



Introduction

Congratulations and welcome to Connell's Dog Training LLC!

This company began in May 2015 while I was a volunteer at a small animal shelter in Hopkinton, MA. At the time, I was volunteering as a dog walker, but I grew tired of seeing dogs returned for solvable problems. I started training dogs on the side, and quickly grew it into a full-time business. I've taken great care to provide exceptional service and to cultivate a reputation that far exceeds anything our competitors offer.

With that in mind, this Handbook is intended to give you a reference for employee policies and expectations. It is not all-inclusive and may be expanded or revised at any time by Connell's Dog Training LLC (also referred to as "the Company" in this document). Please contact me directly with any questions regarding these policies.

Welcome to the team!

Matt Connell

Owner & President

matt@connellsdogtraining.com

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Job Duties - Dog Walker (Per Diem)

As a dog walker, you'll be expected to care for clients' dogs as if they were your own. You'll be responsible for arriving at clients' homes on time, and making sure their dogs get the attention they need. Home visits may be 30, 45, or 60 minutes.

Dogs need varying levels of attention, depending on their owners' directions. Some just need to be let out and played with, but most need a structured walk. Clients may also need you to feed, give medication to, or otherwise provide basic care to their dogs.

Dogs also have accidents. You'll be expected to clean up small messes if you see them, and notify the clients if their dogs made a mess or did something unexpected.

You'll need reliable transportation, because clients rely upon our timely service when they can't be home - even when the weather makes getting there difficult. As a mobile employee, you'll also need a smartphone for seamless communication and timekeeping.

Pay & Benefits

Dog Walker (Per Diem)

The current starting pay rate for Dog Walkers is \$17.00 per hour. Employees will receive a 3% increase in pay for each year of their employment, on their anniversary date. Dog Walkers are considered per diem employees.

Overtime

For part-time and per diem employees, time worked in excess of 20 hours per week is paid at 1.5 times the employee's hourly rate.

Customer Referrals

In the interest of earning business for themselves and growing the Company's customer base, dog walkers can receive a \$200 commission for each new customer they refer. In order to receive the commission, a customer must notify Matt Connell which employee referred them to the Company prior to their first appointment. The commission will be paid as a lump sum on the employee's paycheck after the customer has hired the Company to walk their dog for 30 minutes or more, at least three days per week, for eight consecutive weeks. The commission is considered taxable income.

Sick Time

All hourly employees earn 1 hour of paid sick time for every 30 hours worked. Paid sick time accrual is capped at 40 hours. Accrued sick time is rolled over at the end of each calendar year. Sick time is available to the employee as soon as it is accrued, but will only be paid out in whole hours. Unless it is an emergency, you must provide at least 4 hours of advance notice if you will be unable to work a scheduled shift due to illness or injury.

Vacation & Personal Time

Per diem employees receive no paid vacation or personal time. Dog Walkers are entitled to up to 20 days of unpaid leave each year. The employee must request such time off in writing at least two weeks in advance.

Holidays

Federal holidays which fall Monday through Friday are given as paid days off by default, and these days do not count against employees' vacation, personal time, or sick time. Part-time and per diem employees will receive 4 hours of paid time at their standard hourly rate. If an employee wishes to work on any such holiday, and work is available, the employee will be paid at 1.5 times the normal hourly rate, in addition to the paid time off. Federal holidays include:

- New Year's Day (January 1).
- Birthday of Martin Luther King, Jr. (Third Monday in January).
- Washington's Birthday/Presidents' Day (Third Monday in February).
- Memorial Day (Last Monday in May).
- Independence Day (July 4).
- Labor Day (First Monday in September).
- Columbus Day (Second Monday in October).
- Veterans Day (November 11).
- Thanksgiving Day (Fourth Thursday in November).
- Christmas Day (December 25).

Hours & Attendance - Dog Walker (Per Diem)

Per diem employees are scheduled on an as-needed basis based on work available. The Company makes no promise of a set schedule or number of hours available per week. Since our customers' scheduling needs change, the hours of a per diem employee must change as well.

Work Hours

Appointments for Dog Walkers generally fall between 11 am and 3 pm, Monday through Friday. However, this is not an on-call position. Dog Walkers have the right to refuse an appointment, without repercussions, if it is not scheduled with at least 24 hours of advance notice, or if it falls outside of this period.

Given the mobile nature of the work, a dog walker's shift begins upon arrival at the first scheduled work location - usually a customer's home. Once on the clock, the

employee's paid time includes time spent at the property and walking with the dog(s) in the neighborhood. If consecutive appointments are planned, travel time between appointments is considered paid time. An appointment is considered consecutive if it is scheduled to begin within 30 minutes of the end of the previous appointment. The employee's shift ends upon leaving the client's property, or upon leaving the property of the last scheduled consecutive appointment.

Clocking In & Out

Time and location are tracked on your mobile phone using TSheets (you must download this app from the App Store or Google Play). In order for this app to function as your timeclock, you must enable location tracking, even for when the app is not in use. This is so that you will remain clocked in when your phone is locked or if you are using another app. Your location will never be tracked when you are off the clock. It is highly recommended that you enable notifications, so that you will receive reminders for scheduled appointments.

Punctuality

You will be expected to arrive for appointments on time. If you are scheduled to work consecutive appointments, you must ensure that you have enough time between your appointments for travel.

Meals

Employees are entitled to one 30 minute unpaid break if their shift runs for six hours or longer. Employees must punch out during this time and punch in upon returning to work.

Safety

You are being trusted with the safety of customers' dogs while on duty. You are expected to follow your training and use your best judgement in order to ensure the safety of the customers' dog(s), property, and others. You must also take care to keep yourself safe while working.

Meeting the Dogs

When meeting customers and their dog(s), take care when approaching the dog and/or when the dog is approaching you. Never greet an overexcited or out of control dog and make sure you feel comfortable with leashing and walking the animal. Always ensure that the leash and collar are securely attached before exiting the customer's home and do not allow a dog to roam outside off-leash unless in a customer's securely fenced-in yard.

On the Walk

Remain observant of your surroundings to protect yourself and the dog(s). Be aware of people, animals, and cars. While walking, do not allow other people or animals to approach a customer's dog(s) and take care to keep the dog(s) away from traffic and off of the property of others. As a general rule, cross the street if you are approaching another person or animal - but always maintain at least a leash-length of space between yourself and others. Do not allow the dog(s) to pick up or eat anything they encounter while on a walk. Always clean up after the customer's dog(s).

In Case of Emergency

Immediately report any illness or injury to your supervisor by phone. This includes yourself as well as the dog(s) you are caring for. If you feel that handling a dog would be unsafe for you, the dog, or anyone else, contact your supervisor immediately. Also contact your supervisor if the dog(s) got loose or injured another person or animal. If a dog requires medical attention, the following steps should be taken:

- 1) Call your supervisor and explain what has happened.
- 2) Safely load the dog into your vehicle and drive to the designated veterinary clinic.
- 3) If the client's regular veterinarian is unable to see the dog, your supervisor will instruct you to go to the nearest emergency vet instead.
- 4) Check in at the vet's office. Provide the names and contact information of the owners, as well as yourself and your supervisor. Remain on-site until your supervisor arrives.

Tobacco

Use of tobacco is strictly prohibited while at a client's home or while handling their dogs. Violation of this policy will result in immediate termination.

Drugs & Alcohol

Employees are strictly prohibited from working while under the influence of illegal drugs or alcohol. Employees also must not be in possession of illegal drugs or alcohol while on duty. Despite the decriminalization of recreational marijuana use in Massachusetts, it is still forbidden to use or be under the influence of it while working. Violation of this policy will result in immediate termination.

Harassment

Harassment of employees or customers is illegal and Connell's Dog Training LLC has a zero-tolerance policy for any unwelcome comments or behavior based on sex, race, or any other protected class (see below policy on discrimination). This includes comments or behaviors directed at you by a customer. If such conduct occurs, immediately notify

your supervisor.

Discrimination

The Company does not discriminate against employees or customers based upon race, color, religion, national origin, age, sex, gender identity, sexual orientation, genetic information, ancestry, military service, or any other protected class.

Discipline

Any employee conduct that, in the opinion of The Company, interferes with or adversely affects its business is sufficient grounds for disciplinary action. This action can range from oral warnings to immediate discharge.

To decide on the appropriate action, The Company may consider the seriousness of your conduct, your employment record, your ability to correct the conduct, actions taken for similar conduct by other employees, how your action affects customers, and other factors.

Some conduct may result in immediate dismissal. Here are some examples:

- Acting violently or threatening to do so
- Theft of company or customer property
- Excessive tardiness or absenteeism
- Arguing or fighting with customers or coworkers
- Use or possession of illegal drugs or alcohol at work
- Coming to work under the influence of illegal drugs or alcohol
- Failing to carry out reasonable job assignments
- Making false statements in a job application
- Violating company rules and regulations
- Unlawful discrimination or harassment
- Negligent behavior which endangers dogs or others

These are only examples. You may terminate your employment at any time. The Company reserves the same right.

Electronic Usage

Because of the mobile nature of your job, you are required to maintain a working smartphone and you may use that mobile phone while on duty. However, it must not interfere with your other duties or distract you from safely handling a customer's dog(s). Furthermore, you are expected to not illegally use any handheld device while driving between appointments.

You should photograph a customer's dog(s) at least once during your visit and send that image to the customer.

Social Media

The Company understands the benefit of social media as a means of advertisement and public recognition of its brand and services. It can also help you acquire new customers. You may use pictures or video of yourself and customers' dogs in social media posts, as long as those posts are public and you tag Connell's Dog Training (Facebook) or mattcodogman (Instagram & Twitter) in those posts. Be aware that anything you post publicly may be viewed by The Company, its clients, or the public.

Under no circumstances may you use a client's name, address, contact information, or other identifiable information without prior written permission from both The Company and that client. Because of the visual nature of social media, take care not to include any personal information in pictures or videos that you post. (For example, be aware of house numbers or family photos in the background while taking photos or videos.)

Privacy

In addition to the social media policy above, you must not disclose confidential information regarding The Company or its clients to any third party. This includes customer names, addresses, customer contact information, or schedules.

Communication & Complaints

If you have any questions, concerns, or complaints regarding company policies, customer service, or the execution of your duties, contact your supervisor right away. You are a trusted employee and are expected to behave responsibly; however situations may arise which concern you or in which you are unsure what to do. Your supervisor is available to help you at all times.

Changes to Handbook & At-Will Employment

Please read this handbook carefully. The information in it will acquaint you with company policies and will answer many of your questions. From time to time, these policies may be updated in writing. Copies of these updates will be provided to you.

Please keep in mind that this handbook does not contain all of the information you will need as an employee. You will receive other information through written notices as well as orally.

This handbook is not an employment contract. Unless you have a written employee contract with Connell's Dog Training LLC signed by the President of the company, you are an at-will employee. This means you or the company may terminate the employment relationship at any time, with or without reason.

In the future, your status as an at-will employee can only be changed through a written contract signed by the President of Connell's Dog Training LLC. No oral statements, promises, or contracts regarding the terms and conditions of your employment are valid.