



WELCOME TO THE TEAM!



ABOUT US

- ★ Company was founded in September 2023 but has been in the works since 2019. We are built on a love and passion for helping pets and their parents
- ★ Our mission is to provide the highest-quality in home professional pet care available in Tucson and surrounding cities
- ★ We have designed our service with the essential goal to provide our valued clients with peace of mind.
- ★ We fulfill this promise by following our **Pura Vida Pet Care Peace of Mind Blueprint.**



PEACE OF MIND BLUEPRINT

- ★ Professionalism
- ★ Reasonable & Competitive Rates
- ★ Customized Services
- ★ First Rate Team
- ★ Safety
- ★ Experience & Educational Development
- ★ Technology & Convenience
- ★ Unsurpassed Personal Service with Outstanding Communication
- ★ Follow-up
- ★ Genuine Love of Animals



SERVICE AREA

East Tucson	Rita Ranch	Marana	TBD
Tanque Verde	Vail	TBD	TBD
Downtown Tucson	Catalina Foothills	TBD	TBD
Central Tucson	Oro Valley	TBD	TBD



SERVICES OFFERED

★ In-Home Pet Sitting

★ Pet Taxi

★ 30-60 Min Dog Walks & VIP

★ Almost Overnights

★ Daytime Buddy

★ Vet Companion

★ Wedding & Event Attendant

★ Pet-Item Pickup

★ Adventure Hikes

★ House Watching

★ House Waiting

★ Human-Item Pickup

WHO WE CAN HELP

★ Cats

★ Tortoises

★ Dogs

★ Fish

★ Rabbits

★ Small Animals

★ Birds

★ Farm Animals

★ Reptiles

★ Some Horses

★ Some Special Needs

★ Humans



REQUIREMENTS

- ☆ Download Time to Pet App and Slack
- ☆ The ability to communicate effectively
- ☆ Clean background check
- ☆ Pet First Aid Certification
- ☆ Access to reliable transportation



TIME COMMITMENT

You must be able to commit to at least 6 months.

As you know, trust with clients and pets take time. We are looking for long-term relationships and cannot assign clients to sitters who may not be able to honor their time commitment.



BENEFITS OF WORKING AS EMPLOYEE

- ★ Worker's compensation insurance
- ★ Taxes withheld from paychecks and contributions to your FICA (Income tax, Social Security and Medicare.)
- ★ Discounted pet sitting for your furry pals!
- ★ Accrued Paid Time Off
- ★ Flexible hours
- ★ Referral bonuses
- ★ Ongoing Training and Resources
- ★ Pet First Aid Training
- ★ A Supportive Team
- ★ Opportunities for Growth



COMPENSATION

- ★ Paid every Friday by direct deposit
- ★ Note: If there is a major holiday, payroll may be delayed until the following Monday or Tuesday
- ★ Bonuses & Tips
- ★ Discounted Pet Care
- ★ Holiday Pay

DOG WALKING

Items that are highly recommended:

Cross Bag or Fanny Pack

Poop bags (a must!)

Hand Sanitizer

Appropriate Walking Shoes

Dog Spray & Pepper Spray

Whistle for Coyotes/Javelinas

Always have your phone on you

Never carry loose keys

Business Cards (just in case)

Pura Vida Procedure on Dog Walking in Sitters Resources

DOG WALKERS

☆ Typically Monday through Friday

☆ In the summer, we sometimes have to get started before 7a to beat the heat.

☆ We never allow dogs to interact with people or animals on our walks. We keep them on a short leash when passing others and create space.

☆ NO texting while on walks. We need to keep our eyes ahead for any potential dangers. Keep an eye out for other pets/humans, wildlife, anything that the dog may want to put in their mouth.

DOG WALKERS CONTINUED

- ☆ If a dog picks something up in their mouth, we have to scoop it out quickly! The best way to avoid that is to avoid anything on the ground that they may want to eat to begin with!
- ☆ We want to keep dogs moving on their walks. They can sniff a little but most people want our help exercising/tiring out their dog so we want to make sure to meet their expectations.
- ☆ Know the goal of the walk listed under details in TTP
- ☆ NEVER let dogs put their face in a bush or something we can't see all four sides of. There are too many venomous critters here in the desert. We also don't want to let them lick water that has been left out on the ground because of Parvo & other diseases
- ☆ Build your book of business by sharing our contact info with friends/family/neighbors, taking new clients that join the pack, and by inheriting the walks of a sitter that can no longer care for a family.

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IN-HOME CARE

We will go through the routine during shadowing but if you ever need a reminder, you can go to the sitter resource at the bottom of the website

1. Already have your visit route planned based on suggested arrival times in Private Note for every family that you will be visiting
2. Acknowledge Schedule in time to pet in the morning
3. Start mileage so you can keep track for tax purposes
4. Review Private Notes & Access Instructions through Health Information before entering home
5. Once you step outside of your car to get ready to head inside, start the clients timer
6. Always be extra careful entering home making sure no one escapes. Enter calmly and move slowly until the pet shows they are comfortable. If there is a dog, remove sunglasses and hats if they don't know you.
7. Say your hellos if the pet seems to want that (which most will)
8. In multi-pet homes, always take the dogs out first as it has usually been several hours since they have gone outside and will need to go ASAP!
9. If you are there for a walk, it is important to be as efficient as possible when preparing a dog to go outside so that you can maximize your time.
10. Go through the care instructions list carefully in TTP under details or note left by parents. If note is left, always follow that and refer to TTP first if anything is missing. We want to use this list (whether physical note or TTP notes) as our guide and check list at every visit. Pay attention to details no matter how familiar you are with the pet, because care can change quickly and details can be forgotten and missed. Once everything has been completed, any remaining time is for play and cuddles!
11. If something isn't clear, you can always check TTP meet and greet notes, individual profile information in TTP, or ask the care team in slack before asking the parents. We don't want to all ask the parents the same questions. If it is a one off situation that the team can't answer (for example you hear a beeping in the house or you noticed a storm blew something over), then contact the family as soon as you notice so they have a chance to respond before you leave. Always update office with any notes you would like added to TTP profile.
12. If taking a dog for a walk, make sure the dog(s) are always properly hooked up to their collar/harness by double checking that the buckles or straps are securely fastened so that they don't escape
Pro Tip: Because there are various different ways to hook up collars/harnesses/leashes etc., It is important that you familiarize yourself with things such as: the EZ-Walk harness, the Gentle Leader, Sporn No-Pull harness, Adjustable harnesses, Step-In harnesses, prong collars, choke chains, martingale collars and slip leads in order to save time and hassle. Some of these can be very tricky to figure out at first if you are unfamiliar with how they work so let the office know ahead of time if you need help. Youtube videos also have a lot of great step-by-step videos.
13. Always observe your surroundings. Make a loop and take note of anything that was left out for us, where the bowls are, etc. We want to get an idea of what we're working with. We try to leave detailed notes but sometimes dishes, litter boxes, etc are moved! Or sometimes parents have multiple bowls of water throughout the house. We need to be observant!
14. Clean any areas, dishes, spaces that we use including (but not limited to) food stations, counter tops, and areas around litter boxes.
15. Do a walk around to any area the pet has access to and make sure there are no accidents/messes
16. Make sure you have two photos of each pet's face. Have your phone close by so you can catch those adorable moments throughout the visit
17. The last 5 minutes of the visit, upload your photos/video and write your update in Time to Pet. You can sit on the floor or couch while writing these but still give attention/pets to the pet too :)
18. Make sure pets the home is pet proof, the pets are secured, and the doors are locked.
19. Send your update when you get back to your car. Keep Time to Pet Open as it loads then sends. If you close too soon, it may not send and client/office won't know you were there!



RECOMMENDED SUPPLIES AND GEAR

★ THE JUST INCASE BAG:

- ★ Clorox Wipes
- ★ Roll of Paper Towels
- ★ Disposable Gloves
- ★ Mask
- ★ Safety Goggles
- ★ Hand Sanitizer
- ★ Plastic Bags
- ★ An extra Leash and/or Slip Lead
- ★ Pee Pads

★ GEAR THAT IS RECOMMENDED

- ★ Comfortable Walking Shoes
- ★ Active Wear that protects you from the sun, heat, or rain
- ★ Pants (jeans or swishy pants)
- ★ Cross Bag or Fanny Pack for Walks
- ★ Pura Vida Pet Care Shirt for Meet and Greet or Events



VISIT RECAP

- ☆ We send honest, detailed updates EVERY SINGLE VISIT
- ☆ We take at least 2 photos of each pet's face EVERY SINGLE VISIT
- ☆ Perception is reality. We can take the best care of pets, but all parents can see is what we share with them.
- ☆ Refer to 'Ideas for Client Report Cards' in Time to Pet
- ☆ Look back at older reports from other sitters to get ideas
- ☆ **Note:** If an update is not sent, the client and the PV office are to assume that the visit has not been completed. The client will NOT be charged for the visit, therefore the sitter will NOT be compensated.



SCHEDULING

- ☆ Need to be available *at least* 2 weekends per month.
- ☆ Must be available to work some major holidays. (For example, Thanksgiving OR Christmas. Labor Day OR Memorial Day)
- ☆ Please keep Your Availability Updated in Time to Pet. Schedules locked in once we are two weeks out



TRAVEL DISTANCE

- ☆ We try to keep visits as close to our "home base" as possible
- ☆ 10-20 minutes is the usual travel distance.
- ☆ 25 minutes is the max unless the sitter has agreed ahead of time to travel further.
- ☆ Sitters may travel further for house sitting assignments because their "home base" is the client's



TRANSPORTATION

Notes & Tips:

- ★ Check your schedule every evening and plan the order of your visits the night before so that you can maximize your time. Consider priority list and check suggested times in TTP. Andrea will help with this until you are comfortable.
- ★ We must be on time
- ★ Always make sure that you have plenty of gas, and plan for parking and traffic related delays, and be aware of road closures and detours due to special events.
- ★ Keep track of your mileage because it is a write-off on your taxes!



TIME OF VISITS

★ BEFORE 7A (PREMIUM)

★ 7-9AM

★ 9-11AM

★ 11A-1P

★ 1P-3P

★ 3P-5P

★ 5P-7P

★ AFTER 7P (PREMIUM) (ALMOST OVERNIGHTS)

★ **Note:** We allow no longer than 12 hours to go b/w dog visits and no longer than 24 hours to go between cat visits. ex. If we visit a pup at 7pm, we can be there no later than 7am the following morning. The exception is if they booked the 5-7p spot instead of the after hours 7-9p slot. If they book 5-7p, we want to get there close to 630p and back again at 7a



TIME OFF

- ☆ Pura Vida Pet Care sitters do our best to cover in cases of illnesses and emergencies. However, the pets in your care depend on you to complete your assignments and one (1) no-call; no-show can be cause for immediate termination.
- ☆ We ask that you keep up with your availability on time to pet. Start with every quarter then update throughout. Once we are two weeks out, schedules are locked in and you are responsible for your assigned visits
- ☆ Sitters are encouraged to take pre-planned and approved time off



THE ASSIGNMENT PROCESS

- ☆ **New Clients:** The PV office manager chooses which sitter will be assigned as the “primary sitter” of a new client based upon where the client is located, the travel distance from the sitter’s home to the client’s home, and the care that is needed. Then the availability of the sitters are evaluated.
- ☆ In short, are you close and are you available?
- ☆ Please keep your availability updated!
- ☆ **Current Clients:** We always attempt to schedule the client’s primary sitter for all bookings, but in the case when the primary is not available the manager will use the above criteria to assign the alternate sitter... Are you close and are you available?
- ☆ After you have covered as the alternate for a client, you are then the next person in the chain to be assigned if the primary is not available for future bookings.



THE ASSIGNMENT PROCESS II

1. Client contacts PV to schedule pet care.
2. Office assigns sitter, either primary or alternate.
3. Office sends service confirmation to client with introductions videos
4. If a Registration Meeting, Pre-Departure Meeting or Meet & Greet need to be scheduled, the office will look at the primary sitters availability and schedule in time to pet. Sometimes the secondary is also asked to meet
5. Office will enter all care info for new clients into TTP. Sitters are asked to let office know if something is confusing or outdated in care notes.

THE MEETINGS

- ☆ **Registration Meeting:** for brand new clients. This is where the office will make notes of care info and add to TTP
- ☆ **Pre-Departure Meeting:** for current clients who would like to meet with their assigned sitter before departure. Sometimes it is the clients request. Sometimes it is ours if a dog is anxious or we have not seen them in a while
- ☆ **Meet & Greet:** This is a chance to meet our newest furriends and their parents. The primary will be asked to join but sometimes the secondary is also asked. We want to interact with the pets and make note where everything is located.
- ☆ M&G compensation is \$15. Sometimes we are there for 15 minutes and sometimes we are there for an hour



IMPORTANT TIME TO PET INFO

- ☆ Please turn on alerts for scheduling but also check schedule every week. If we are in the same week (Sunday or later), I will message you and ask if you are available.
- ☆ Plan your route the evening before. Ask the office if you need help. Especially as you are learning! Arrival times will be listed in private notes. There will be times you have two visits scheduled for 7a but the arrival time will let you know the true arrival window that you have
- ☆ You can track your milage in time to pet. This is also where you will track your hours.
- ☆ Before entering a home, review private note along with access instructions to health information under details. You can also read the notes under their name for more information.
- ☆ If a physical note is left, we read that first. We cross reference in time to pet because often there are important details forgotten in notes so if something is missing, see if the answer is in time to pet



TIME TO PET INFO CONTINUED

- ☆ We want to go down the list of questions under details as if it is a check list. Even if you know the pet really well or have recently been there, we always use our notes because details can very easily be missed or forgotten
- ☆ We want to always go through our care list first. Once everything has been completed, the remaining time is for play and cuddles. **Even once you really know the pets, still refer to the check list incase something has changed
- ☆ If anything is confusing in time to pet, please please please let the office know. Let us know if something can be worded better or clearer, if care has changed, or if something needs to be noted. We count on you to let us know. Please also let the office know if there is no picture for the pet.



PET CARE SPECIALIST RESPONSIBILITIES

- ☆ Return messages and phone calls promptly. Or if you aren't available/ comfortable, let the office know and they can help. If you are scheduled to go to a visit or have been there that day, we ask you take a peek at messages that come through from clients
- ☆ Log into Time to Pet each morning to acknowledge your schedule and check for any last-minute schedule changes. The office will also contact you but there is the possibility that you can see a cancellation before they do
- ☆ Have a plan and know the order of your visits before starting your shift
- ☆ At the end of your shift, make sure all your visits have been checked off. If the visit still shows but you were already there, then the update never went through. Pro Tip *Keep page open while photos and updates finish loading

RESPONSIBILITIES II

- ☆ If you forget to clock into a visit, clock in as soon as you remember. We don't want this to happen often because it can make clients a little uncomfortable, but let them know that you forgot to start the clock because you were so excited to see their pet and assure them that they got their full time. *Do make sure to keep that promise and give the pet the full time
- ☆ Keep your DNS (do not schedule) up-to-date.
- ☆ If you see a meet and greet on your schedule, we must be there at exact times
- ☆ Find pre-approved coverage for any visits that you cannot complete



CLIENT & VISIT ROSTER

- ★ Emergencies Happen. This is not the job where you can decide to not show up for work that day, but in the event of a true emergency, the sooner you let the office and team lead know, the better. These pets and their families rely on us so it is our responsibility to communicate quickly and effectively if we need help.
- ★ Know who your back-ups are and be proactive in finding coverage. If a pet is a behavior or anxious, we have to make sure we are finding the right coverage so everyone stays safe
- ★ Alert the office and team lead of any substitutions
- ★ You will be responsible for arranging any key exchanges.



FINDING COVERAGE FOR WALKS

- ☆ Time Off needs to be entered as early as possible for weekly walks. Two weeks notice at the latest but the earlier, the better. Pets/Humans get a little more attached to the idea of “one person” when they see you every week so we want to give them a heads up as well as plan introductions if needed.
 1. Contact your back-up walker (Slack or Ask Office/Team Lead)
 2. Make sure they have keys/access to the client’s home.
 3. Make sure that all of your client and pet notes are up-to-date so your back-up has all of the correct information. Give them a heads up on anything important that they should know
 4. Alert the office. We will make the change in TTP and alert the client.



FINDING COVERAGE FOR VISITS

- ☆ Make sure the person that you are asking if already on the care team
 1. Make sure they have keys/access to the client's home.
 2. Make sure that all of your client and pet notes are up-to-date so your back-up has all of the correct information. Give them a heads up on anything important that they should know
 3. Alert the office. We will make the change in TTP



COMMUNICATION

- ☆ We always communicate with clients through Time to Pet unless there is an emergency, then we call the number listed on their account
- ☆ Return client messages and calls promptly. If you are no longer on shift or would prefer the office to handle communication, let us know and we can help.
- ☆ If a client has a question, we must respond. If they have a comment to an update you left, you can decide how communicative you want to be. Responding is a great way to build a relationship however! Strong Relationships = More Trust = More sittings/tips!
- ☆ We are here to help, and we want to help! Contact us as much as you like or need. There is truly no dumb question. The team is also willing to help!



COMMUNICATION CONTINUED

- ☆ We mostly communicate with the team through slack but you can always text or call the office at 520-954-8896. Make sure to turn on slack notifications and put an emoji when you read updates from office
- ☆ You will notice different channels in Slack
- ☆ If something is urgent or time sensitive (last minute bookings for example), we will text/call. These are first come, first serve. If you are unable to help, please still let us know
- ☆ Remember by agreeing to visits, you now become part of that family's team. Maybe you are their primary, maybe you are their secondary if they already have a primary. But more yesses = more clients in your book of business!



WHEN TO COMMUNICATE WITH FAMILY

- If pet isn't eating and we have tried all the normal tricks and tips
- If pet has something going on that is out of the ordinary (weird looking poop, frequent peeing, wet ears, goopy eyes, not eating, moving slower than normal, anything that is not a medical emergency but we want the parent to keep an eye on &/or we need their advice on.)
 - **Remember we can not diagnose an issue but we can say that we want them to know so we/they can keep an eye on it.**
- Any behavior that could cause harm to the pet or home (breaking out of their kennel, ripping open stuffed toys, chewing on things, having accidents)
- If pet has an accident (pee, poop, vomit, even a hairball)
- If something in home is not right (Beeping sounds, colder/warmer than normal temperature, etc.) Reach out to family as soon as you notice so they can possibly get back to you with a resolution before you leave. **If this is something that could be dangerous or scary for pets, let office know if you do not hear back from family before you leave.**
- If they are close to running out of something (Pet food, meds, cleaning supplies, etc.) We do not want to wait until they are completely out so let them know once they are running low.
- If they left you a tip, update, or nice message (Not required, but HIGHLY recommended- plus it is just kind and professional)

Remember If you bring up anything medical or behavior to pet parent (or even just let them know they are running low on something), please let office know so we can loop team in

Remember If we bring up an issue or concern, we want to have a solution too. Example: I noticed _____ is ripping apart his stuffed toys while we are away. To keep him/her safe, I am going to put all his stuffed animals out in a different room so he does not swallow or choke on the stuffing while we are not here.



WHEN TO COMMUNICATE WITH TEAM

- If you cannot find something. First always look at time to pet and if it doesn't mention anything, look at the schedule and ask the care team. If no one knows, then ask the family. **Remember to also let office know so they can add locations to TTP notes.**
- If you can use advice on a behavior or medical concern. Examples: If a dog is jumping on you, maybe someone on team has a suggestion to get them to stop. If a dog won't pee, ask if anyone has found a way to get them to go. If something feels off medically but you're not sure why, tell the office the symptoms
- If you have a question for the family that may have been asked already. For example, if we know a client usually gets her plants watered but there is no mention of watering this time, look back at recent messages to make sure we didn't already ask or ask the care team in slack.
- If you arrive to a visit and notice a door was left unlocked, a can of food was left out of the fridge, someone didn't clean up a mess, etc- privately slack the person prior to you and let them know! It is better they learn from us than a client. If you are not comfortable saying something, tell the office and we can use as a training opportunity. What we don't want to do is say nothing at all and lose a client over something that could have been fixed.
- If specific request could easily be missed, leave a sticky note to help fellow teammates. For example, if they say don't touch a certain switch or lock a certain door or to remember to push food back because dog is a counter surfer

Remember to always check Time to Pet first. Then ask care team & office manager in slack. Then ask family. Then let office/team know parents response so it can be added to Time to Pet.



WHEN TO COMMUNICATE WITH OFFICE

- If we are unable to perform our responsibilities due to lack of resources or unsafe conditions
- If something feels off. For example, if we have been giving a treat a day and now the bag is missing
- If care instructions or suggestions from family are not working. Examples: if we are told to kennel a dog but he/she has too much anxiety/energy from being in there for hours at a time or if dog has more than 1 pee/poop accident. **We never want to tell a family how to raise/train their pets without being asked, but we are allowed to ask what tips, tricks, and training techniques the family has been using. If you ever feel that you or a pet are in danger, tell office immediately.**
- If care instructions have changed- locations, items, care etc.
- If you will arrive late to your visit or if you need to stay longer
- If you accidentally broke or spilled something that is difficult to clean
- If care was messed up, we need to know immediately. Whether it was you or another sitter.
- If pet parents are upset about something. You can simply say I appreciate you sharing this and will make sure to let our office know so they can give you a call to discuss in more detail
- If there is a sensitive subject that you do not know how to communicate, we can help guide
- If there is a medical emergency, follow the emergency protocol. We are here to help contact parents/emergency numbers/vets/etc

For non-emergency questions to the office and team, we want you to pause and think of a potential solution. Please share your solution along with your question. This will help us become more confident and independent in our decision making over time.



CLIENT MANAGEMENT

- ☆ Keep all electronic client files up-to date in Time to Pet. Please send the office any information that you would like added to or changed in a pet or family's profile. If photos of pets are missing or any important detail, we really count on the team to let us know!
- ☆ Even something small like 'give the cat water in the fountain' but there's no fountain and instead a bowl of water should be noted
- ☆ If we cannot complete the care and tasks requested in the time scheduled or if pet has more than one accident, let office know
- ☆ If a client ever makes you uncomfortable (whether it is their communication or care), let the office know.

CLIENT MANAGEMENT CONTINUED

- ☆ Sometimes we will not agree with care. Sometimes the sitter and family are not a good fit, and sometimes the company and family are not a good fit. Either way, share your concerns with the office and the office will decide how to best move forward
- ☆ Do be open and honest with office if a specific family, type of animal, type of situation is not a good fit. Worst case scenario we may ask you finish the job, but we can make sure you are not scheduled again
- ☆ Should a client ever come to you with any sort of dissatisfaction, complaints, or conflict- simply let them know that the office manager handles all complaints and you will be sure to let them know to contact them. Then ask is there anything you can do right now to help make them feel more comfortable. (If you are not comfortable with their request, please call the office immediately)



KEY MANAGEMENT

★ **We ask everyone to leave us 2 copies for a key**

★ **Traveling/Occasional Clients:**

1. Key Pad or Lock Box: preferred method
2. Hide-A-Key
3. Front Office if they live in an apartment complex
4. Garage Code: needs to leave a hide-a-key as well in the case of a power outage.
5. Occasionally they ask that you hold onto it. Please let office know when you are holding onto a key



LOCK BOXES & KEY PADS

- ☆ You will see many different lock boxes and key pads. We want to make sure that when we leave, we do not leave the numbers so lock box can be opened
- ☆ We are to discuss with client at the meet and greet where their main key will be and remind them to have a backup. This can be in the lock box, can be hidden, or with a neighbor/friend/front office.
- ☆ All key info will be in access information in details in Time to Pet.
- ☆ Remember we never want to carry around loose keys. If you get one, please put on key ring, in tupperware container, lanyard, etc



SECURING A HOME

1. Be sure that interior doors with food, medicine, cleaning supplies, or anything that a pet can get into are securely shut and/or out of reach
2. Always close garages behind us, even if we are just quick running inside
3. Set House Alarm System using information provided (If requested)
4. Check & Double Check that all exterior entry doors are securely closed and locked. Even if we are only going for a short walk around block.
5. If key goes into lock box, make sure you rotate numbers so it is not on code. Make sure key is flat so it doesn't jam lock box.
6. If key goes in a hiding spot, make sure no one is around to see
7. Never let anyone know that our client isn't home.
 1. If a neighbor asks who we are, simply say that you help out with a few things. Do not share what you do and do not use our clients name.
 2. If a neighbor asks "Oh are you the pet sitter" simply say "I help with a few different things. Have a great day!"
 3. If a neighbor uses the clients name and asks "When is so and so coming home?" or "Where did So and So go this time?" Simply say you don't have any information and they can contact them with any questions.
8. If someone is in the home and we were never made aware that someone would be there, leave the house and call the client immediately
9. If there is a sign of a break-in, call 911 immediately



KEEPING A PET HEALTHY & SAFE

1. Be sure that interior doors with food, medicine, cleaning supplies, or anything that a pet can get into are securely shut and/or out of reach
2. Always read Private Notes under details in Time to Pet and any Flag information **before** entering the home
3. Carefully follow pet care instructions step by step in printed note or in Time to Pet. Even if you know the pet really well or were just there the day before (or earlier that day), notes can change and memory can forget something important. Use this detailed care list as your check list every single visit.
4. Be observant! If something doesn't seem right (with pet or home) or if something in the notes is outdated, speak up. For example, if TTP notes say food bowl will be in kitchen but you now see it is in the living room, let the pet parents AND the office know of the change. **We want everything in writing**, even if it seems minor.
5. If a pet is showing *any symptoms* that may suggest they are not feeling well, tell the parent and office! If you are not sure if something is normal or what the symptoms can mean, ask the office and care team. We are here to help! I would rather us be overprepared and overcommunicate when it comes to health and safety.
6. Speaking of— Get used to checking poop! Every time a dog poops or you are scooping a litter box, just make sure all is normal. This tells us a lot about a pet's health. Same with pee and vomit! Also look for discharge or anything out of the ordinary.
7. If Time to Pet doesn't have a photo, suggested arrival times, or anything else that is needed for a successful visit, let the office know so this information can be added
8. Health and safety policies that we follow (Even if it's not included in care note):
 1. If pet is on a wet food diet, make sure any food that has been opened goes in the refrigerator and we are cleaning bowls between each visit!
 2. Never feed a dog then immediately let them go play/exercise. Wait at least 30 minutes before allowing them to run around and wait closer to 45-60 minutes for vigorous exercise (zoomies, long runs, etc) We want to keep them calm as their food digests during food visits
 3. To help prevent choking, break treats into smaller pieces if large and wait for them to finish swallowing before leaving. Also do not leave a dog with a chew unattended.
 4. Wipe food/water bowls and give fresh water every morning. (Unless parents specifically say not to)
 5. Do a heat check on road/sidewalk before taking dogs for walk in warmer temps. If you can't hold your hand there for at least 7 seconds, then it is too hot for dogs paws!



KEEPING A PET HEALTHY & SAFE

1. Pay attention to the heat
 1. Keep walks/time outside short once temperature is over 85 degrees.
 2. Limit time outside during these higher temps to 10-15 minutes unless dog is a short nosed breed, senior, or overweight then limit to 5-10 minutes.
 3. Pay attention to house temperatures. ACs sometimes break in the summer
 4. Do not let dogs come inside and drink a ton of water right away. Let them have a few licks and then hold bowl if needed until they cool down. (This is to prevent bloat)
2. Do not try something new for the very first time while pets are in our care, whether it is suggested by the parents or us. For example, if pet has never used a pee pad, we don't want to offer to put them down if pet has accident because we don't know if they will try to eat it. Or if parents want to change meds, they have to wait until after they come home (unless Vet's orders and parent agrees in writing)
3. Do not allow pets to interact with other pets and people while in our care. Keep on a short leash and always keep distance!
4. Do not text while walking a dog
5. We never leave dogs outside alone unattended unless parents specifically request that we do. If there is more than one dog, we want to keep everyone close. If we are caring for smaller dogs, please ask parent if we can use a leash while outside to be extra safe. We always want to stand right next to smaller dogs.
6. Do not leave cats outside, even if parents say it is ok
7. Do not pick up a pet unless you have to for safety reasons. If you are sitting, a pet can come sit on your lap but we do not want to pick them up from ground to standing to prevent them wigglings out of our arms.
 1. If you do have to pick them up for safety reasons, or if a pet is 10 lbs or less, remember to hold them with two arms and to hold them against your chest- never out or above!
8. Never do/give anything that was not agreed to prior. Examples: Do not take the pet for a ride unless there is a medical emergency requiring vet care, do not bring your own treats, do not take for a walk if parent asked we only give back yard time



KEEPING A PET HEALTHY & SAFE

1. Pets on Medication
 1. Read the care notes carefully **and** the label on the bottle to make sure we see the correct pet name and dosing instructions.
 2. If giving a pill, make sure pet has swallowed
 3. Leave a note for team showing that dose was given and time of day. First person should start the note on first visit and everyone else adds to it after meds were given.
 4. Always let parents know in Time to Pet visit recap that meds were given
2. We are always looking for safety hazards- a bone that is too small, a harness that is too loose, a stuffed animal that has been ripped open and the pet can swallow, food that has been left too close to the edge of a counter, etc. Remove the safety hazard and let the family know in your note.
3. Be extra vigilant with special requests where safety is a concern. For example, we have several pets that have to stay separated while in our care. Triple check gates and/or doors are shut that keep these pets separated. Another example is we have some pets who will get into the garbage any chance they can if we don't follow instructions carefully.
4. **Assume every pet can escape** if they really want to or are anxious enough!
 1. We want to walk into homes quickly (but calmly), and position our bodies and hands so we are blocking any exit opportunities.
 2. Never leave the door open, even if it's just to quick run outside to grab a package or have it cracked open while you stand in doorway to talk to a mailman.
 3. Never allow a cat to go outside, even if parents say it is ok
 4. Make sure a pet didn't follow us into a garage or closet
5. Check pet(s) are safely secured inside before we leave. If we are asked to remove a collar, let's make sure the collar has been removed. Even if you have to leave a note somewhere to remind yourself/the team. If they go in a kennel, make sure all latches are securely locked. If they are behind a baby gate, make sure baby gate has been latched all the way. You get the point.
6. Check & **Double Check** that all exterior entry doors are securely closed and locked.
7. Stay on top of the training tips in slack and the SOPS and resources in the sitter resource center on the website. This helps us prepare for situations before they are needed. They will help us feel more calm, comfortable, and confident should one of our animal friends or human clients need help
8. Ask questions and continue to learn! It is impossible that we know everything so take advantage of the knowledge and resources that can be given by the office and team!

IMPORTANT POLICIES TO KNOW

- ☆ 95% of clients pay with credit card or some electronic payment. If someone leaves cash, the office will give you advanced noticed to look for that. Please keep in a secure place until you can give to office.
- ☆ Never assume cash left on the table is for us. If you see cash, simply ask in your recap "I noticed cash was left on the table. That is often what clients do when they leave us a tip but I didn't want to assume so please let me know if that is for us or if we should leave it"
- ☆ If it is a first and last visit, you can take the cash and put in your note ""I noticed cash was left on the table. That is often what clients do when they leave us a tip so I do have it, but please let me know if that wasn't for us so I can bring back

IMPORTANT POLICIES TO KNOW CONTINUES

- ☆ Please be honest and let us know when cash tips were left. Tips are 100% yours, but you may have to share if there was another sitter helping out :)
- ☆ Reservations are always to be made through the office. Please direct all clients to call/message the office to make a reservation or to book services directly through Time to Pet.
- ☆ NEVER divulge clients travel plans to anyone. If anyone ever asks "Is Susie away?" Or "Are you helping John this week?" We simply say "I help Susie/John with a few different things"
- ☆ If they ask "When does Amy get back?" Simply say "I'm just helping with a few different things so you'd have to contact Amy"
#nosyneighbors

IMPORTANT POLICIES TO KNOW CONTINUED

- ★ Always assume there is a camera or neighbor watching us. Most clients have cameras inside too. If doors are shut, keep them shut. If you ever have to look for something in a cabinet or drawer, you can say out loud 'Jinx, where does your mom keep the spoons?' Or you can leave a note afterwards that you had to look for a spoon but now see where they are kept
- ★ Never bring anyone, including humans or pets, into our clients homes
- ★ Always maintain our client's confidentiality. They are trusting us with their pets AND home
- ★ We bring our own drinks and snacks. If you are told you can help yourself, limit what you accept.

IMPORTANT POLICIES TO KNOW CONTINUED

- ☆ We do not use clients pools, stoves, washing/dryer machines, etc. Always think 'What can be a liability for the pet and home'
- ☆ We want to always keep homes as clean as we found them. Examples: Wipe off counters we used, clean dishes we used, sweep around food stations and litter boxes. Take anything that smells right outside.
- ☆ When we are there with a pet, let's give our undivided attention to the pet(s). We may be the only person they see that day and are often the highlight of their day! If a visit is over 30 minutes and the pet is just lounging & enjoying our company, we can bring a book or something to multitask as long as one hand is still used for pets and attention :)

IMPORTANT POLICIES TO KNOW CONTINUED

- ★ Always double check that ALL doors have been locked. Sometimes we will get a note to only lock metal door which is fine, but we don't want to leave any back doors/sliding doors/windows opens. We will be held liable if theft is involved.
- ★ Double check that the pets are safely secured. If they are crated, make sure both latches are locked. If they are sectioned off, make sure the gate is up. If they have access to the house, make sure there are no choking hazards. If it's a cat, make sure you didn't accidentally shut the door to their litter box space
- ★ We never ever allow a dog to go outside unaccompanied and never ever allow cats outside, even if the parents say it is ok

IMPORTANT POLICIES TO KNOW CONTINUED

- ☆ We keep night time visits outside short if we have smaller dogs. There are too many predators. We want to always stay close to a dog that is outside and keep all eyes and attention on them.
- ☆ We are advocates of the pet's in our care. If it's too hot but the parents want a walk, let the office know. If the parents want you to leave a bully stick, but that is a choking hazard, let the office know. Again.. always think safety and liability
- ☆ Assume everyone is an escape artist. ALWAYS be extra careful when entering a home!! This is my biggest fear.
- ☆ Always pay attention to the pets in our care physical AND mental health. Be observant, in-tune, and aware

CLIENT & VISIT ROSTER

- ☆ If a pet needs more time due to a medical or emergency situation, let the office know right away. If you don't hear back from the office and have other visits but the current pet really needs your attention, prioritize the pet who needs immediate help. Example- a dog is stung by a bee and we have to make sure he doesn't have a reaction
- ☆ If it is not a time-sensitive emergency, let the office know so we can arrange additional visits/help. Example- pet has upset stomach and diarrhea. We will suggest the parent adds another visit.
- ☆ If a pet needs more time due to a care situation, also let the office know. If this happens more than once, we may have to ask the family to add longer or additional visits. It is important that we can get everything done on time, and still have time to play/pets/

ADDITIONAL COMPANY POLICIES

- ☆ While representing Pura Vida Pet Care:
 - ☆ NO alcohol, NO illegal drugs and NO smoking in or near our client's homes.
 - ☆ Dress appropriately: casual but clean attire. Please wear your company shirt during Meet and Greet for Employees and Navy or Orange Shirt during M&Gs for Contractors.
 - ☆ Be kind, respectful, caring, and considerate. Always live up to our Code of Ethics
- ☆ Do not solicit or share company information, marketing materials, or clients with anyone outside of Pura Vida Pet Care for any reason
- ☆ In cases of dangerous temperatures, whether it be heat or cold, as well as hazard warnings and torrential rain, outdoor time for dogs will be limited to the amount of time necessary for them to do their business, and the remainder of the visit will be spent indoors enjoying play, cuddles, brain simulation, and pets.
- ☆ Be mindful of the visit time that is booked and stay the whole time. We don't want to leave early and we don't want to stay later, unless there is an emergency requiring us to do so. We recommend using the last 5 minutes to write your visit recap.

Pura Vida Pet Care Code of Ethics

- *As a member of the Pura Vida Pet Care Team I, _____ pledge to...*
- Treat every pet trusted in my care as if it were my own by providing compassionate and loving care;
- Always provide the highest quality pet care and customer service;
- Be trustworthy and honest by fulfilling my duties as requested by Pura Vida Pet Care's clients;
- Respect and protect my client's home (s) and property(s);
- Always observe my client's confidentiality;
- Have an open and timely communication with Pura Vida Pet Care's clients and the Pura Vida office;
- Respond promptly, respectfully and clearly in all forms of communication;
- Be on time for registration meetings and pet care assignments as requested by Pura Vida Pet Care's clients;
- Act with professionalism and respect the instructions of Pura Vida Pet Care and Pura Pet Care's clients;
- Be helpful and cooperative with my fellow pet sitters;



OPEN DOOR POLICY

- ☆ I am ALWAYS available for all your suggestions, questions and concerns! This can be for professional ideas/growth or personal ideas/growth! Let me know how I can best support you
- ☆ We are learning together! We are a small business that is growing so there will be some growing pains.
- ☆ Please call me anytime!
- ☆ (520) 954-8896



AGAIN, WELCOME TO THE PACK!

- ★ I am so excited to help care for pets all around Southern Arizona with you!!!!
- ★ LET ME KNOW IF YOU HAVE ANY QUESTIONS, THOUGHTS, IDEAS!

Next steps: Employee Handbook & Shadow Visits