

The Placid Pet, Inc. Employee Guidelines

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“Management” = The Placid Pet, Inc. is managed by Bobbie Ruth Langley or her designee.

Introduction

The Placid Pet, Inc. strives to provide the best quality service to customers and the best care for their pets. We are pleased to have you as a member of The Placid Pet staff and we hope your employment will be a source of great personal and professional satisfaction.

These guidelines should be retained throughout your employment. It has been designed to provide certain background information about our business, and to provide information on policies and procedures. These guidelines are not a contract, or a promise of specific treatment in specific situations, but rather a statement of our company's general philosophies and how we try to apply them in our daily work. This manual is not designed to answer all your questions, and it is not a substitute for discussion with your supervisor. You should feel free to consult management staff about any specific situation that may arise during your employment.

The Placid Pet reserves the right to revise these guidelines or its personnel policies, practices, or procedures without prior notice from time to time. You will be advised of any changes through notices on the bulletin board, employee meetings, or issuance of revisions to these guidelines. If updates are circulated in written form, please add them to your copy of these guidelines.

The Placid Pet adheres to the "employment at will" legal doctrine, which provides that both the employer and the employee have the right to terminate the employment relationship at any time "at will", with or without just cause. You may resign your position at any time without having to state a reason for doing so, just as Placid Pet reserves the right to terminate your employment at any time without stating a reason for the termination. While the company normally terminates employees only for sound and reasonable cause, we reserve the discretion to terminate any employee, with or without cause. No supervisor, manager or other company employee has any authority to make any representation to the contrary to any employee or prospective employee, or to enter any agreement regarding employment, whether written or oral.

Communication

The Placid Pet, Inc. is a service-based corporation. Good communication between you (a staff member of The Placid Pet), Management of The Placid Pet, and clients is essential to providing good service.

The primary communication tools we use are the on-line scheduling system, voice mail and e-mail. Therefore,

- Please check your e-mail and voice mail daily for messages.
- Please reply to communications from Management and clients in a timely manner.
- Please routinely check your schedule in the on-line system. (See "On-line Scheduling System.")

It is imperative that you:

- Are aware of your daily schedule and available for all scheduled visits.
- Request vacation days with as much advance notice as possible using the on-line system.
- Check as "complete" all completed visits in a timely manner using the on-line system.
- Input notes for customers, as needed/desired, in a timely manner using the on-line system.

When communicating with clients -- in person and especially via phone and voice mail -- please be as kind, courteous and clear as possible.

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Helpful Hint:

Cell Phone Out-Going Voice Mail Message

The message on your personal cell phone is a reflection of you, but it's now also a reflection of The Placid Pet. In fact, your cell phone is now a major tool for business communication.

If you feel that your voice mail message may be in need of an update, there's a lot of advice on the web for leaving a professional sounding message. If you Google "voice mail etiquette" you'll see a lot of listings for Web sites that offer advice.

Here are some tips, summarized from Dana Bristol-Smith of speakforsuccess.net:

1. Speak slowly and clearly, with pauses when appropriate.
2. Smile while you are recording your message -- you really can hear a smile in someone's voice.
3. Try not to let the pitch of your voice get too high.

4. Don't say - "Hi this is Jason, you know what to do."
5. Don't leave a message that is too long.
6. Check and re-record your message until you are comfortable with it.

Suggested script: "Hi this is _____. I'm unavailable at the moment. Please leave me your name, number, and why you are calling, and I will return your call as soon as possible."



On-Line Scheduling System: ProfessionalPetSitter.com

The Placid Pet leases use of an on-line account from ProfessionalPetSitter.com for business use.

ProfessionalPetSitter.com provides a central Web-based system for scheduling pet care

Clients can submit requests for pet care, review their schedule, check to see if visits were complete, and read notes from their pet care provider.

Management can schedule pet care and send requests, confirmations, re-confirmations and invoices to employees and/or clients, create compensation reports for payroll, review revenue data, and approve vacation requests.

As a staff member of The Placid Pet, an employee account has been created for you. When you have an active job, ProfessionalPetSitter.com will automatically send you an e-mail in the morning to remind you of that day's schedule. However, you can log into your account at anytime to:

- review your pet sitting schedule
- mark visits as "complete" and add notes for the clients to review
- check compensation
- look up an e-mail or phone number for another Placid Pet staff member
- post vacation requests (see "Vacation_Module.pdf")

Typically a staff member's "status" is set to "limited" which means you can see only your own schedule.

To login:

- 1) Go to www.professionalpetsitter.com.
- 2) On the left click "User Login"
- 3) Select "RC Authorized Use Only"

Or...save the following url to your browser "Favorites" list:

<https://secure.professionalpetsitter.com/bpsarc/core/login.cfm>

- 4) Company Code: PRODPLACIDP
- 5) Staff User Name: [ASK MANAGEMENT]
- 6) Password: [ASK MANAGEMENT]

If you'd like to change your initial password, please let Management know.

Note: You may receive an error message -- site temporarily down or password is incorrect -- if

cookies are not enabled by your Internet browser software. If cookies are "blocked," please enable them at least temporarily or for this specific Web site.

E-mail Accounts

As a staff member of The Placid Pet, a placid pet e-mail account has been created for you. All mail sent to your first.last@placidpets.com e-mail account is forwarded to a private e-mail address provided by you.

E-mail is a service of IPowerWeb – this is the organization that Placid Pet leases server space from each year.

Confidentiality

The Placid Pet client list is confidential. Please do not tell anyone who is, or is not, a client of The Placid Pet. For example, if you go on a Meet & Greet to a new client's home, and they happen to live next door to an existing client, please do not say: "Your next door neighbor is a client of ours."

Likewise, all information provided by a client is confidential. Please do not throw away anything that includes client information (checklists, client detail reports, daily schedule e-mails, etc.) unless it is properly shredded. If you do not have a shredder, you can return old documents to Management to be shredded.

If you keep client contact information in your car (for example, in the file box provided to you), please keep your car locked at all times. Theft of client contact information would result in a huge liability for The Placid Pet and our clients.

Any client information kept in your home should be kept in a safe and secure place where others would not have easy access to that information.

Please do not write a client's last name into your hard-copy day planner/calendar. If you do, and your day planner is lost or stolen, the information could be used by thieves – they would know when the client was not at home. Instead, please use a pet's first name when noting appointments.

In general...please protect all information pertaining to a client, to the absolute best of your ability.

The Placid Pet Process

New Clients

- 1) The Placid Pet receives a request for service from a new/potential client.
- 2) Management collects the following information from the potential client, and then creates and e-mails an estimate:
 - Name
 - Phone
 - E-mail
 - Street Address
 - Number and types of pets
 - # of visits per day and length of each visit
 - Date/time of first visit
 - Date/time of last visit
- 3) Once the potential client OKs the estimate, Management sends the client the New Client Questionnaire.
- 4) Once Management receives back a completed Questionnaire, the most appropriate pet care provider (based on location, availability and seniority) is contacted both by phone and/or e-mail – a “Request/Schedule” is sent from the on-line system to the staff member.
- 5) The staff member contacts Management and confirms availability.
- 6) If the staff member accepts the job, then the status of the job is changed from “Request” to “Active” in the on-line system, the client and staff member are sent a “Confirmation” from the on-line system, and the staff member is asked to contact the client to schedule a Meet & Greet in the client’s home. (See “Meet & Greet.”)
- 7) Using the data from the New Client Questionnaire, Management creates a Client Detail Report and Draft Checklist.
- 8) 3-4 days before the start of a job, a re-confirmation will be sent to the client and staff member.
- 9) Management puts together a set of “Job Materials” for the staff member, and puts the materials in the Placid Pet Mailbox (located by the front door of the Langley residence). Management will notify the staff member when the job materials are available for pick-up. (Job materials may be mailed to pet sitters who are located outside of Bellingham city limits).
- 10) The day of the job, the staff member will be automatically e-mailed a visit schedule from the on-line system.

11) The employee begins the assignment.

12) See “Completing an Assignment” for additional notes.

Existing Clients – New Requests

- 1) An existing client contacts The Placid Pet to schedule pet care.
- 2) Management creates a “Request” in the on-line system and e-mails the “Request” to client and primary pet sitter.
- 3) The Pet Sitter confirms availability as soon as possible.
- 4) Once a pet sitter has confirmed availability, Management changes the status of the job from “Request” to “Active” in the on-line system.
- 5) Management puts together a set of “Job Materials” for the staff member, and puts the materials in the Placid Pet Mailbox (located by the front door of the Langley residence). Management will notify the staff member when the job materials are available for pick-up. (Job materials may be mailed to pet sitters who are located outside of Bellingham city limits).
- 6) The day of the job, the staff member will be automatically e-mailed a visit schedule from the on-line system.
- 7) The employee begins the assignment.
- 8) See “Completing an Assignment” for additional notes.

Meet & Greet

When going to a client's home for a Meet & Greet, please:

- 1) Be on time, or a few minutes early.
- 2) Take with you:
 - a. A business card
 - b. 2 blank key tags (in case you are given keys without tags, or that are labeled with info other than the pets' names. See "Key Program.")
 - c. A copy of the client detail report (provided by Management)
 - d. A copy of the draft checklist for the first assignment (provided by Management)
 - e. A pen or pencil for taking notes

As you step inside the client's home:

- 1) Shake the customer's hand and introduce yourself (your name and that you are from The Placid Pet).
- 2) Give the customer a copy of your business card.

Once inside, ask the client to walk you through the pets' routines, and have them show you where all supplies are kept. Make notes about changes needed to the client detail report or checklist.

Be conscious of how you are listening to a client. Keep good eye contact. Be an active listener, but try not to interrupt or give the impression that you're impatient with the client.

If you will be walking a dog, ask the client if it would be OK to take the dog on a short walk at the end of the Meet & Greet – just you and the dog. A "structured walk" should be done using a training leash if possible (Management can provide you with one), where the dog is in a heeling position. If you haven't received training on how to properly lead a dog in a structured walk from Barb Kennedy of Whatcom Dog Rehabilitation, please let Management know and/or contact Barb directly – she will work with you on a complimentary basis and/or will bill The Placid Pet.

Barb Kennedy's cell: 360-739-8502

Notes from Barb:

"The first thing I wanted to mention was the importance of taking a client's dog for a structured walk before the pet sitting begins-preferably when the owner is still in town. If it were me, I wouldn't spend any time talking to, petting the new dog. Just take him for the walk, with the dog beside, behind so he can see the handler as leader right away. This will help build trust and respect before affection, and give them a chance to get to know each other... I can't stress enough the benefits and foundation this creates. I know not everyone agrees with this approach, but the results are well worth it. It's so important to simulate the migration, reinforce our leadership position and give them mental as well as physical exercise."

After the Meet & Greet:

- Using the on-line system, mark the visit as “complete.”
- Let Management know if any changes are needed to the checklist or client detail report.
- Also...let Management know of any “red flags.”

Red Flags – Signs that a client may not be a good fit:

- The potential client bad-mouths a previous pet sitter. (Three out of four clients who had bad things to say about previous pet sitters during the Meet & Greet ended up being problem clients in some way or another.)
- The home is grossly un-kept and uncomfortable to spend any amount of time in.
- You see drug paraphernalia or something else that appears to be illegal in nature.
- The pets appear to be abused in some manner.
- You are uncomfortable about any aspect of the assignment.

Completing Assignments

The first day of a PET SITTING assignment, please take with you:

- Key(s) for the client’s home
- Job Materials provided by Management, including:
 - Checklist
 - Client detail report
 - Invoice
 - Pre-addressed envelope for payment
 - Pre-packaged/sealed chocolates (1 for each family member of the client household)

Please look-over the job materials. Make sure that the visits noted on both the checklist and invoice match. If there is a mistake, please let Management know immediately.

Please complete items on the checklist during each visit, unless it is reasonably not necessary.

When in doubt about anything relating to the assignment, please contact Management.

At the end of each day, please check-off visits as “complete” using the on-line system.

At the end of a PET SITTING assignment, please leave for the client to find when they return:

- White/top copy of the completed checklist
- Client detail report (if present - some older checklists contain client detail info)*
- Invoice
- Envelope for payment
- Chocolates

**By leaving the client detail report you won’t have the additional responsibility of ensuring that it is properly shredded after the job is complete.*

Please make sure that all materials left for the customer are arranged in a neat and orderly fashion, and that they are left in an obvious spot (such as on a dining room table or kitchen counter). If there are dogs in the house, make sure that the job materials (including chocolates) are put some place that is inaccessible to the dogs, and consider placing a heavy bowl or glass over the chocolates. ***Chocolate is highly toxic to dogs, but out of thousands of visits, only one pet ever ate a chocolate left for the owners, and that was a cat, and it was a foil-wrapped chocolate – not a pre-packaged/sealed chocolate.

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Helpful Hint: During a multi-day job, put the chocolates in the client’s refrigerator, then take the chocolates out after the last visit and put them with the client’s paperwork.

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Please return the **yellow copy of the checklist**, and any **yellow envelopes**, to Management. This can be done on a monthly basis.

Please keep the pink copy of the checklist for your files, or shred this copy as it contains confidential information.

Once a pet sitting client has returned home, they usually call Management to say they've returned home. However, it is the pet care provider's responsibility to contact the client to make sure they are home and/or the pets are being cared for.

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At the end of each DOG WALKING visit, it is imperative that some proof of your visit be provided to the client. Some clients prefer that we use 3-part monthly checklists. Some clients leave their own pad and paper for you to leave notes. Some clients prefer to be "paperless" and want to see notes posted to the on-line system.

In most cases you will leave a single completed Placid Pet Report Card after each visit. (Please see "Report Cards.")

Please do not use a single Report Card for multiple visits. If a client does not want you to leave a card for each visit (if they have expressly told you this), then Management will provide you with a special checklist list (not necessarily 3-part) to use/leave in the client's home each week or month.

Dog walking clients are invoiced on a monthly basis, and invoices are typically sent to the client via e-mail. However, if you would like to leave chocolates for your regular dog walking clients at the end of each month, please let Management know and pre-packaged/sealed chocolates will be supplied to you for business use.

Just like with pet sitting visits, be sure to check off each dog walking visit as "complete" using the on-line system, and post notes for the client as needed.

Mid-Assignment Changes

Once scheduled/confirmed service has started, only changes dictated by Management or the client should be followed.

Any changes to pet care **MUST** be approved by the client and Management.

Example:

A client is admitted into the hospital for emergency care. The client contacts The Placid Pet and schedules pet care with their primary pet care provider. The staff member is to continue to provide care for the client's pets until the client gets out of the hospital.

A neighbor of the client – who happens to be the emergency contact for the client – tells the pet care provider that they (the neighbor) will provide pet care for their friend, and that The Placid Pet staff member doesn't need to return.

How should the staff member handle this?

- The staff member should calmly let the neighbor know that The Placid Pet cannot stop scheduled service unless the client asks service to be stopped.
- The staff member should contact Management immediately.
- The staff member should continue to provide scheduled service until they are told by either the client and/or Management to stop care.


In other words...the pet care provider must verify any change in pet care service arrangements with the client and Management before stopping or changing service

Report Cards

A scanned example copy is shown below.

- Please consider keeping a stash of blank report cards in your car (perhaps in the file case provided to you) at all times, so that you always have them.
- Please let Management know when you start to run low on cards, and a new supply will be provided to you.
- Please also keep a copy of the client's contact information in your car (again, the file case would be a good place for this) or with you during that days walk, in case of emergency. The report cards are generic (unlike pet sitting checklist), and do not include contact information.
- Please leave a filled-out and signed card after each/every dog walk in a conspicuous spot in the house (like the kitchen counter).
- Check only those services provided during the visit.

Since most of our regular dog walking clients never see us come and go, it is very reassuring to them to have a physical reminder that they are being provided pet care service.

<input checked="" type="checkbox"/> Walk	
<input type="checkbox"/> Rinse	
<input checked="" type="checkbox"/> Towel Dry	
<input checked="" type="checkbox"/> Treat or Meal	
<input checked="" type="checkbox"/> Practice Commands	
<input type="checkbox"/> Refill/Top-off Water	
<input type="checkbox"/> Crate or Kennel	
<input type="checkbox"/> Other: _____	
Date: <u>2/19/09</u>	
Arrival Time: <u>11:15 AM</u> Depart. Time: <u>11:45 AM</u>	
Pet Care Provider: <u>BR Langley</u>	
360-223-3825 * info@placidpets.com	

Taking Personal Pets to Work / Mixing Client Pets

Staff members should not take any personal pets (of any type) into a client's home.

Staff members should not take one client's pet into the home of another client.

Staff members should not mix client dogs for a single walk unless they have written/signed permission from Management and all relevant clients.

For regularly scheduled dog walks: Staff members may take one personal dog on a professional dog walking assignment **only** when the following conditions are met:

- 1) All of dogs in the staff member's household (including those dogs that would not be taken on walks with client dogs) must be up-to-date on vaccinations, flea/tick prevention, and heartworm prevention. All dogs must be up-to-date on the following:
 - a. Bordatella (every 6 months)
 - b. Rabies
 - c. Parvo
 - d. Distemper
 - e. Advantage, Frontline or Program. (If other, please explain.)
 - f. Heartworm preventative
- 2) Management must have on file prior written/signed permission from the client that the mixing of the dogs is OK.
- 3) All dogs that will be walking together must get along without any aggressive incidents.
- 4) Management must have on file a signed a waiver from the staff member stating that the staff member assumes all responsibility for the actions of their dog during the assignment, as well as the health and well-being of their personal pet.

Walking Dogs – Precautions

When walking a client dog, please bear in mind the following Placid Pet policies:

1. The dog must be on a leash and in your physical control at all times while outside of the client's home or your vehicle (when transportation by you is required).
2. Off-leash hikes are allowed only:
 - with prior approval of the client
 - with prior approval of Management
 - if you have demonstrated that you have verbal command over the dog
 - on paths or in areas designated as “off-leash” by the local government. (See www.gratefuldogs.org for a list of designated off-leash areas.)
3. When walking a dog on-leash, it is Placid Pet policy to NEVER let the dog have physical contact with any other dog or person. If a person or dog approaches the client dog, please steer the client dog away. If needed, please explain that the dog is not yours, and that it is not OK for the person to approach or touch the client dog.

One of the most common, and most costly, types of lawsuits and/or liability claims against professional pet care providers occurs when a client dog causes injury to another dog or person while the client dog is under the care and control of the pet care provider.

Self-Protection & Your Automobile

Your safety on-the-job is a paramount. The safety of our clients' pets and personal information is a close second.

Please...

- Never leave your car unlocked.
- Try not to park near a van or large truck.
- Always park near a good light source.
- Be aware of your surroundings – and who is around or near you.
- Use caution when entering your car:
 - Always look around and note if anyone is around you.
 - Always have your keys ready before you reach your car and/or use a remote to unlock your car.
 - Always check the backseat to make sure no one is there.

And...

- Never leave a client's pet in your car unattended.
- Make sure that any client information stored in your car is not visible/readable from outside your car. (If you keep all client data in the file storage box provided, this shouldn't be a problem.)

And...

- Immediately after entering a client's home, lock the door behind you to prevent intruders from attacking you inside the home.
- Immediately after leaving a client's home, lock the door to the house.

Tools for the Job

The Placid Pet will provide you with the following items for your use for Placid Pet work:

- File Box (for storing client information)
- Key storage box (for storing client keys when not in use – see “Key Storage Box Instructions.doc” for information on re-setting the combination lock)
- Carabineer (for Placid Pet client keys during active assignments)
- Laser Pointer (for “Laser Bug” play with dogs and cats. Note: Never shine the laser directly in any animal’s eye as it could cause injury.)
- Day planner, Vehicle Mileage or Vehicle Expense booklet (for recording business miles and odometer -- see “Business Mileage”)
- Plastic holder for blank report cards

Other materials that will also be provided, and restocked.

- Report Cards (for regular dog walking clients or single last-minute pet sitting visits for existing clients)
- Business cards
- Blank Key Tags
- Biodegradable poop bags

Note: Please let Management know if you run out of any of these supplies, or if you need other items that would be essential to providing pet care.

Suggested Gear

There are some items you may want to consider purchasing for personal use that will also make your work life much easier. Save your receipts for any item purchased that can be used on-the-job as they may be tax deductible to you.

Outerwear and Accessories

If you will be accepting long-term dog walking assignments, you may want to consider acquiring:

- Good quality rain gear: jacket, pants, hat
- Good quality athletic shoes or hiking boots that are waterproof

In cold weather, please keep yourself extra protected, and layer your clothing.

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Helpful Hint / Shopping Tip:

Good rain gear and shoes can make walking with a dog in the rain go from horrible to not only tolerable but pleasant. REI carries several good brands of waterproof jackets and pants. Look for a jacket that has venting zippers for under arms. There is a very good hat maker in Bellingham -- <http://www.watershiptrading.com/>. Fairhaven Runners sells waterproof running/walking shoes that will allow you to go through puddles nearly ankle deep and still stay dry.

If you will be hiking, you may want to look into a pair of hiking sticks. REI can help you with that as well.

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Car Accessories

You may want to consider investing in the following items to protect the interior of your car:

- A good quality car seat cover/protector that stays on the back seat (or other area of your car where dogs will be located)
- Quilts, blankets, bath mats or large towels to put on car seats (for the comfort of the dogs, to further protect your car seat, and to make clean-up easier)
- Towels (to keep in your car to dry-off dogs)

Helpful Hint:

Rubberized bath mats can be very helpful when transporting dogs – especially after they have gotten dirty/muddy on a walk or hike. Bath mats are comfortable for dogs to lie on, and the rubberized bottom of the mat minimizes slippage. Bath mats can also be washed daily, but don't dry them using a clothes dryer or the rubber will quickly dry out and flake. Just let them line dry (which they are designed to do quickly). Department stores often have bathmats on sale.

Quilts work almost as well, and sometimes better than bath mats. Fold them in half and tuck them onto the car seat. After use, shake off big pieces of dirt, and re-fold them so that the clean side is up, and the dirty side is inside the fold, then use them again before washing. Quilts also can be washed on a daily basis, or as needed, stored in the back of your car, and are also often on-sale.

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Always make sure car seats, or car seat coverings are clean before you pick-up a client's pet.

Monthly Payroll

Payroll is run at the end of each month. Paychecks include pay for all work/visits completed during the month. "Completed" means: 1) scheduled service was provided for the client, and 2) the visit was checked-off as "complete" in the on-line scheduling system.

Please Note: Completed visits must be checked-off as "complete" in the on-line system by midnight of the last day of the payroll month. Visits that are not checked as "complete" will not show-up on an employee's "Compensation Report" generated by ProfessionalPetSitter.com. This compensation report is the basis for pay.

To ensure that all of your completed visits are noted as "complete" in the on-line system: on, or near, the last day of the month, please review your schedule for the entire month:

- 1) Go to www.professionalpetsitter.com.
- 2) Click "User Login."
- 3) Click "RC Authorized Use Only."
- 4) Log-in using "PRODPLACIDP" as the "Company Code," and your individual "Staff User Name" and "Password."
- 5) On the main menu (the first screen that appears after you have logged in), click "Schedule" at the top of the Web page.
- 6) On the Date Scheduling screen, modify the dates to be the first and last date of the payroll month, and run a report.
- 7) Scroll through the list of all of your visits/items for the month, and look for any items that are not checked.
- 8) Check any items that were indeed completed but not yet checked-off as "complete."
- 9) Notify Management if any visits are still on the scheduled that should have been cancelled.

Pay is provided to the employee regardless of whether or not The Placid Pet has received payment for the work performed.

Paychecks are typically available the first day of the month following the payroll month. (Example: A paycheck is created for all work performed May 1 through May 31. The paycheck will most likely be available for the employee to pick-up on June 1 after 10:30 AM.)

Employees are compensated as per their employment agreement.

Employees are essentially paid two different wages:

- Wage 1: Pay for on-site work billed to the customer. (For example, the customer has requested and is billed for 30 minutes of pet sitting. The employee is paid for 30 minutes of on-site work.)
- Wage 2: Pay for business travel.¹
 - o 30 minutes of travel time is automatically included in the fee and compensation value for each individual visit.
 - o Excess travel compensation is paid only if billed to the customer.

While The Placid Pet makes every effort to ensure that an accurate estimate of excess travel fees are included in the first estimate/confirmation e-mailed to a customer and assigned staff, it is up to the employee to notify The Placid Pet, in advance of final billing, if adjustments should be made to the Excess Travel Fee charged to the customer. (See “Business Mileage.”)

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Workers Compensation

100% of workers compensation fees (\$.7331 per hour in 2008) are paid to the State of Washington on behalf of the employee by The Placid Pet. By law, the Placid Pet could ask employees to pay a portion of this fee, however, The Placid Pet pays 100% of this fee as a benefit to its employees. Workers compensation fees are paid for time billed to the customer – including on-site care and travel time.

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Payroll Example

Paychecks are accompanied by:

- 1) A compensation report from ProfessionalPetSitter.com – this should be an accurate report of work performed during the month
- 2) A report that calculates data needed for Quick Books:
 - a. Total Hours Worked (driving and on-site)
 - b. Average Hourly Wage (of all work – driving and on-site)
- 3) A QuickBooks pay stub

The “Compensation Report” feature of the on-line scheduling system does not break down work by hours. In order to meet WA state regulations, Management has to determine (manually or programmatically) the number of hours worked by the employee each month. (Billed Hours = Worked Hours for the purpose of workers’ comp.)

Management then inputs related data into QuickBooks that will ensure that 1) the employee is paid for time worked, 2) state and federal taxes are calculated properly, and 3) the number of hours worked is recorded for determining quarterly workers compensation payments.

Please Note: To make payroll processing a little easier, The Placid Pet creates a per-hour average of time worked. Because this “average” pay includes both travel time (paid at a lower rate than what is paid for “on-site” work), and on-site pet care (paid at a higher rate), the “hourly wage” that is input into QuickBooks, and that appears on an employee’s payroll stub, will always be less than the primary/on-site wage. The total base wage shown on the QuickBooks pay stub should be equal to, or a few cents higher than, the total compensation shown on the ProfessionalPetSitter.com compensation report.

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¹ The employee is paid for a minimum of 30 minutes of round-trip travel time for each scheduled visit *even if less than 30-minutes of round-trip travel is performed by the employee.* The Placid Pet knows of no other pet sitting organization that provides compensation for time

travelled. The Placid Pet believes strongly in paying well in order to retain competent, talented and highly qualified individuals. The Placid Pet also wants to ensure that employees have every opportunity to benefit from the federal governments business mileage reimbursement program, if applicable/available to the employee.

Excess Travel Time

You will only be paid for travel time that is billed to the customer via the on-line invoicing system. The burden is on you – the employee-- to make sure that we are charging the client appropriately for your travel time.

You are automatically paid a minimum of 30-minutes round-trip travel for each visit, whether or not you actually spend 30-minutes travelling.

However, if your travel time to and from a customer's home exceeds 30 minutes, you must let Management know in advance of the start of the assignment.

In most cases, Management will get an estimate of travel time from your "office site computer" to the client's residence using maps.google.com before sending an estimate to the client. However, the ultimate burden is on you – the staff member – to let Management know when business travel exceeds 30-minutes for a round-trip per visit.

Always check to make sure that Management has billed the customer properly for Excess Travel Time. Please do not be shy about letting Management know if more fees should be added to a client's estimate, or if a mistake has been made.

Instead of thinking of your "off-site computer" as a fixed location, consider your primary schedule each day -- which usually involves two different locations at two different times of day.

Example:

Courtney's home is in Custer.

Courtney attends school in Bellingham M-F.

If Courtney goes home every evening on school days, then...

- Travel time to early morning visits (before school) that are nearer to home than school, and
- Travel time to evening visits (around the dinner hour) that are nearer to home than school, should be calculated from Courtney's home.
- Travel time for mid-day visits (after Courtney has arrived at school, but before she leaves to go home) that are nearer to school than home should be calculated from the school's address.

However...say that Courtney has a customer in Blaine who insists on a mid-day visit on a day that Courtney has school, and Courtney has time between morning and afternoon classes to provide the pet sitting visit, then...by all means, the client needs to be charged for the extra travel time for a round-trip between Bellingham and Blaine. In a case like this, Management would let the customer know -- up front -- that Courtney's primary schedule (her school schedule) dictates the need for the excess travel fee for that particular visit.

The goal is to provide accurate estimates to our clients, well in advance of the date of service, to bill customers fairly, and to ensure that staff members are compensated fairly.

Business Mileage

Depending on how your federal taxes are filed, you may be eligible for a tax deduction for Placid Pet business miles each year. This can be a substantial savings to you, if you record your mileage properly.

It is recommended that you keep regular track of business mileage and your odometer reading. Please consider doing the following:

- 1) At the end of each day, record the total business miles for that day. Note mileage in a safe and consistent place such as your day planner, Vehicle Mileage or Vehicle Expense booklet.

- 2) At the end of each month, record the total miles from your car's odometer.

Keeping track of your odometer reading gives you a “check” for accuracy, and it also gives the IRS a key measurement if you are ever audited.

Consider keeping your business mileage record in your car for easy access. Also, consider keeping a back-up of month-end totals (total business miles and the month-end odometer reading) elsewhere – such as inside your office, or in an electronic document on your home computer.

Key Program

Please visit www.placidpets.com, scroll to the bottom and click “Site Map.” On the Site Map Web page, under “Information” click “Key Program.” Please read through the Key Program description.

Please note:

- When a client gives you a copy of their house key (whether or not they are a member of the Key Program), if that key is labeled with any information other than pets’ names, remove the key tag/label and replace it with a new tag that shows only the pets’ names.
- **Please note:** A key should never be labeled with any information that could link the key to the house easily, such as a person’s name or street address. We need to minimize the impact/liability if the key is lost or stolen. This is for our customer’s safety as well as The Placid Pet’s financial liability.
- ALL KEYS ARE TO BE LABELED WHEN THEY ARE RECEIVED. If a client gives you a key without a tag, please tag it immediately. (See “Meet & Greet” for what you need to take with you to the Meet & Greet, including extra key tags.)
- Each Placid Pet employee is provided a lockable key storage box that has a combination lock for safely storing client keys when they are not in use. Please keep the key storage box in a safe spot in your home. Please keep the box “locked” so that client keys are not subject to theft or accidental loss.
- Whenever you leave your house, only take those client keys with you that you need for that particular day or that particular time of day. Please do not keep a client key with you on any day other than a day the key is to be used.
- Please re-secure all client keys in your home after use, each day.
- Please do not keep client keys directly on your personal key-chain, or on any key-chain that would make it difficult and time consuming to remove a key.
- Please consider using the provided carabineer (which can be attached to your personal key-chain) for client keys. It is easy to attach to your key chain. It is easy to add and remove client keys, but also keeps client keys secure.

In 2007, a work bag with keys for nearly 10 client homes (some of which were for jobs that had been completed the week prior) was stolen. The cost to The Placid Pet was \$600 (the amount insurance did not pay) to have homes re-keyed.

Staff Cubbies

A “cubbie” has been reserved for each Placid Pet staff member inside The Placid Pet’s “main office” – the office just inside the front door of the Langley residence. Your cubbie holds items pertaining to Placid Pet business such as thank you notes from customers.

Whenever you stop by to pick-up something from the outside Placid Pet mailbox, please ring the door bell to see if someone is home, and ask if you can check your cubbie.

Workplace Posters

By law, all employers doing business in Washington State are required to post certain posters regarding workers rights “where their employees can read them.” Due to the fact that the “workplace” for The Placid Pet is primarily at each customer’s home, and somewhat “virtual,” and because access to the Internet is a requirement for employment with The Placid Pet, an on-line “Workplace Posters” Web page has been created for your reference.

Please go to http://placidpets.com/Web_PP/PP_Workplace_Posters.html for a list of current links to the required posters made available on-line by the Washington Department of Labor & Industries, The Washington Employment Security Department, the United States Equal Employment Opportunity Commission, and the United States Department of Labor.

Hardcopies of these posters may be viewed in The Placid Pet’s main office, attached to the side of the employee cubbies.

Employee Guidelines Receipt

I hereby acknowledge receipt of a copy of The Placid Pet, Inc., Employee Guidelines. I agree to read the guidelines and abide by the standards, policies and procedures defined or referenced in this document.

The information in these guidelines is subject to change. I understand that changes in company policies by supersede, modify, or eliminate the information summarized in this documents. As the company updates the information, I accept responsibility for reading and abiding by the changes.

I understand that no modification to contractual relationships or alterations of at will relationships is intended in these guidelines.

Signature

Name

Date