**Three Strike Rule**

The **Three Strike Rule** is in place in order to ensure that SP staff members are thoroughly and cautiously following instructions for the safety of the

pets in our care, in addition to ensuring the satisfaction of our clients.

*Typically, one strike represents one failure to follow a clients’ routine/instructions and/or meet quality standards of SP.*

If three strikes are received by any one employee within any **six-month period**, the consequence will be employment termination.

The following is a sample list of actions that will cause an employee to receive a strike on their employee record.

*Three strikes within any six-month period will result in employment termination.*

***Actions that will result in a strike are including, but not limited to:***

-Failure to properly disarm and/or arm a clients’ alarm system

-Failure to send feedback report through the portal system within 30 minutes of visit departure

-Failure to follow clients’ instructions in portal routine to turn on/off lights and/or open/close

blinds

-Failure to wash bowls used during a visit (this does not pertain to visits where the bowl of food

is being left out for the pet)

-Failure to wash feeding utensils utilized during a pets’ visit

-Failure to PROPERLY utilize a pets’ harness and/or collar and/or leash

-Failure to properly dispose of soiled weewee pads (must be placed into a garbage bag and

placed into outdoor pail)

-Failure to wash recyclables before placing them into recyclable pail (when recyclable pail is

available)

-Losing a clients’ house/apartment key/fob

-Failure to report to manager, in advance, that the employee is running late or will run late

based on schedule

-Failure to remain on time due to the late start of the days’ schedule

-Failing to properly feed/feeding a pet at the wrong visit/failure to feed the pet

***Exception to Three Strike Rule when immediate termination will take place:***

- Improper medication administration

- Theft/ illegal activity on clients premises

- Failure to acknowledge/complete visits without valid reason and communication to management *ex: medical emergency*