients may have friends and/or neighbors checking to be sure that we are visiting the client's pet at the scheduled times and that we remain with the pet for the allotted visit period. Again, regardless of whether the pet wishes to play, walk, etc. you MUST remain in the pet's presence and residence for the entire scheduled visit time.

## Entry and Exit Procedures

- Caregivers will be provided with a key belt clip/caribeener designed to hold a large number of keys. Caregivers will be issued one set of keys provided by each owner that will enable the caregiver to enter the client's home. You will also have access to the drop box at the DoggyWalker.com office. A second set of keys will be secured at the DoggyWalker.com office as a backup. All individual keys must remain on the key ring to ensure they will not be misplaced or lost.
- The door through which the caregiver enters the client's home must be locked upon exiting. Any other exit or entry doors (back door, door to patio, etc.) must also be locked upon exiting the home. Make sure ALL doors are locked and closed before leaving, including garage doors. The only exception is if the owner requests a lock or door to remain unlocked – if this is the case make sure management is apprised of the situation.
- Be sure to review profiles carefully and follow any and all instructions pertaining to keys and door locks – if the door sticks when it is humid, if the key must be turned in one direction or jiggled to unlock door and/or if a lock should never be touched and/or locked (Doggywalker.com and/or the client do not have keys to a lock).
- If a door is left open, unlocked by the caregiver or key and lock instructions are not followed requiring Doggywalker.com to employ a locksmith, DoggyWalker.com maintains the right to pass any expense resulting from the oversight on to the responsible caregiver and to withhold it from wages.
- Alarms: If the client has a security alarm system in their home, the caregiver will be provided with the proper entry and exit codes and instructed as to how the system works. The caregiver will be expected to deactivate and activate any alarms upon entering and exiting client's homes (provided the system is set upon entry to the home). If an alarm is accidentally set off, it is common for the alarm company to call the home and ask for an override password. If the Owner has provided Doggywalker.com with the override password caregivers should have that password handy or memorized. Be prepared to answer the phone call from the alarm company, identify who you are and why you are there and give the password if you have the information. If these procedures are not followed, the police are usually notified by the alarm company, and fines may result. It is very important for the caregiver to contact the DoggyWalker.com office or his/her manager at once as soon as the situation has been resolved. If the caregiver is told of any changes to the system, those changes must be reported to the management as soon as possible.


## Guidelines for Leaving Visit Notes

- Notepads are supplied to all caregivers. At the end of every visit, the caregiver is required to leave a note for the owner providing details about the visit. Specifically, the note should include the date of the visit (day of the week and date), a brief note

about the walk or visit, and a bathroom report (refer to the functions as #1 and #2).  
Do not include the time of the visit.

- It is also important to note if anything is unusual about the pet's excrement – if the pet has diarrhea, soft stool, blood or mucus in the stool, etc. A change in a dog or cat's excrement can be an indication of illness so it is important to note. Since we are caring for the pet(s), it is our duty to notify the owner of any changes. If an owner indicates that he/she does not need to be advised of a continuous or frequent elimination problem, please adhere to their wishes and inform management. Management should also be advised of anything unusual about the pet's behavior or excrement.
- The caregiver should always write with a positive tone of voice. Clients take comfort in knowing that our caregivers keep their pets happy and healthy. They are already aware of any behavior issues that their pet has. For example, some dogs we see may be reluctant to go for a walk, or may take time to warm up to a new caregiver, but it is important to convey to the client that your visits are successful. In the note always find something good to focus on. Feel free to be creative, funny, thoughtful, etc.... but do so in a positive tone of voice.
- For pet-sitting and overnight visits please write a note for every visit; do not wait until the last visit to write your note because often owners come home early and if there are no notes they will be worried nobody has been to the house.

## SAMPLE CLIENT NOTES

 MEMO

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1/15/14

Good morning! What a gorgeous day—nice to see the sun again! Max and I had a great walk to the river and back. He was loving the sunshine as much as I was. Think he smiled all the way.

BR #1 & #2

Treat + Water back home

Have a nice evening,

Sue

 MEMO

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12/3/13


Hi! It was great to meet Marley—what a sweet boy he is! He was so excited when I arrived, and we had a great walk through the neighborhood. He loved sniffing through all the snow! Hope you had a great day!

BR #1 & #2

fresh water back home

Have a nice evening,

Sue (covering for Anna today!)

 MEMO

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Monday morning


I received a very enthusiastic greeting from Murphy! We had a nice stroll around the neighborhood and said “Hi” to Butch the black lab. BR #1 only

Monday afternoon

Murphy is such a great puppy, so well-behaved. Enjoyed getting compliments on our potty break walk. #1 and #2

Thanks!

Dean

 MEMO

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Friday the 11<sup>th</sup>

TGIF! Rudy and I had another great walk today—his happy face is one of the highlights of my day! He had fun pointing out squirrels to me as we walked through the park. His stool was pretty loose, which I know is unusual for him, so I just wanted to let you know! Hope his tummy feels better. Have a great weekend!

Ashley

#1 and #2 (twice)

Treat and water

## *Leash and Collar Policies*

- All dogs are to be collared and leashed prior to exiting their home. At no time during the course of a walk is any dog in our care to be off-leash even if the pet owner has requested or given permission. Dogs with homes with fenced yards are permitted outdoors without a leash only if the fence is complete – there are no gaps or holes in the fencing - and the caregiver is with the dog at all times while in the yard. It is recommended that you only do this once you get to know a dog. The collar and leash are removed only when the dog is back indoors. The company leash policy is mandatory and must to be adhered to at all times.
- Unless a cat is an outdoor cat with his/her own access to the outdoors (a cat door), caregivers are not to take cats outside of their house. Even if the owner requests the caregiver take the cat outside for sunlight, fresh air, grass eating, etc. it is against DoggyWalker.com policy to do so.
- Dog caregivers are to exercise caution at all times when walking dogs. While the dog in your care may be socialized, you cannot anticipate another dog's reaction should you come across one during your walk. When approaching other leashed dogs, pay attention to how the dog's owner is reacting. Are they pulling the leash closer, moving the dog closer to his/her body, or making the dog sit down over to the side of the walkway to let you and your dog pass? Any (or all) of these movements may indicate that the approaching dog is not a social dog, may be aggressive, doesn't care for your dog, etc. If you have any concerns about the behavior or reaction of an approaching dog, move to the side of the walkway or cross the street. Caregivers must remain alert and exercise good judgment on their walks.
- Pay careful attention to what the dog smells or noses when in your care. Do not let the dog sniff or nose excrement. Sniffing excrement can pass worms or other illnesses and viruses from dog to dog (and in some cases from dog to human) so it is important not to let the dog do this. Also, be on the lookout for trash, food, chewing gum, cigarettes, bones, etc. Eating any of these things can make the dog sick or cause the dog to choke.
- When walking a dog, be sure to have the leash securely in hand. If using a regular lead leash put your hand through the loop and wrap it at least once around your wrist and hand. Retractable leashes cannot be wrapped around your wrist so it is very important that the caregiver have a firm grip on the handle and keep an eye on the dog being walked and your surroundings. If you don't have a firm grip on a retractable leash a big or strong dog can pull it out of your hands. Please do not use a retractable leash if you are not familiar with a dog. When in doubt, a regular leash is always best. In fact, it is a good idea to keep one in your car for emergency situations.
- Caregivers have a responsibility to keep management apprised of any changes to a pet's routine, schedule requests by the client, etc. If you receive a note from the

owner addressing any kind of scheduling request, concern about their pet's behavior, visit instructions, change in routine, etc., contact management and pass the information along soon afterward, either with a phone call or in an e-mail. The pet's profile will need to be updated and the information is helpful should we need to follow up on a situation or assign a substitute or new caregiver. Also, any changes to a house either when visiting it or as relayed by the owner are to be communicated. For example, should an owner install an alarm system in his/her residence the information relevant to that system will need to be on file. If you notice any change to a client's house (e.g. unlocked doors, deactivated alarms, or visible damage), please notify management immediately. If a pet vomits, exhibits a noticeable change in appetite, is lethargic or becomes aggressive, barks, anything out of the ordinary this information **MUST** be relayed to management at the end of the visit or shortly thereafter.

## ***When to Contact Management***

In your first two weeks of employment, feel free to call the DoggyWalker.com office or emergency phone at any time with questions. After the first two weeks, please use the following guidelines to decide if management needs to be contacted immediately, or if you can contact later in the day:

- **Contact management immediately** (*before* leaving the home) if:
  - The dog exhibits aggressive behavior towards you (tries to bite you, etc.)
  - You notice disruption to the owner's home (looks like someone broke in)
  - If you break something in the home (a window, key breaks in lock, etc.)
  - Anything seems suspicious or unusual
  - The pet(s) seem sick or display unusual behavior and you think they need immediate attention
    - DO NOT take the pet to the vet without calling management first
    - DO NOT contact the client without calling management first
    - Someone arrives and says they should be let in the house
    - You should never let anyone else inside the owner's home! If someone arrives claiming they are supposed to be let in, do not let them in and report it to management ASAP.
  
- **Contact the management after your visit**, either by phone or e-mail if:
  - The owner leaves a note about a schedule change
  - There are updates to the profile (routine, medicine, etc.)
  - Any other information that will be useful to management

Basically, if the safety of the pet, the house, or you is or has been endangered, report it to management **IMMEDIATELY**, before leaving the home or writing your note.



If you're having trouble entering a client's home, please do the following before contacting the office:

- Verify that you are at the correct address. Does the address include a directional prefix, such as N. Royal St, or S. West St., E. Del Ray Ave, W. Rosemont Ave.,? What about the descriptor? Especially in Arlington, there are different streets and roads and circles, such as 13<sup>th</sup> Street S, 13<sup>th</sup> Road, 13<sup>th</sup> Circle, & 13<sup>th</sup> Court.
- Verify that you are in the correct city (Alexandria, Fairfax County, or Arlington). A few of the street names appear in multiple areas.
- Re-read the Client Profile for information on which door to use, any tips on keys or locks.
- Try all the keys and all the locks again after taking a short break (pull door all the way toward you or push it slightly away from you, jiggle the key back and forth, etc.).
- Verify that you are using the correct keys for the correct client.

## Supplies

DoggyWalker.com issues notepads, pens, and clean-up bags to all caregivers. All supplies can be picked up at the DoggyWalker.com office. (Notepads are for the sole purpose of leaving notes for Owners. These notepads are very expensive, so please use them sparingly. A full pad does not have to be left at a home where we will be doing a limited number of visits.)

- All employees walking dogs must have on their person at least 4 clean-up bags at all times. Fines for not cleaning up after dogs range from \$50.00 to \$200.00. Should a caregiver incur a fine or receive a citation for failure to pick up after a dog the company is NOT responsible for settling said fine. DoggyWalker.com will always provide bags for this purpose.
- Please do not use clients' clean-up bags, even if they provide them. Use DoggyWalker.com's bags.

After successfully completing a 30-day probation period, DoggyWalker.com will provide you with a first-aid kit to assist you in any emergency situations that may arise. When you are at the office, please restock your supplies (pens, clean-up bags, notepads). Other collateral items available include business cards, magnets, fliers, etc.

Supplies (not provided by DoggyWalker.com) that may be of assistance during your visit are:

- Water and snacks
- Extra leash
- Towel
- Umbrella/rain coat
- Hand sanitizer
- Sunblock/sunscreen
- Spare/extra clothing