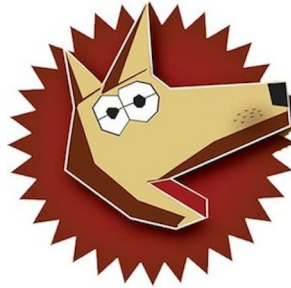


**CANINE CRAZE  
PERFORMANCE CENTER  
EMPLOYEE HANDBOOK**



**Last updated: January 2020**

# Welcome

Welcome to Canine Craze! Congratulations on being selected to become a member of our team. We are confident that the unique combination of skills, talents, experiences, and abilities you bring to our training facility will enhance our team and we hope to provide a good working environment for you to further your career in dog training and dog care. It is hoped that you will enjoy your work with our facility, and will take pride in our facility and care we provide.

Our goal is to always provide leading edge dog training technologies to our clients and their dogs. Remember, the primary philosophy of our facility is to provide the best possible training to canines and their owners through the use of science-based dog training, primarily marker based training (clicker training) by our educated training staff.

You are the most valuable resource we possess. Each job position from kennel assistant to trainer is an ambassador of goodwill throughout the community we serve. Through your efforts, our facility will sustain itself as a model of caring professionalism.

Contained within this manual are policies that pertain to new and present employees alike. It states our facilities' policies on employment, the responsibilities of its employees, and employee benefits. As a new employee of our facility, we want you to begin to familiarize yourself with our culture, policies, guidelines, and practices. It is essential that you reach each section of this handbook. By doing so, you will obtain a more thorough understanding of our guidelines and policies. If there is any policy you do not understand, please ask your supervisor or operations manager for clarification.

Again, welcome to our team! If you have any questions or problems, my door is always open to you.

Renee Jetter, Owner, KPA-CTP, ABCDT, CCFI

Tiffany Anderson, Co-Owner, BA, BS, MAT, Ed.S

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## **ABOUT THIS MANUAL**

This Employee Manual is a tool designed to inform you about the relationship you have with Canine Craze Performance Center and supersedes in all respects and without exception any prior policies, benefits, or practices of Canine Craze Performance Center, whether written or not. It is the responsibility of the employee to be familiar with the entire Employee Manual and abide by it.

It may be necessary to amend, supplement, modify or eliminate one or more of the benefits, work rules or policies described in our manual, as well as add new benefits, work rules or policies and we reserve the right to do so, unilaterally, at any time without prior notice.

# New Employee Orientation

Name \_\_\_\_\_ Orientation Date \_\_\_\_\_

- Facility Tour
- OSHA Safety Training
- Meet other members of the team
- Complete required forms for personnel record:
  - Application*                       *Copy of driver's license/state ID*
  - New Employee Information*    *Copy of Social Security card and License*
  - W-4*                                       *Photograph*
  - I-9*
- Receive your personal copy of the Procedure Manual
  - Learn the location and operation of time clock software
  - Learn where the bulletin boards and work schedules are posted
  - Become familiar with the dress code
  - Become familiar with organizational structure
  - Become familiar with the location of all practice work areas
  - Learn the schedule for meals and breaks
  - Learn payday procedures and overtime policy

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*Employee Signature*

# Organization Structure

The following is Canine Craze's organizational structure or chain of command. Experience and education plays an important role in our organizational structure at each level. See the following descriptions of Level One being the highest authority.

<b>Level</b>	<b>Position</b>	<b>Name</b>
Level 1	Owner	Renee Jetter and Tiffany Anderson
Level 2	Administrative Assistant	
Level 4	Trainer II	
Level 5	Private School Trainer	
Level 6	Dog Trainer Apprentice	
Level 7	Front Desk	
Level 8	Custodian	

# **Our Philosophy**

## **Purpose & Mission Statement**

Purpose: Improving relationships between people and their dogs through science, education, and fun.

Mission: Canine Craze offers a wide variety of training services to meet the needs of both the human and dog while providing support to reach their full potential.

## **Vision**

It is our desire to provide the highest quality training to our clients and their dogs and offer cutting edge training based on science. As a team we will strive to excel in education and communication so that we may exceed expectations.

## **Canine Craze Philosophy**

Our training philosophy is based on four main principles:

Relationship

Discipline

Presence Control

Practical Work

## **Relationship**

Communication is a two way street, being able to read your dog's body language and what they are trying to tell you to better communicate with your dog is essential. You and your dog learning to be engaged with one another is another essential element.

## **Discipline**

This is all about the trainer and NOT about the dog. Being disciplined as our dog's trainer, keeping training records, being a good observer, and remaining consistent with your expectations are all key aspects to being successful with your own discipline.

## **Presence Control**

This essential skill is developed through a strong relationship and understanding the use of body pressure and how this affects the dogs. We use techniques such as body blocks outlined by Dr. Patricia McConnell Ph.D. and teaching impulse control exercises to help guide the dogs into making better choices.

## **Practical Work**

This is teaching basic obedience, tricks, etc. This is the conduit to building a better relationship and improving communication between dogs and their people.



## Canine Craze Values

Science Based  
Life Long Learner  
Compassion  
Teamwork  
Passion  
Integrity  
Professionalism

### What sets up apart

Focus on relationship  
Consideration of dogs' emotional states  
Use science-based training applications  
Teaching dog owners the scientific applications so they can achieve training success on their own after their time with us. *"Teaching people to fish"*  
The training is fun for people and their dogs

## **Employment at Will**

Employment at Canine Craze Performance Center is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the Owner of the company.

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook is intended to or creates an employment agreement, express or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. Canine Craze Performance Center employees have the right to engage in or refrain from such activities.

# **Equal Opportunity and Commitment to Diversity**

## **Equal Opportunity**

Canine Craze Performance Center provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

Canine Craze Performance Center expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

## **Americans with Disabilities Act (ADA) and Reasonable Accommodation**

To ensure equal employment opportunities to qualified individuals with a disability, Canine Craze Performance Center will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would result.

Employees who may require a reasonable accommodation should contact the Owners

## **Commitment to Diversity**

Canine Craze Performance Center is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at Canine Craze Performance Center and is an important principle of sound business management.

## **Harassment and Complaint Procedure**

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

It is Canine Craze Performance Center's policy to provide a work environment free of sexual and other harassment. To that end, harassment of Canine Craze Performance Center's employees by management, supervisors, coworkers, or nonemployees who are in the workplace is absolutely prohibited. Further, any retaliation against an

individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. Canine Craze Performance Center will take all steps necessary to prevent and eliminate unlawful harassment.

**Definition of Unlawful Harassment.** “Unlawful harassment” is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual’s work performance; or otherwise adversely affects an individual’s employment opportunities because of the individual’s membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law.

**Definition of Sexual Harassment.** “Sexual harassment” is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual’s employment or as a basis for employment decisions; *or*
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one’s sex life, comments about an individual’s body, comments about an individual’s sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;

- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated at Canine Craze Performance Center.

**Complaint Procedure.** Any employee who believes he or she has been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. You may, but are not required to, complain first to the person you feel is discriminating against or harassing you. You may complain directly to your immediate supervisor or Owners, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

If the investigation confirms conduct contrary to this policy has occurred, Canine Craze Performance Center will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

# **Conflicts of Interest and Confidentiality**

## **Conflicts of Interest**

Canine Craze Performance Center expects all employees to conduct themselves and company business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. This includes avoiding real and potential conflicts of interests.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. Canine Craze Performance Center recognizes and respects the individual employee's right to engage in activities outside of employment which are private in nature and do not in any way conflict with or reflect poorly on the company.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is a potential conflict of interest, the employee should discuss this with a manager for advice and guidance on how to proceed. The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

1. Simultaneous employment by another business that is a competitor of Canine Craze Performance Center.
2. Carrying on company business with another company in which the employee, or a close relative of the employee, has a substantial ownership or interest.
3. Borrowing money from customers or business, other than recognized loan institutions, from which our company buys services, materials, equipment, or supplies.
4. Participating in civic or professional organization activities in a manner that divulges confidential company information.
5. Misusing privileged information or revealing confidential data to outsiders.
6. Using one's position in the company or knowledge of its affairs for personal gains.
7. Engaging in practices or procedures that violate antitrust laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of company business.

## **Confidential Information**

The protection of confidential business information and trade secrets is vital to the interests and success of Canine Craze Performance Center. Confidential information is any and all information disclosed to or known by you because of employment with the company that is not generally known to people outside the company about its business.

An employee who improperly uses or discloses trade secrets or confidential business information will be subject to disciplinary action up to and including termination of employment and legal action, even if he or she does not actually benefit from the disclosed information.

All inquiries from the media must be referred to Renee Jetter, Owner.

This provision is not intended to, and should not be interpreted to, prohibit employees from discussing wages and other terms and conditions of employment if they so choose.

# Employment Relationship

## Employment Classification

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, Canine Craze Performance Center classifies its employees as shown below. Canine Craze Performance Center may review or change employee classifications at any time.

**Exempt.** An exempt employee is one whose position meets specific tests established by the Fair Labor Standards Act and is exempt from some overtime pay requirements, as outlined by federal and state laws. A person who holds an executive administrative, managerial, professional or outside position would be considered an exempt employee.

**Nonexempt.** Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.

**Full-Time.** An employee who works a minimum of 32 hours weekly over a 6 month period and maintains continuous employment status.

**Part-Time.** An employee who works less than an average of 32 hours per week over a period of six consecutive months and maintains continuous employment status.

**Volunteer.** A volunteer is an individual whose entire purpose is to observe the operations or training of the training facility for a specific purpose (e.g. school project, research report, future trainer, etc). A volunteer is not an employee and assumes no responsibility and receives no compensation or benefits whatsoever. Volunteers are required to fill out the volunteer release form and sign the form to release Canine Craze Performance Center, LLC from any liability. Volunteers must be at least 16 years of age.

## Probation Period

The first **90** days of employment will be a probation period for all staff. During this period of time, new hires will have the opportunity to become thoroughly acquainted with the training facility, and we will in turn have the chance to evaluate performance as an employee. This period is used to determine whether the employment relationship should continue. During this time, an employee is ineligible for PTO benefits.

If the employee is dissatisfied with the training facility, he/she may leave with neither advance notice nor cause. If the training facility is dissatisfied, it may similarly terminate the relationship.

The probation period involves closer and more frequent employee appraisal than that given to regular employees. At the end of the probation period, performance will be reviewed and if it is deemed satisfactory, the employee will be placed on regular status. At this time, the employee will be eligible for the benefits that apply to his or her employment status. If it is apparent that performance is not satisfactory and training or



counseling has not resulted in sufficient progress during the probation period, an employee may be terminated without advance notice.

Upon satisfactory completion of the probation period, new hires will become a regular employee. All employees, regardless of status or duration of employment, are required to meet and maintain the training facility standards for job performance and behavior. At this time, the employee will be eligible for benefits which apply to his or her employment status.

## **Work Week and Hours of Work**

The standard workweek is from Saturday 12:00 a.m. until Friday 11:59 p.m. Office hours are 7:00 a.m. to 5:30 p.m Monday thru Friday. Individual work schedules may vary depending on the needs of each program.

## **Lunch**

Employees are entitled to a 60 minute unpaid lunch.

## **Time Records**

All nonexempt employees are required to complete accurate weekly time reports showing all time actually worked. These records are required by governmental regulations and are used to calculate regular and overtime pay.

All employees are required to observe the following practices:

1. Record your time in and time out as you initiate and conclude your work duties daily.
2. Record time accurately.
3. Record any breaks in the workday (i.e., lunch, medical appointments, personal time that was taken off) and make a note of it on the time card.
4. Any swapping of hours with another employee or substituting of days off must be approved by your immediate supervisor or the Owners two weeks prior to this arrangement.
5. Part-time or full-time personnel who are hired to work weekends and holidays will be expected to work each weekend or holiday as assigned, including weekends of holidays or special events.
6. If you clock in late or forget to clock in or out you must notify Renee by email and within 24 hours of the day of missed punched. If you fail to do so, you will not be paid for those hours unless it has been authorized by the Owners. The delayed payment will then be made in your next paycheck.

## Overtime

When required due to the needs of the business, you may be asked to work overtime. Overtime is actual hours worked in excess of 40 in a workweek. Nonexempt employees will be paid time and one half their regular rate of pay for all hours actually worked in a workweek. Paid leave, such as holiday, PTO, bereavement time, and jury duty does not apply toward work time. All overtime work must be approved in advance by an immediate supervisor or Owners.

## Schedules

Work schedules are posted two weeks in advance. Once the schedule has been posted for 24 hours, it will be considered final. Changes in the assigned work schedule other than personal leave can only be made with two weeks prior permission of your immediate supervisor or the Owners. Employees requesting a change of schedule are responsible for arranging for a substitute of equivalent skill and experience from within the existing Canine Craze Performance Center's staff and must receive both verbal approval and written approval from your supervisor or the Owners on the work schedule for said substitution.

In emergency or dire stress situations, it may be necessary to occasionally change the planned staff work schedule, possibly with only a last minute's notice given, in order to meet the needs of our programs and to provide service to our clients. It is expected that all staff members will be aware of this possible inconvenience to their personal schedules and will conduct themselves in a cooperative, professional manner.

Days off without pay may be considered under special circumstances only if that employee can find an approved employee to fill in for them. The fill in employee's additional hours may not cause them to exceed 40 hours in a work week. Additional days off are disruptive to the schedule and will only be granted in special circumstances and will be considered in the employees job evaluation process.

Staffing Requirements for Canine Craze Performance Center:

Monday – Thursday :

- 5 Trainer I/Trainer II
- 3 - 6 Dog Trainer Apprentice
- 1 Administrative Assistant/Front Desk

Friday:

- 3 Custodian
- 1 Administrative Assistant/Front Desk

## **Pay Days**

Employees are paid semi-monthly on the 15<sup>th</sup> of the month and on the last day of the month. As required by law, payroll deductions are made for federal and state withholding, state disability insurance and social security taxes. The pay period for the 15<sup>th</sup> is the 26<sup>th</sup> – 10<sup>th</sup>, and the pay period for the last day is the 11<sup>th</sup> – 25<sup>th</sup>, and If pay day falls on a federal holiday or weekend, employees will receive their paycheck on the preceding workday.

In fairness to all employees, payroll advances are not available.

## **Access to Personnel Files**

It is your responsibility to insure that your personnel records are kept up-to-date. This includes notification of changes in address, name, marital status, and number of dependents, telephone number, or anything else you feel Canine Craze Performance Center should know.

Your personnel file is a consolidation of information throughout your employment with Canine Craze Performance Center. It is treated in a highly confidential manner and only authorized people are permitted to review it. You may see your file upon request.

## **Separation from Employment**

In all cases of voluntary resignation (one initiated by the employee), employees are asked to provide a written notice to their supervisors at least 25 working days in advance of the last day of work. The 25 days must be actual working days. Holidays and paid time off (PTO) will not be counted toward the 25-day notice. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire.

Employees are required to turn in all company property to the Owners on the last day and discuss final pay.

Should it become necessary because of business conditions to reduce the number of employees or work hours, this will be done at the discretion of the company.

# Workplace Safety

## Right to Know

Canine Craze Performance Centers feels responsible for providing its staff with a safe and healthful workplace. The providing of safety equipment and information is the primary means of accomplishing this commitment. The facility tries to monitor all functional areas to make sure there are no hazards and that compliance with all federal, state and local health and safety codes is maintained.

During the performance of your job, you may come in contact with chemicals or other hazardous materials. Each of these materials has its own properties and characteristics. Chemicals in any form can be stored, handled, and used safely, if their properties and characteristics are understood and proper safeguards are taken.

Canine Craze Performance Center has, in compliance with OSHA's Employee Right To Know law, all of the Safety Data Sheets (SDS's) for the materials that are used on the premises, as well as a list of the materials on hand and a hazardous material handling plan. These documents contain information which describes the normal day-to-day handling of chemicals, as well as what to do for accidental spills or emergencies.

The inventory list and SDS's are located in the labeled binder on the shelf near the mop sink. If you wish to examine any of these documents, please feel free to ask your immediate supervisor for time to do so.

We need your help in keeping up to date. If, during your daily duties, you notice any chemical that is not on the inventory list maintained in the front of the SDS book, please notify your immediate supervisor immediately so that it may be evaluated and proper safety precautions implemented.

## Drug-Free Workplace

It is the policy of Canine Craze Performance Center to maintain a drug- and alcohol-free work environment that is safe and productive for employees and others having business with the company.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and/or the misuse of legal drugs while on company or client premises or while performing services for the company is strictly prohibited. Canine Craze Performance Center also prohibits reporting to work or performing services while impaired by the use of alcohol or consuming alcohol while on duty or during work hours.

To ensure compliance with this policy, substance abuse screening may be conducted in the following situations

**Pre-employment:** As required by the company for all prospective employees who receive a conditional offer of employment

**For Cause:** Upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or has adversely affected the employee's job performance

**Random:** As authorized or required by federal or state law

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law.

Any employee violating this policy is subject to discipline, up to and including termination, for the first offense.

## **Smoke-Free Workplace**

Smoking is not allowed in company buildings or work areas at any time. "Smoking" includes the use of any tobacco products, electronic smoking devices, and e-cigarettes containing nicotine cartridges.

Smoking is only permitted during break times in designated outdoor areas. Employees using these areas are expected to dispose of any smoking debris safely and properly.

## **Workplace Violence Prevention**

Canine Craze Performance Center is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All Canine Craze Performance Center employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their immediate supervisor, Owners, or the Owner. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against the company, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

Canine Craze Performance Center prohibits the possession of weapons on its property at all times. Additionally, while on duty, employees may not carry a weapon of any type.

Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.

## **Treatment of Animals**

Our facility policy is that we treat client's pet as if it were our own. Humane treatment of animals is absolutely demanded of each employee. Any type of animal abuse will be the basis for immediate termination without notice.

## **Commitment to Safety**

Protecting the safety of our employees and visitors is the most important aspect of running our business.

All employees have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all.

In the event of an emergency, notify the appropriate emergency personnel by dialing 911 to activate the medical emergency services.

## **Severe Weather Closings**

**Canine Craze Performance Center** will always make every attempt to be open for business. If the facility is closed due to severe weather, a decision will be made by 6:00 am, and a message will be sent through When2Work.

# **EMERGENCY PROCEDURES**

## **In Case of Fire**

Employees on duty are to call 911 and inform the emergency service of the situation. Be sure to tell them the business name, address and location of fire. If the fire is not life threatening, one individual should try to extinguish or contain the fire with the appropriate fire extinguishers, while other employees move dogs to a safe area in the facility or outside. Fire extinguishers are located: front door and in back hallway, hanging between the two doors to outside.

If there appears to be no safe area in the facility, dogs should be moved outside to employees' cars. As a last resort, you could open the garage door and let all the dogs out.

The Owner should be contacted as soon as possible.

## **In Case of Tornado**

YOUR SAFETY IS OUR NUMBER ONE PRIORITY; do not put yourself in unreasonable danger. Crate as many dogs as safely possible. People should seek shelter in the bathroom until it is safe.

## **In Case of Accident**

Any on-the-job injury should be reported to your immediate supervisor or Owners within twelve hours of an injury, and you should have your injury treated by your physician as soon as possible. Canine Craze Performance Center will complete and fill out the appropriate workman's compensation forms and file them with the insurance company. It is your responsibility to make sure an injury has been reported to your supervisor within twelve hours. Failure to do so may result in Canine Craze's inability to reimburse you for medical expenses incurred.

## **In Case of a DOG INJURY**

YOUR SAFETY IS OUR NUMBER ONE PRIORITY; do not put yourself in unreasonable danger. During an altercation determine: 1) Who is the instigator? and 2) Is it safe to grab the instigator? If it is safe to handle the instigator, grab the instigator from the back legs and swing them around. This will keep your hands from the dog's mouth, surprise the instigator into letting go of the victim, and stop the altercation.

Often making a loud noise, slamming a door, throwing something to the floor, or shouting can be enough to pause the altercation allowing you the opportunity to remove the instigator, the victim, or any other dogs that may have been involved in the altercation

After an altercation, assess the injury. Determine if the injury is life threatening? If so, immediately take the dog to the emergency vet, call the vet ON YOUR WAY. Our emergency vet is

**Iowa Veterinary Referral Center, 4631 Merle Hay Rd., Des Moines, IA 50322: (515) 727-4872**

If the injury is serious but NOT life threatening? Call the Immediate Supervisor/Owner, and call the parent with the option for us to take them to either our vet (Ingersoll Animal Hospital, 3009 Ingersoll Ave, Des Moines, IA 50312: (515) 274-3555) or a vet of the parent's choosing, or the parent can come pick-up the dog and take to their own vet.

If you can't get ahold of the parent, then take the dog to our vet (Ingersoll Animal Hospital, 3009 Ingersoll Ave, Des Moines, IA 50312: (515) 274-3555). When describing the situation to the parent, certain words create unnecessary worry. Avoid words like "aggressive," or "fight," as these words can cause panic to the parents. It is preferable to use words such as "tussel," "altercation," or "conflict." Be honest with the parent but understand this is a sensitive subject and the last thing we want to do is cause unnecessary stress to the parent.

Avoid altercations to begin with. Training is the number one way to avoid altercations. Through training, the dog learns what to do, how to do it, and when to do it. Training also puts the dog into a cognitive state of mind. When the dog is working on cognitive tasks, the dog is less likely to engage in exuberant play. Furthermore, the dogs will be too tired to start play that leads into over arousal, thereby reducing the likelihood of having any altercations.

Body Blocks (BBs) are another way we avoid altercations. BBs create a break in play that the dog may not be taking on their own. It is a way to decrease the level of arousal in the dogs. Arousal can lead to an altercation if the dogs aren't taking the necessary breaks in play; just like kids in a playground. If the dogs go right back in to play at the same arousal level they were at, then the BB was not effective or was not for long enough. Even if the dog goes and plays with a different dog, if it's still at the same level of arousal an altercation could happen. Either put the dog in a longer BB or crate the dog for a short time out to relax. If you're unsure, ask your immediate supervisor.



# Workplace Guidelines

## Attendance

Punctuality and regular attendance are essential to the proper operation of any business. They also help you establish a good working reputation. All employees are expected to report promptly for the work time scheduled and should plan on arriving at least five (5) minutes before the stated time for work to begin in order to be prepared for work at the appropriate time. Employees should not clock in more than 15 minutes prior to their scheduled shift unless an early start time has been authorized. An employee not ready to work at his/her required/expected time constitutes tardiness. All employees are expected to be prompt and punctual.

If you are going to be late or absent it is vital that you find a replacement to cover your shift and notify your immediate supervisor at least one hour prior to starting time. You are also requested to indicate how long you expect to be out of work.

The plan for absenteeism (which includes PTO) is listed below:

Trainers: May ask an Assistant Trainer (Regular or PRN) to cover

Assistant Trainers: Cover for each other

If you are unable to work for any reason, please notify your immediate supervisor or the Owner by telephone or in person as early as possible before starting time. Voice mail and e-mail messages are not acceptable except in certain emergency circumstances. Notification should be made prior to 6:00-6:30 am, so the employee is ready to start their replacement station as soon as possible. If an employee is off due to illness, that employee is responsible for calling in that day before 5:00 pm with plans for the next day, so if further absenteeism is expected, plans can be made for replacement.

Excessive absenteeism or tardiness will result in discipline up to and including termination. Each quarter, you receives on "FREE" unexcused absence but anything above and beyond that is considered excessive and disciplinary action will be taken when excessive absences occur. The first step would be verbal warning, then written warning, and lastly termination. "FREE" unexcused absences do not roll-over from quarter to quarter however disciplinary action does. If a verbal warning is given in one quarter and there is excessive absences in another quarter that they would then get a written warning. The only way to make it an excused absence is if a doctors note is provided. Texting your supervisor that you aren't coming in does not make it an excused absence.

Failure to show up or call in for a scheduled shift without prior approval may result in termination. If an employee fails to report to work or call in to inform the supervisor of the absence for 3 consecutive shifts or more, the employee will be considered to have voluntarily resigned employment. If an employee walks out during the middle of their shift without approval from the immediate supervisor/Owners, they will be viewed as "abandoning their post" and employment is terminated.

## **Employee Reviews**

All employees should be aware that they are reflections of both dog training/animal care profession, and certainly of Canine Craze Performance Center. Staff members should regard all work assigned to them as being necessary and therefore important to Canine Craze Performance Center. All assignments should be carried out in a courteous and professional manner.

Each employee will be reviewed at the end of his or her introductory period will be made at that time. Reviews will be made thereafter on a yearly basis on anniversary of employment, and a salary raise, if deemed appropriate,.

Raises will be given based on an employee's performance, work attitude, attendance record, responsiveness and willingness to work. However, both cost of living and merit raises are contingent on the availability of financial resources. A sample of the employee performance evaluation form used will be provided to each employee when they are hired or promoted within the practice.

## **Outside Employment**

Employees are permitted to work a second job as long as it does not interfere with their job performance with Canine Craze Performance Center. Employees with a second job are expected to work their assigned schedules. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, or refusal to work overtime or different hours.

If outside work activity causes or contributes to job-related problems, it must be discontinued, or the employee may be subject to disciplinary action, up to and including termination.

## **Dress and Grooming**

Canine Craze Performance Center provides a casual yet professional work environment for its employees. Even though the dress code is casual, it is important to project a professional image to our clients and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste. Please use common sense. All trainers in a group setting are required to wear long pants and closed toed shoes for safety.

Any questions or complaints regarding the appropriateness of attire should be directed to the Owners. Decisions regarding attire will be made by the Owners.

## Personal Binder

Each staff member is required to maintain a personal binder/notebook. The notebook should be a two-inch/three-ring binder or composition book and should include the following:

- Employee manual
- Schedule
- Job Description and Goals
- Promotion Opportunities
- Staff Meeting Notes

Information pertaining to dogs and their training should be recorded and kept in appropriate files/notes, such as training binder and/or master file.

## Parking

Parking spaces in front and near the entrances to the facility are reserved **exclusively** for clients. Employees should park their cars in spaces at the top of the hill, side of the building, and/or back of the building.

## Building Keys

Keys are assigned to employees requiring access to the building. It is the employee's sole responsibility to inform the Owners immediately of a lost or stolen key. Loss of keys resulting in re-keying of the facility will be the responsibility of the employee, and the employee will be charged for the cost of such re-keying.

## Personal Work Area

All staff members are responsible for maintaining their own desk or immediate work area and must keep it clean and orderly at all times. It is **imperative** that the facility remains clean and odor-free at all times. This requires help from all employees

## Social Media Acceptable Use

The company encourages employees to share information with co-workers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provide inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public and, therefore, the company has established the following guidelines for employee participation in social media.

**Note:** As used in this policy, "social media" refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, and MySpace, among others.

**Off-duty use of social media.** Employees may maintain personal websites or web logs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social

media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas.

**On-duty use of social media.** Employees may engage in social media activity during work time provided it is directly related to their work, approved by their manager, and does not identify or reference company clients, customers, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity.

**Respect.** Demonstrate respect for the dignity of the company, its owner, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, do not use ethnic slurs, personal insults, or obscenity, or use language that may be considered inflammatory. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

**Post disclaimers.** If an employee identifies himself or herself as a company employee or discusses matters related to the company on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of the company and that the employee is expressing only his or her personal views. For example: "The views expressed on this website/Web log are mine alone and do not necessarily reflect the views of my employer." Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the company or the company's business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

**Competition.** Employees should not use a social media to criticize the company's competition and should not use it to compete with the company.

**Confidentiality.** Do not identify or reference company clients, customers, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask before publishing.

**New ideas.** Please remember that new ideas related to work or the company's business belong to the company. Do not post them on a social media site without the company's permission.

**Links.** Employees may provide a link from a social media site to the company's website during employment (subject to discontinuance at the company's sole discretion). Employees should contact the Web design group to obtain the graphic for links to the company's site and to register the site with the company.

**Trademarks and copyrights.** Do not use the company's or others' trademarks on a social media site, or reproduce the company's or others' material without first obtaining permission.

**Avoid statements about the company's future.** Because the company is publicly held, writing about projected growth, sales and profits, future products or services,

marketing plans, or the stock price may violate Securities and Exchange Commission (SEC) rules or other applicable laws.

**Legal.** Employees are expected to comply with all applicable laws, including but not limited to: Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.

**Company restrictions.** Because the company is publicly held, it may require that employees temporarily confine social media commentary to topics unrelated to the company or that employees temporarily suspend such activity to ensure compliance with the SEC's regulations or other laws. The company may also require employees to delete references to it on a website or Web log and to stop identifying themselves as an employee of the company.

**Discipline.** Violations of this policy may result in discipline up to and including immediate termination of employment.

*Note:* Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve terms and conditions of employment, such as wages and benefits.

## **Bulletin Boards**

All required governmental postings are posted on the wall located near the mop sink. The refrigerator may also contain general announcements.

Employees are able to submit notices of general interest, such as for-sale notices; recreational-type announcements and/or club functions (e-mail should not be used for the aforementioned); postcards; expressions of gratitude or sympathy; and notices looking for/offering carpools, tickets, roommates, or pets. Please deliver notices to the Owners.

The company reserves the absolute right to refuse permission to post or to take down any announcement. The Owners approves, posts, and takes down all notices. All notices posted by employees will be removed after 2 weeks unless otherwise stipulated.

## **Solicitation**

Employees should be able to work in an environment that is free from unnecessary annoyances and interference with their work. In order to protect our employees and visitors, solicitation by employees is strictly prohibited while either the employee being

solicited or the employee doing the soliciting is on “working time.” “Working time” is defined as time during which an employee is not at a meal, on break, or on the premises immediately before or after his or her shift.

Employees are also prohibited from distributing written materials, handbills, or any other type of literature on working time and, at all times, in “working areas,” which includes all office areas. “Working areas” do not include parking lots or common areas shared by employees during nonworking time.

Non-employees may not trespass or solicit or distribute materials anywhere on company property at any time.

## **Computers, Internet, Email, and Other Resources**

The company provides a wide variety of communication tools and resources to employees for use in running day-to-day business activities. Whether it is the telephone, voice mail, fax, scanner, Internet, intranet, e-mail, text messaging, or any other company-provided technology, use should be reserved for business-related matters during working hours. All communication using these tools should be handled in a professional and respectful manner.

Employees should not have any expectation of privacy in their use of company computer, phone, or other communication tools. All communications made using company-provided equipment or services including email and internet activity, are subject to inspection by the company. Employees should keep in mind that even if they delete an email, voicemail or other communication, a copy may be archived on the company’s systems.

E-mails that are not job-related have the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through e-email is not completely secure, and information you transmit and receive could damage the reputation and/or competitiveness of the company.

The company encourages employees to use this tool only to communicate with fellow employees, suppliers, customers, or potential customers regarding company business. Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mails within and outside the company.

Refrain from using e-mail in a manner that violates any of our company guidelines/policies, including but not limited to the Equal Opportunity and Harassment policies, the Conflict of Interest Policy, etc. Delete any e-mail messages prior to opening that are received from unknown senders and advertisers.

It is the company’s goal to respect the dignity of employees at all times. Because e-mail, telephone and voice mail, and internet communication equipment are provided for company business purposes and are critical to the company’s success, your communications may be accessed without further notice by Information Technology

department administrators and company management to ensure compliance with this guideline.

The electronic communication systems are not secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should not be sent via unsecured electronic means.

Office telephones are for business purposes. While the company recognizes that some personal calls are necessary, these should be kept as brief as possible and to a minimum. Personal use of the company's cell phones, long-distance account, or toll-free numbers is strictly prohibited. Abuse of these privileges is subject to corrective action up to and including termination.

The company reserves the right to monitor client calls to ensure employees abide by company quality guidelines and provide appropriate levels of customer service. Employees working in customer service will be subject to telephone monitoring. Should an employee need to make or receive a personal call during work hours, a telephone designated for that purpose should be used. Should the subject matter of the conversation become personal while monitoring is taking place, monitoring of the call will immediately be discontinued.

It is also against company policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on company computers. Violations of this policy may result in termination for a first offense.

## **Mileage Reimbursement**

The mileage reimbursement form and copies of mileage book must be submitted by the last day of the month for a check to be issued by the 10<sup>th</sup> of the upcoming month.

Mileage submitted after the end of the month for the current month will NOT be eligible for reimbursement.

# Time Off and Leaves of Absence

## Holidays

The company observes and allows time off without pay for the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas

**Paid Holidays.** After a year of full-time employment, regular employees are eligible for paid holidays, if the holiday falls on a Monday-Friday.

**Religious observances.** Employees who need time off to observe religious practices or holidays not already scheduled by the company should speak with their supervisor. Depending upon business needs, the employee may be able to work on a day that is normally observed as a holiday and then take time off for another religious day. Employees may also be able to switch a scheduled day with another employee, or take vacation time, or take off unpaid days. The company will seek to reasonably accommodate individuals' religious observances.

## Vacation

Canine Craze Performance Center recognizes the importance of time off from work to relax, spend time with family, and enjoy leisure activities. The company provides paid vacation time to full-time employees for this purpose and employees are encouraged to take vacation during the year. PTO is accrued upon the completion of the 90-day introductory period of a full-time position. Eligible employees must be scheduled to work at least thirty-two (32) hours per week on average for over 6 consecutive months. This is for hourly employees only. Salaried and contract employees are covered under individual policy



Full-time employees will accrue paid vacation according to the following schedule (annual totals should be rounded to the nearest whole day):

<b><u>Service Period</u></b>	<b><u>Paycheck Vacation Accrual</u></b>
0-3 months (probation)	0 hours per one hour worked
4 months- 3 years	0.034 hours per one hour worked (up to maximum of 56 hours/year)
Years 4-8	0.067 hours per one hour worked (up to maximum of 112 hours/year)
Years 9 and over	0.095 hours per one hour worked (up to maximum of 160 hours/year)

Employees may not take paid vacation until they actually have earned or accrued the vacation time.

Generally, employees should submit vacation plans to their supervisor at least 2 weeks in advance of the requested vacation date and are subjected to the Owners approval, based on staffing and leave requests already granted. Vacation may be scheduled in increments of 1 work day up to a maximum of 1 week in a row.

If you don't use all of your PTO by the end of the year, you will lose it. However, you may roll over over to 24 hours of PTO to use before the end of the first quarter of next year (March 2021).

## **Family and Medical Leave**

**Canine Craze Performance Center** complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. The company abides by any state regulated leave laws. The more generous of the two laws will apply to the employee if the employee is eligible under both federal and state laws.

Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact the Owners to discuss options for leave.

**Reasons for Taking Leave.** Under federal law, unpaid leave may be requested for pregnancy and prenatal care; replacement activities, birth, adoption, or foster placement of a child; or the serious health condition of a child, spouse, parent, domestic partner, or the employee.

**Military Family Leave Entitlements.** Under federal law, unpaid leave may also be requested by eligible employees who have any qualifying exigency arising out of the

fact that the spouse or a son, daughter, parent, domestic partner, or next of kin of the employee is on covered active duty (or has been notified of an impending call or order to covered active duty) in the armed forces and may use their 12-week entitlement to address certain qualifying circumstances. Qualifying circumstances may include deploying on short-notice, attending certain military events, arranging for alternative child care and school activities, addressing certain financial and legal arrangements, attending certain counseling sessions, engaging in rest and recuperation, and attending post deployment reintegration briefings.

The federal FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. This leave applies if the employee is the spouse, son, daughter, parent, domestic partner, or next of kin caring for a covered military service member or veteran recovering from an injury or illness suffered while on active duty in the armed forces or that existed before the beginning of the member's active duty and was aggravated by service or that manifested itself before or after the member became a veteran.

**Leave Designation.** If an employee does not expressly request FMLA leave, the company reserves the right to designate a qualifying as FMLA leave and will give notice of the FMLA designation to the employee. If an absence is a qualifying event under FMLA, the leave will run concurrent with short-term disability, long-term disability, PTO, workers' compensation, and/or any other leave where permitted by state and federal law.

**Benefits.** Under federal law, employers must continue healthcare benefits during FMLA leave as though the employees were still at work and must pay the employer's part of the premium. The employee will continue to be responsible for the employee's portion of the premium as well when Canine Craze offers health care and retirement benefits.

**Interaction with Accrued Paid Time Off.** FMLA leave, and paid vacation or sick time will run concurrently as provided under company policy except where prohibited by state law.

**Job Protection.** An employee's job, or an equivalent job, is protected while the employee is on leave. Both federal and applicable state laws require that employees be returned to their positions or to another job of like pay and status at the end of FMLA leave.

Note: If an employee is unable to return to work after the expiration of federal or state FMLA, an extension may be granted if the condition constitutes a disability under the Americans with Disabilities Act (ADA) or in certain workers' compensation cases.

**Return-to-Work Policy.** When such work is available, the company will attempt to provide an employee with a temporary modified or light-duty assignment in accordance with documented medical restrictions.

## **Military Leave**

Canine Craze Performance Center supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify the Human Resources department and his or her supervisor, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

Upon return from military leave, employees will be granted the same seniority, pay, and benefits as if they had worked continuously. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights.

# Employee Benefits

## Health Insurance

Canine Craze Performance Center does offer comprehensive health insurance that includes dental and vision; as well as, Alfac for short-term disability, cancer, and accident insurance.

## Retirement Plan

At this time, Canine Craze Performance Center does not offer retirement plans; however, our goal is to provide this benefit within 2-3 years.

## Staff Pets in the Workplace

As a benefit well-trained and properly-vaccinated pets are allowed to stay on premises during an employee's scheduled shift given the following guidelines:

**Completion of Trial/Training Period.** The introductory three-month probationary training period must be completed to be eligible. Upon the completion of the probationary period proper vaccination record must be presented prior to bringing a pet.

**Maintaining Up-to-Date Status.** All vaccinations which are required of client-owned pets are also required of employee-owned pets (RV, Dhpp, and Bord). In addition, it is expected that employee pets will be parasite free (both internal and external) and will be required to undergo routine regular parasite screenings (flea & tick, heartworm, intestinal parasite, etc). Pets regularly in the facility will be required to maintain a parasite prevention régime.

It is the employee's responsibility to maintain and keep up-to-date their pet's vaccinations and prevention for the safety of their pet(s) in addition to all other clients within the vicinity.

If an employee-owned pet is found to be on premises without proper vaccinations the employee will be expected to clock out and take the pet home.

**Available Space.** Employee-pets may be kenneled during scheduled shifts pending the availability of multiple additional kennels for client-owned pets. Pets belonging to employees should be given the smallest comfortable kennel in relation to the pet's size in order to maintain clean open kennels for paying customers. Larger kennels may be utilized given availability, however priority for space should always be given to boarders/ Train & Play/Puppy Building block. Should space become limited the employee will be required to clock out and take pet(s) home.

**Properly Maintained Kennel Space.** Employees bringing their pets to stay for the day will be expected to clean their pet's kennel on a daily basis upon release.

**Pet Care & Maintenance.** Pets belonging to employees are not to be walked, exercised, bathed, groomed, or let out while the employee is on the clock. In the event a pet needs additional attention during a shift, exception may be made if arranged with

immediate supervisor, Owners, or Owner and given the employee clocks out to attend to his or her pet.

**Acceptance of Risk.** The employee assumes all risks associated with the health and wellbeing of their pet while in the facility. Among other things this includes exposure to illness, parasites, possibility of injury, and escape.

Bringing employee-owned pets to work is a benefit that can be discontinued at any time. Employees that abuse this benefit may lose this privilege without warning and at the discretion of Canine Craze Performance Center. Any employee-owned pet kept at the facility overnight will be charged for boarding.

## Canine Craze Service Benefits

After the three-month introductory period, all employees (both full-time and part-time as long as they are “active”) are entitled to a discount on most Canine Craze Performance Center services.

Benefits are as follows (additional benefits are available to management staff per Owner approval)

Baths and Nail Trims	No charge if done by employee off-hours
Class	50% off class tuition
Private Training	No discount
Train & Play™	No discount
Puppy Building Blocks/ Advanced	No discount

All services and supplies must be invoiced out by the Receptionist or Owners. The invoice will then be placed in the employee’s file. A medical record must be kept on each pet and all treatments, medications, food, etc. must be recorded. All services are due when invoiced out. If a balance exists on an employees’ account, they ARE NOT entitled to any discounted services or boarding until balance is paid in full.

Please keep in mind that this discount policy applies only to your personally owned pets. Do not abuse these privileges by bringing in the pets of friends or other family members not residing in your home. Your personally owned pets must be listed or registered with the facility both upon initially gaining employment and at the end of the three month introductory period in order to qualify for the employee discount.

The service benefits will end on termination of employment at Canine Craze Performance Center.

# **STANDARDS OF CONDUCT**

## **Attitude Toward Assignments**

All employees should be aware that they are reflections of both the animal training profession, and certainly of Canine Craze Performance Center. Staff members should regard all work assigned to them as being necessary and therefore important to the facility. All assignments should be carried out in a courteous and professional manner.

## **Care of Equipment**

Working equipment and supplies are expensive and sometimes difficult to obtain. Please handle all equipment, supplies, and other facility materials with care and consideration. If a piece of equipment is not working properly, report it to your immediate supervisor.

## **Punctuality**

Promptness in reporting to work is a basic requirement. Repeated instances of tardiness may result in disciplinary action up to and including termination.

An employee will not be paid for the time in which they are late.

## **Employee-owned Pets**

Employees' pets needs will be met with the same courtesy and concern given any other client's pet and they will be handled as any other clients' pets except they will receive the employee discount (after the initial 3-month term of employment). A medical record must be kept on each pet and all treatments, medications, foods, etc. must be recorded. The Owners or Receptionist must invoice all employees and the employee must sign the invoice. The invoice must then be placed in the employee's record. Payment is expected when services are rendered or products are dispensed. Employees are not allowed to carry open invoices or overdue accounts receivable. If an employee is 30 days delinquent on their account, they will lose their discount benefit until the account is paid in full.

Employees still in the 3-month introductory period of employment will be expected to pay their balances in full at time of service and may be invoiced out by another Receptionist. No discounts will apply during the introductory period.

## **Honesty**

Canine Craze Performance Centers expects all employees to be as fair to it as it is to them. The removal of any facility property from the premises is not acceptable behavior. It is expected that all employees will be aware of this and will monitor themselves as well as others. It is also expected that the privacy and integrity of clients and staff will be

respected. Any conversation, discussions or other information gathered from the facility is to remain in the facility. Violations of any of the above will result in immediate termination of employment.

Gossip and disparaging remarks regarding clients or fellow staff members will not be tolerated and can subject an employee to suspension or termination. Gossip is talking about another person in a derogatory way without the person being present. The person being discussed should be included in the conversation. If that can't happen, the conversation must be stopped. *Consistently ignoring the no-gossiping policy is grounds for dismissal.*

## **Client Management**

**Professional Knowledge.** We encourage employees to learn all they can about the dog training profession. This knowledge will make them greater assets to Canine Craze Performance Center, its clients, and themselves. You can never know too much.

**Greeting Clients.** It is every staff member's job to greet clients and their pets. Every client that you see should be greeted within 5 seconds with direct eye contact, a smile and a verbal greeting. Whenever possible use the clients and pets name. Everyone should express "We are glad that you are here."

## **Miscellaneous Staff Requirements**

1. Employees are expected to be productive during their work hours. Each employee should have a "short list" of on-going projects and activities on which to work during any slack time. Personal activities during work hours are not appropriate.
2. No smoking or tobacco is allowed in the facility at any time. Any smoking on the premises should be done behind the building by the rear parking lot area.
3. Unemployed personnel, (i.e. friends, family, etc., of facility staff members) are not to be present within the facility at any time without prior approval of your immediate supervisor or the Owners.
4. There will be no moonlighting, (i.e., work undertaken outside the facility) in any occupation pertaining to animal care or services without written approval of the Owner or the Owners.
5. We strive for a friendly and enjoyable work environment. Normal conversations contribute to an enjoyable and more efficient work environment. Prolonged personal conversations interfere with the smooth operation of the clinic by distracting staff members and wasting productive time.
6. All staff will attend a staff meeting on the first Friday of February, May, August, and November from 6:30 pm – 8:00 pm. The meeting is MANDATORY unless informed otherwise. Hourly staff will be paid for attending any MANDATORY meeting. Any staff member with an excused absence will still be responsible for information covered that day and will be tested over the material as will the attending staff.

# **DISCIPLINE AND TERMINATION**

## **Discipline**

All discipline shall be dispensed in the following manner:

1. The first incident shall be addressed by verbal warning.
2. The second incident shall be addressed by a written and witnessed reprimand.
3. Any further incidents may lead to suspension without pay, or immediate dismissal, if all of the above have taken place in any three month period.
4. Discipline pertains to any and all company policy.
5. In cases of serious violations of the policies of Canine Craze Performance, as determined in the sole discretion of the Owner, the Owner retains the right to immediately terminate the Employee.

## **Termination**

An employee who voluntarily leaves his or her employment at Canine Craze Performance Center. is required to provide a four-week notice and work his or her hours during this time period. Those employees who are terminated for cause or willful misconduct (see below) will be discharged immediately and without further compensation.

Misconduct includes such things as: excessive tardiness, excessive absenteeism, careless conduct or negligence, leaving the facility without approval, dishonesty, insubordination, consumption of or being under the influence of drugs or alcohol, theft, unapproved use of company premises or property, possession or use of weapons, defacement of company property, physical assault on another employee or visitor, battery, divulging confidential information, violation of company rules, or previously stated unacceptable conduct.



# Summary

## ***Summary of Canine Craze Performance Center and Staff Policies***

Your employment at Canine Craze Performance Center. is based on a mutual agreement, the fulfillment of which rests upon good faith, acceptance and performance of job responsibilities, and fair and reasonable business conduct.

The facility and its training team are here to provide a service to our clients and to make our clients feel at home. Always keep in mind that the clients who come to us with their pets are the reason that we exist. Therefore, never underestimate the power of one client in relation to this total business.

It is extremely important to attempt to maintain a good relationship with both your fellow staff members and clients. Personalities of people will be different, and we must learn to respect the viewpoint of others.

# Open Door Policy

The policies and procedures set down in this manual have been stated to help you better understand your duties and responsibilities as well as the benefits of employment at our facility. I greatly appreciate all staff and their commitment to this facility and to our clients. In an effort to maintain our high quality of customer service and optimum work environment, your input and involvement are necessary and requested.

My door is always open to you. Feel free to contact me at any time. Together we can achieve the goals we all desire.

Renee Jetter, Owner  
Tiffany Anderson, Co-Owner

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*Employee Signature*

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*Date*

*Employee signature is to acknowledge receipt of handbook and further to acknowledge that this is not a contract, but instead, a statement of policies and procedures and is in no way to be interpreted as a contract of employment.*

# EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the employee handbook of Canine Craze Performance Center. I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. Neither it, company practices, nor other communications create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, and change by management at any time without notice.

I further agree that neither this document nor any other communication shall bind the company to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment, or make any agreement contrary to the foregoing.

I also understand and agree that this agreement may not be modified orally and that only the president of the company may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the president of the company.

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Employee's Name in Print

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Signature of Employee

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Date Signed by Employee

**TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE**