**SP employee handbook:**

*Rules/ Regulations/ Protocols*

**NEW HIRE PERIOD**

During the first 3 months of working for SP, you will be in a probation period. This means it is highly frowned upon to take off any days for vacation/recreational purposes unless discussed prior to hiring. All emergencies and illnesses will be excused with proper documentation.

By joining the SP team we ask that you give us no less than 6 months of employment due to the time sensitivity of the job.

**DRUG, ALCOHOL, AND SMOKE FREE WORKPLACE**

During your time working with us, there is absolutely no use of drugs, alcohol, vapes or cigarettes on clients property & while animals are in our care. If you are caught breaking this rule you will immediately be penalized and/ or terminated.

**3- STRIKE RULE**

We understand mistakes happen but when it becomes a habit, or poses a danger to the animals or clients home it is not taken lightly. We imply a 3-strike rule at SP. If you have received 3 strikes within a 6 month period, your employment with SP will be terminated. A separate document has been provided in the file section that you must sign to let us know you have read and understood the terms.

**ATTENDANCE**

Recurring tardiness, call-outs & requesting shift coverage will result in strikes (see above) & lead to termination.

**REQUESTED TIME OFF**

Please email the main business line with requested time off. We require at least a 2- week notice for short absences (1-3 days) & at least a 3- week notice for longer absences (4+ days). We always appreciate as much notice as possible.

*\*We will NOT assume you are off on holidays if the holiday falls on one of your regular working days. Please provide as much notice as possible for requests off or a shift change on a holiday.*

**RESIGNATION**

We kindly ask for a 2-week or more notice of resignation as to allow us the opportunity to hire someone in your place.

**NON- SOLICITATION/ NON- COMPETE**

Solicitating clients for means of your own services such as dog walking, pet sitting, cat care etc. is prohibited and will lead to immediate termination. A separate non- compete form is required to be signed upon hire.

**PAYROLL**

Payroll is due by email every other *TUESDAY* for the 2 weeks prior (Monday-Sunday). Please do not send in payroll until Tuesday as tips are added as late as Monday. Payroll should consist of just a lump sum number and not the names of each visit completed.

**YOUR SCHEDULE**

Schedules are not finalized till between 7-9pm the night prior. This is because clients can request up until 6pm the night prior. Clients can cancel up until 11:57pm the night prior.

Your definitive schedule will be emailed to you at 11:58pm the day before & will be available to “acknowledge” at that time.

**TRAINING**

During your training, new hires may not always train in their preferred areas/towns. This is part of the training process as a result of which dog walking “trainer” is available.

***Work Guidelines/ Code of Conduct:***

**UNIFORM**

Please dress weather & job appropriate.

You must wear sneakers during all dog walking visits for your safety.

We do accept individuals with tattoos and/or piercings but during your schedule we ask:

-To restrain from wearing dangling/hoop earrings or necklaces.  
-Fake/ Long nails be trimmed to ¼ inch off finger with no pointed edges.  
-Inappropriate tattoos such as curse words, hurtful phrases, or objects be covered during Meet & Greets with owners if applicable.

**SUGGESTED MATERIALS**

A separate link has been provided on the website that will take you to an amazon page of suggested items. These items include: extra poop bags, flashlights, additional leashes, first aid kit (guaze, bandage wrap, ointment, band aids), WATER, a Bluetooth head piece, HALT spray, fanny pack, mace.

\*These items are not mandatory but will be useful in some situations.

\*Please provide receipts of the above items and we will glady reimburse you.

\*We will not reimburse for dog walking attire such as clothing, boots, shoes, jackets.

**VISITORS**

SP is very strict when it comes to allowing other people into the homes of our clients. We do not tolerate this! You are NOT allowed to invite: friends, family, neighbors, or other pets into the homes or on the property of our clients for liability reasons.

In addition, we should never allow an electrician/ plumber/ family member or any outsider inside the clients home no matter what they say. Please contact management if you are approached and asked to let them in.

**FOOD/ TREATS**

You are not permitted to bring food inside clients homes other than a water bottle.

You may not give any clients pets outside treats that is not provided from the owner unless there is prior communication. This is highly important as some pets have allergies or on a restricted diet.

**SAME DAY EMERGENCIES/ COVERAGE**

In the event you need visits covered the same day, or for the next day once schedule is already completed, please immediately notify management and begin to ask your co-workers for coverage.

It is your responsibility to get your shift covered unless you or a child/spouse are in an immediate life-threatening situation & you can not do so.

*\*All employees are required to input co-workers phone numbers into their phones (we pay you for the time it takes to do so).*