



Case by Case Policies & Procedures Manual

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1.0 Office Procedures

1.1 Office Hours

Case by Case Pet Services regular office hours are from 9am to 5pm., Monday through Friday. Reservations will be taken during office hours and assigned to the appropriate pet sitter or to the pet sitter who specializes in the care of a particular pet. Clients will be advised to expect an initial interview time or confirmation for service within 48 hours of making a reservation.

1.2 Disbursement of Assignments

Pet Sitters will usually be contacted via email each evening by 7pm and advised of: Assignments, Initial Interview Times, Cancellations, etc. Pet Sitters are encouraged to have reliable internet access. All assignments, cancellations, etc will be done via email.

Independent Contractors must reply with in 24 hours of acceptance or rejection of Service Requests and Cancellations.

Employees must acknowledge receipt of assignments and cancellations within 24 hours of receipt.

2.0 Employment Relationship

2.1 Independent Contractors

While we hope your employment will prove mutually satisfactory, please understand that continued employment cannot be guaranteed for any employee. Employment at Case by Case Pet Services is employment at will. This means that you are free to leave your employment at any time, with or without cause or notice, and Case by Case Pet Services retains the same right to terminate your employment at any time, with or without cause or notice. Please also note that Case by Case Pet Services has the authority to change this policy of at-will employment. This policy is the sole and entire agreement between you and Case by Case Pet Services as to the duration of employment and the circumstances under which employment may be terminated.

2.2 Employees

With the exception of employment at will, terms and conditions of employment with Case by Case Pet Services may be modified at the sole discretion of Case by Case Pet Services with or without cause or notice at any time. No implied contract concerning any employment-related decision or term or condition of employment can be established by any other statement, conduct, policy, or practice. Examples of types of terms and conditions of employment that are within the sole discretion of Case by Case Pet Services include, but are not limited to, the following: promotion; demotion; hiring decisions; job duties and responsibilities; operating standards; reduction, cessation, or expansion of operations; sale, relocation, merger, or consolidation of operations; determinations concerning methods of practice; or any other terms and conditions that Case by Case Pet Services may determine to be necessary for the safe, efficient, and economic operation of our business.

2.3 Compensation of Pet Sitters

Case by Case Pet Services staff will be compensated for work completed as is stated in their contract.

3.0 Commencing Employment

3.1 Background Checks

We recognize the importance of maintaining a safe workplace with employees who are honest, trustworthy, qualified, reliable, and non-violent, and do not present a risk of harm to coworkers or clients. For purposes of furthering these concerns and interests, before hiring an individual, Case by Case Pet Services reserves the right to investigate an individual's prior employment history, personal references, and educational background, as well as other relevant information that is reasonably available to Case by Case Pet Services. In hiring for certain positions we may review an applicant's employment history, personal and professional references, driving record, and criminal background, if any. Consistent with these practices, job applicants may be asked to sign certain authorization and release forms. Consistent with legal requirements, Case by Case Pet Services reserves the right to exclude any applicant from consideration for employment, where the applicant refuses to sign these forms as requested.

3.2 Immigration Compliance

Case by Case Pet Services will comply with applicable immigration law, including the Immigration Reform and Control Act of 1986 and the Immigration Act of 1990. As a condition of employment, every individual must provide satisfactory evidence of his or her identity and legal authority to work in the United States. The most common forms of identification are a driver's license and social security card; however, other documents may be used.

3.3 Drug Free Workplace

Case by Case Pet Services is a drug free workplace. Case by Case Pet Services may elect to conduct, at our expense, pre-employment screening examinations designed to prevent hiring individuals who use illegal drugs or individuals whose use of legal drugs indicates a potential for impaired or unsafe job performance.

In addition, Case by Case Pet Services reserves the right to conduct post-accident, random, and for cause drug testing of employees.

4.0 Introductory Period

4.1 Independent Contractor

The first 90 days of continuous employment at Case by Case Pet Services will do doubt be a learning experience. You will learn your job duties and responsibilities. We refer to this initial period of employment as your introductory period.

While we understand that you will be learning a lot about your new job, you are still expected to perform satisfactorily and your performance will be reviewed closely. Also, please understand that completion of this introductory period does not guarantee continued employment and does not change the at-will nature of the employment relationship.

4.2 Employees

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5.0 Service Procedures

5.1 Pet Sitting Visits

Pet-sitting visit are normally offered one to three times per day (morning, midday, and evenings). Most healthy, adult dogs do well with two visits per day, spaced 8 to 12 hours apart. Healthy adult cats do well with just one visit per day. Older pets, young pets, or pet requiring medical attention may require more frequent visits. The minimal level of service provided for cats is a daily visit, unless other wise requested by the client.

Morning visits should be made between 6am and 10am. Noonday visits or midday dog walks are should be made between 10am and 2pm. Evening or Suppertime visits should be made between 4pm and 8pm.

Case by Case Pet Services does not normally offer late evening visits due to the liability and risk factors involved. However, if such a visit is requested and accommodated by a Case by Case Pet Services staff member, an additional charge may be applied to the regular pet-sitting fee. (This will only be approved by the owner of Case by Case and not by a pet sitter)

5.2 Initial Interviews

Case by Case Pet Services does not charge for initial interviews between the client and the pet sitter. This meeting is conducted free of charge allowing clients to meet Case by Case representatives and to allow Case by Case representatives to meet the prospect and his or her pet(s). The initial interview typically lasts 30 to 45 minutes. Case by Case representatives will be reimbursed \$10 for their time.

5.3 General Practices for Conducting Initial Interviews/Policies

Interviews are scheduled when it is convenient for the client.

For personal safety reasons, always inform a family member or the office of the time and location of your interview and the time you expect to return from the interview.

Conduct the interview at the location where the animals are kept.

Conduct the interview as soon as possible after receiving the assignment. By doing so, the owner will have suitable time to make alternate arrangements for pet care if Case by Case declines the assignment.

Conduct the interview during daylight hours if possible. This will allow you to see what the premises look like, so you'll know if anything looks out of place when you visit.

Review the following during the initial interview:

- Service contract
- Vet/law enforcement form
- Overnight form if applies
- Pet care form
 - Medications
 - Special instructions

Check the key and try it out, make sure it is numbered

Show the client a copy of Case by Case Pet Services Liability Insurance Coverage and Dishonesty Bond.

Explain the customer payment policy:

 **Cancellation Policy**

Services must be cancelled by telephone or e-mail at least 24 hours prior to their scheduled start. If service is cancelled with less than a 24-hour notice, client is responsible for full payment.

 **Deposits**


A 50% deposit is required prior to the start of service for overnight stays, in-home dog boarding and any service package totaling \$300 or more.

 **Holiday Rates**

There is a 50% surcharge for services provided on major holidays (New Years, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas).

 **Notifying Us When You Return Home**

When we take care of your pet while you are out of town, it is important to notify us when you return. Please contact us within six hours of returning home. If we don't hear from you and we cannot reach you, additional visits may be necessary to ensure the safety of your pet. These visits will be charged at one and one half times the normal rate.

 **Invoicing is done online**

Case by Case invoices clients for service completed every two weeks on Wednesdays. Payment is due within 10 days. Late fees are stated in the Case by Case Contract.

5.4 Refusal of Service/Client Complaints

Case by Case may refuse service for any of the following reasons:

- Concern for the personal safety and well-being of the Case by Case Representative
- If the animal is sick or injured and should be under veterinary care
- If the Case by Case Representative does not feel that the animal can be kept in a safe, secure and humane manner during the owners absence
- If the client has been delinquent in payment of fees

Case by Case representatives are advised to trust their instincts! If anything strikes you as unusual, either on the phone or at the client's home, politely let the client know that you do not feel comfortable accepting the assignment. Provide an explanation why the service is being refused and refer the client to the owner of Case by Case for reassignment or alternate pet care. Always notify the office of any refusal of service.

In the event of a complaint by a client, contact the office immediately, write out a report and email to the office, and refer the client to the office. All complaints are to be addressed to the owner of Case by Case Pet Services for resolution. Staff is not to address complaints made by clients.

5.5 Entering and Exiting the Client's Home (Conduct in a Client's Home)

When entering or exiting the client's home, always be prepared for the pet(s) to bolt out the door, either by going under, around, over or through you!

Many pets will be sitting just on the other side of the door and may look for an opportunity to escape. Open the door just enough to get in, quickly enter the house, then close and lock the door behind you.

Exercise the same caution when exiting the house. Open the door just enough to get out and close the door quickly behind you, making sure the animal does not scoot out. Be sure to lock the door.

5.6 Mail and Newspaper Pick-up

If your client has requested these services, it's usually easier to do this on the way into the home. Leave the mail and newspapers in a conspicuous location, such as the kitchen counter, living room or dining room table, unless another location is specified by the owner. Never place the unopened mail in front of a window or other place visible from the outside of the home as it may indicate an absent home owner to unscrupulous eyes. Bring n packages and leave them in the same general area with the mail and newspapers.

As a courtesy, remove rubber bands and plastic covers from newspapers and lay papers flat. Dispose of the plastic wrapper and rubber bands so pets cannot get hold of them. Some pet sitters recycle the plastic bags as containers for feces disposal or for makeshift plastic gloves.

5.7 Checking on Pet(s) and the Premises

Check on the client's pet(s) as soon as you enter the home. Look over each animal to make sure they look and act normal. All animals should b observed at each visit. If the animal is shy, find out the pet's favorite hiding place(s) so you know where to look to make sure the pet is OK. If the animal looks or acts abnormal, see section 10.1 Medical Emergencies. Be sure to note any shy behavior or medical problems on your daily written report to the client.

Also, look around the home to make sure that nothing has been disturbed. (DO NOT enter rooms if the client has requested that you not do so.) Pick up any foreign objects that may present a danger to the pet and place them in a secure area. Again, be sure to record these actions on your daily note.

5.8 Pets Outside

5.8.1 Leash Walking

Make sure you have the owner's permission before walking a dog. As responsible pet care Providers and good canine citizens, Case by Case Pet Services only walks dogs on leashes. Case by Case Pet Services may refuse to provide leash-walking services if a dog is unruly or too difficult to handle.

Before putting a leash on a pet, check the pet's collar to make sure it is secure and will not easily slip off. Always put a leash on inside the home and never let a dog outside unless he or she is on a leash or in a fenced area. (If the owner has an invisible fence and wants the pet to be out, be sure the correct collar is on.)

Avoid other people and animals while you are walking a client's dog. If you see another dog – even if it is being leashed, cross to the other side of the street or change directions to avoid the possibility of a confrontation between the animals. Just because the other dog is on a leash doesn't mean the owner has control of it!

Do not let other people (especially children) approach or pet a client's dog no matter how friendly the dog is. The dog may bite, snap, scratch, jump up on or knock someone over.

Clean up all solid waste immediately using an inverted plastic bag and close it securely. Place solid waste in an outside trash receptacle if in a public area or place it in the owner's outside trash can. Do not leave cat or dog fecal material in the owner's interior trash cans!

Do not allow male dogs to urinate on neighbors' shrubs, mail boxes, etc. Instead try to direct them to the owner's property or common areas.

Do not walk a dog on busy roads or other areas that you feel are unsafe for you or the dog.

Do not walk pets in the dark. If for some reason you are required to do so, wear reflective clothing and carry a flashlight.

Do not take a leash off a dog until you are back inside the house and the door is shut and locked behind you.

Do not walk a dog unless it has a current pet license. If you are caught walking a dog with an invalid pet license and are fined, you are responsible for paying the fine and the owner is responsible for paying their part of the fine. Case by Case Pet Services will not reimburse you for this fine.

******Please see section 10.3 for information on the Washington Dog Law.******

5.8.2 Dogs in Fenced Yard, Pens, Tethers, or Running Lines

Check all gates to fences and pens to make sure they're shut and locked before putting the pet outside. Check gates each visit.

Stay outside with pet(s) and watch what they are doing. Unsupervised pets (even if they are confined to the property) can get into trouble by eating something they shouldn't, getting stung by a bee or encountering wildlife.

While the animal is outside, observe his or her elimination habits. Check for signs of straining or unusual urine or feces (i.e., blood in urine, stool, worms, diarrhea, etc.) If you notice anything unusual, note this in your daily log and seek emergency veterinary care if appropriate.

5.8.3 Outside Dogs and Cats

Since pets can encounter many hazards when left outside unattended, Case by Case does not recommend that cats or dogs be left outside when no one is home. Case by Case may, at its discretion, provide service to outside pets, provided they have access to water, proper shelter and shade and are normally kept outside. Case by Case will not be liable for any injury, illness, fines or death of pets with access to the outdoors.

5.8.4 Daily Notes

Standard procedure of Case by Case is to leave a daily note to the client indicating the following:

- ✚ date and time of arrival at premises
- ✚ summary of duties performed
- ✚ weather conditions, if noteworthy
- ✚ anything amusing the pet(s) did
- ✚ anything unusual observed regarding the pet(s) or premises

5.8.5 Return Procedures

For the comfort and safety of the animal(s) in the care of Case by Case, regularly scheduled visits will continue until the owner notifies the office that he or she has arrived home. If the owner does not return when expected, first call the office to see if the owner has arrived. Continue making visits until notified of the owner's return. You will be notified of the owner's return by email, or you may call the office to verify the owner has returned.

5.8.6 Key Management

Each pet sitter is responsible for keeping the client's house key anonymously coded and secure throughout the duration of the sitting assignment. If the client does not participate in the Ready Key program, ascertain how the client wishes the key to be returned and picked up. There is a \$15 charge for pick up and drop off of keys. Please notify office if you pick up or drop off a client's key.

To sign up for Case by Case Pet Services Ready Key program, the client must complete a registration form and provide Case by Case with two house keys. One key is retained in the office and the other key is permanently held by the regular pet sitter. The advantage of this program is that Case by Case can usually pet sit for the client with much shorter notice and the client is not inconvenienced with meetings for key pick up and return. Ready Key participants must pay a one time fee of \$5 maintenance fee.

5.9 Conduct & Employment Outside Work

In general, Case by Case Pet Services does not seek to interfere with employee's off-duty activities. However, Case by Case Pet Services will not tolerate off-duty conduct that impacts negatively on Case by Case Pet Services, either in terms of an employee's individual work performance or the business interests of Case by Case Pet Services, including its reputation. For example, Case by Case Pet Services prohibits any illegal or immoral conduct by an off-duty employee that affects or has the potential to affect the company.

5.10 Punctuality & Attendance

Case by Case Pet Services expects you to report to work on a reliable and punctual basis. Absenteeism, early departures from work, and late arrivals burden your fellow employees of Case by

Case Pet Services and do a disservice to our clients. If you cannot avoid being late to work or are unable to work as scheduled, you must call your manager as soon as possible.

Excessive absenteeism may lead to disciplinary action, up to and including termination of employment. If you fail to report to work without any notification to your manager, you may be considered to have abandoned your employment.

5.11 Customer Relations

Case by Case Pet Services' success depends on satisfying our customers. Employees of Case by Case Pet Services are expected to treat customers courteously and with the utmost respect at all times. You must attend to our customers' questions and demands promptly and professionally. If you need assistance, please contact your manager.

5.12 Confidentiality

In the course of performing your duties you may come into possession of Case by Case Pet Services financial and/or business information which is not published or readily available to the public, including, but not limited to, trade secrets, research development, marketing concepts and plans, training, pricing information, sales techniques, lists of customers and vendors, and other information pertaining to the business conducted by Case by Case Pet Services ("Confidential Information"). Confidential Information shall not include information which is generally known or easily ascertainable by third parties of ordinary skill and competence, nor shall it include information already known to the receiving party or disclosed to the receiving party by a third party without violation of a duty of confidentiality to the disclosing party.

Any employee for the purpose of furthering current or future outside employment or activities or for obtaining personal gain or profit may not use Confidential Information obtained during or through employment with Case by Case Pet Services. Case by Case Pet Services reserves the right to avail itself of all legal or equitable remedies to prevent impermissible use of confidential information or to recover damages incurred as a result of the impermissible use of confidential information.

Employees are not to disclose, duplicate, or communicate to or use for the direct or indirect benefit of any other person, firm, corporation, or entity, any Confidential Information without the prior written consent of Case by Case Pet Services.

Employees will have access to client's homes. You are to retain, in the strictest confidence and privacy, any and all personal information obtained while in the performance of your responsibilities.

5.13 Conduct in a Client's Home

Employees will be in clients' homes during times the home is unoccupied. It is imperative that you treat the client's home with the respect and care deserved. All employees are expected to maintain the home in the condition found at time of entry. At the completion of a live-in or house sitting assignment, the employee must wash, dry and reposition any sheets, towels or other textiles belonging to the client prior to the employee's departure from the home. Please pick-up after yourself.

From time to time, clients will stock food and beverages in their home for consumption by the employee. It is perfectly fine for the employee to consume any items the client has specifically provided for this purpose. Please obtain the client's permission prior to consuming the client's food or beverages. Employees are never to consume alcohol – the client's or the employees – while on any assignment.

Smoking is not allowed on a client's property at any time.

It is strictly forbidden for employees to bring children or other pets to a client's home for any purpose. Exceptions may be made with the express permission of the employees' manager.

6.0 Solicitation & Distribution of Literature

No employee shall solicit or promote support for any cause or organization during his or her working time. No literature of any kind is to be left in a client's home without prior authorization by Case by Case Pet Services.

7.0 Non Solicitation of Clients

The services to be provided by you, during your term of employment with Case by Case Pet Services, are unique in the industry, and that as a result, you will be provided with training and information that could be of value to a competing business. Therefore, the employee/independent contractor agrees that during the term employment, and for a period of two (2) years thereafter, employee/independent contractor agrees not to solicit business nor independently provide similar services for any clients under contract with Case by Case Pet Services.

8.0 Company Owned Equipment and Supplies

Case by Case Pet Services may provide certain supplies and/or equipment to its employees including, but not limited to pagers, cellular phones, clip boards or cases, collars, leashes, disposal bags and company forms. The employee may also be provided with keys to client's homes which are to be used for sole purpose of entering the home to provide animal care as contracted between the client and Case by Case Pet Services. The employee is entrusted with these tools in good faith and is expected to maintain them in good order free from damage. It is understood that, upon termination of employment by the employee or by Case by Case Pet Services, or upon request by the employees manager, these items be returned to the company in a timely manner, not to exceed two weeks.



9.0 Tipping Policy

Clients may wish to provide gifts or monetary bonuses to employees/independent contractors. It is perfectly acceptable for the employee/independent contractor to accept such gratuities, provided they are given freely by the client and not a result of coercion by the employee/independent contractor.

10.0 Emergencies

10.1 Medical Emergencies

The Service Contract use by Case by Case Pet Services and signed by the client authorizes Case by Case to act on the owner's behalf if Case by Case determines an animal needs veterinary care. The following conditions dictate that medical care be obtained immediately:

-  any symptom indicating lack of coordination or balance
-  any type of bleeding, including blood in urine or feces

- + a swollen or bloated abdomen (prevalent in large dogs) (bloat)
- + difficulty breathing
- + any type of burn
- + excessive coughing or sneezing
- + any sign of having swallowed a foreign object, or choking or gagging
- + apparent weakness or collapse
- + dental problems, including loose teeth, discoloration of gums or mouth odors
- + unusual hiding or depression
- + diarrhea extending more than one day
- + ear problems, including foreign bodies or head shaking, soreness, discharge or odor
- + any type of eye injury, including a clouding of the eye
- + high temperature or fever (normal for a dog or cat is 101°F)
- + broken bones or apparent fractures
- + any lump or growth under the skin
- + sudden inability to move the legs or paralysis
- + excessive panting for an unusually long period of time
- + apparent pain usually indicated by yelping, crying, trembling, or being sensitive to touch
- + poisoning from household pesticides, medications, plants, or other toxic materials
- + seizures
- + loss of consciousness or shock
- + swelling of the abdomen, leg joint or mouth
- + being hit by a car, falling, attack by another animal resulting in trauma
- + severe straining or inability to urinate, blood in the urine, excessive urination
- + violent or continuous vomiting, or vomiting lasting over a 24-hour period
- + unusual vaginal discharge
- + a significant increase or decrease in water consumption
- + any significant weight loss

10.2 Seeking Veterinary Care

Information about the pet's veterinarian is supplied on the Vet/Law Enforcement Authorization Form found in the Teal Folder. Always contact the pet's veterinarian first for medical needs. If the vet is not open, follow instructions on the vet's answering machine for an emergency (i.e., a vet may be on call or they may refer you to an alternate Vet.

Case by Case staff members are not trained veterinarians and should always seek medical advice and care from professionally trained and licensed veterinarians.

When transporting a pet for veterinary attention, secure the pet in a carrying case or cage. Notify the owner of the problem as soon as possible, but don't waste precious time if this is a life-threatening situation.

In the event of possible poisoning, you or the veterinarian may want to contact the ASPCA Animal Poison Control Center (1-888-426-4435). This is a 24-hour non-profit hotline maintained by the University of Illinois. There is a charge for this service.

If the pet is released from the animal hospital prior to the owner's return, follow all instructions supplied by the veterinarian.

10.3 Bites and Scratches to Humans

The transmission of rabies from animals to humans is the main cause of concern when an animal bites or scratches a person. Anytime there is a break in the skin from either a bite or a scratch, the wound should be washed immediately with soap and water. Seek additional medical treatment if needed and report the incident to the appropriate local animal control department or health department so the pet can be quarantined as required by law. (Use common sense on this one as the State of Washington has a mandatory dangerous dog law that results in euthanasia of the pet if a bite occurs, even if it is a puppy.)

Washington dog law

LIABILITY STATUTE

The owner of any dog that bites a person, when unprovoked, while the person is in a public place or lawfully on a private place, including the owner's property, is liable for damages the dog causes, regardless of its former viciousness and regardless of the owner's knowledge of viciousness.

DANGEROUS DOG STATUTE

The Meaning of a "Potentially Dangerous Dog"

A "potentially dangerous" dog is a dog that when unprovoked:

bites a human or a domestic animal;

chases or approaches a person in any public place in a menacing fashion or apparent attitude of attack; or

any dog with a known propensity, tendency, or disposition to attack unprovoked, to cause injury, or to cause injury or otherwise to threaten the safety of humans or domestic animals.

The Meaning of a "Dangerous Dog"

A "dangerous dog" is any dog that:

inflicts severe injury on a human being without provocation. Severe injury is one that results in broken bones or disfiguring lacerations requiring multiple sutures or cosmetic surgery.

kills a domestic animal without provocation while the dog is off the owner's property; or

has been previously found to be potentially dangerous because of injury inflicted on a human and thereafter aggressively bites, attacks, or endangers the safety of humans.

LEGAL RESPONSIBILITIES OF POTENTIALLY DANGEROUS DOG OWNERS ARE REGULATED BY EACH INDIVIDUAL COUNTY.

Legal Responsibilities of Dangerous Dog Owners

An owner must register the dog as dangerous.

The owner must confine the dog indoors or outdoors in a securely enclosed and locked pen or structure that prevents the entry of young children, as well as escape by the animal. The pen or structure must have secure sides and a secure top. It is unlawful for an owner of a dangerous dog to permit the dog to be outside the proper enclosure, unless the dog is muzzled and restrained by a substantial chain or leash and under the physical restraint of a responsible person.

The owner must post the property with a clear, visible sign that warns people that a dangerous dog is on the property. The owner must also conspicuously display a sign with a warning symbol that informs children of the presence of a dangerous dog.

The owner must maintain an insurance policy of at least \$250,000, insuring the owner for any personal injuries inflicted by the dangerous dog.

Owners' Liability for Aggressive Attacks by Any Dog, including Potentially Dangerous or Dangerous Dogs

The owner of any dog that, without provocation, aggressively attacks and causes severe injury or death to any human that is not a trespasser, is guilty of a felony that is punishable by up to five years in prison, a fine of up to \$10,000, or both.

10.4 Encounters with Wildlife

Wildlife is prevalent in urban and rural areas. Given a choice, most wildlife will flee from another animal. However, if cornered or threatened, the wild animal may attack. An encounter between a wild animal, such as a raccoon, skunk, opossum, groundhog, bat or snake can cause injury to the pet or spread diseases, such as rabies. Rabies is transmitted from an infected animal through saliva. If an animal under the care of Case by Case Pet Services comes into contact with a wild animal, take the following steps:

Try to separate the animals without getting bitten yourself. Use a hose, broom stick, etc., to separate them.

Try to confine the wild animal (especially if it is a raccoon, skunk, fox, or bat) by placing a box or trash can over the top of it and holding it down with a rock. If the animals have been involved in a fight, the pet may have been exposed to rabies. The only way to tell for certain if the wild animal has rabies is to capture it, euthanize it and test for rabies.

Get the client's pet under control and secured. Don't touch the pet's fur. It may have saliva from the wild animal on it. If possible, rinse the pet off with a hose and confine the animal to a garage or room in the house. Keep the animal away from other people and animals.

Rinse your hands and other parts of your body that may have been exposed with soap and water.

Report the incident to the appropriate local animal control or health department, office and owner.

10.5 Escapes

We recommend that client's obtain an ID Tag with our office phone number on it for dogs and cats under Case by Case Pet Services care. In the event an animal does escape, our office could be reached versus an absent owner.

Animals that escape may either bolt and flee the area, or just hang around outside of the house. If an animal escapes, the following steps should be taken:

- ✚ Attempt to catch the animal by walking up to it, but do not chase it.
- ✚ Try using food, a toy or another of the client's pets to coax the animal back into the house or a confined area.
- ✚ Make every reasonable attempt to catch or confine the pet, especially if the owner lives in a high traffic area.
- ✚ Notify the office immediately so we can provide assistance and notify the client.
- ✚ Stay at the house as long as possible to wait for the animal to return.
- ✚ Leave a business card with neighbors and ask them to call you or the Case by Case office at any time of the day or night if they see the pet.

- ✚ If the animal does not return, check back frequently (every few hours). Leave water out for the pet but no food. (You want them to get hungry and come to you for food.)
- ✚ If the animal has not returned within 24 hours, call in a report to the local animal shelters and humane societies. Also, contact all area veterinarian offices about the missing pet. Pets can travel a long way if they are lost or have been picked up by someone. Follow-up with daily checks to each of these places asking if there has been any sign of the lost pet.
- ✚ Put up posters throughout the pet's neighborhood. Include a description of the pet, date, and location lost and phone number of Case by Case office. Offer a reward. Leave this information with local store owners and veterinarian.

11.0 Personal Safety

The personal safety of our pet-sitting staff is the primary concern of Case by Case Pet Services, followed closely by the safety and well-being of our client's pets, possessions and homes. The following recommendations are made with the safety of Case by Case Pet Service representatives in mind:

- ✚ Law enforcement officials advise that the best form of protection is to be alert and aware of your surroundings at all times. Pay attention to what you are doing and where you are going and be on the lookout for suspicious people. For example, don't be so preoccupied playing with a pet that you fail to notice someone following you.
- ✚ When going on calls or interviews, always make sure the office or a family member knows where you are going and what time you are expected to return. The client's name, address, and phone number should be left with the office or a family member.
- ✚ Have client's keys or your car keys out and ready to use before you enter the home, car, etc.
- ✚ Don't enter a client's home if you have any reason to believe it may have been broken into. Instead, drive to a safe place and call the police. Follow the same procedures if you are in the client's home and hear or see anything unusual.
- ✚ Don't answer the door or let anyone inside the owner's home unless they have made prior arrangements with Case by Case. Don't respond when someone knocks at the door. If you are clearly visible to the other person, speak with them through a closed and locked door.
- ✚ Double-check doors and windows to make sure they are closed and locked. Lock the door behind you when you enter a client's home.
- ✚ Turn lights on prior to evening visits.
- ✚ Keep vehicle doors locked when traveling and keep your vehicle in good repair (i.e., change oil regularly, check tires and air pressure regularly and follow the routine maintenance schedule.)
- ✚ Trust your instincts. If something doesn't feel or look right, it probably isn't! Don't put yourself at unnecessary risk. Call the office or appropriate law enforcement officers for assistance.

12.0 Employee Benefits

Case by Case Pet Services may elect, at the companies' discretion, to provide a car allowance to certain employees following 90 days' satisfactory employment.

Case by Case Pet Services does not presently offer paid vacation or sick days. Two weeks vacation and two personal days per year will be granted without pay. The employee must request vacation time off two weeks before the requested time off.

Case by Case Pet Services offers direct deposit for those employees that wish for their checks to be deposited directly into their bank accounts.

Case by Case Pet Services looks forward to providing greater employee benefits in the future.

Case by Case Pet Services reserves the right to amend these policies at any time. Notice of such amendment will be given to all employees.

Case by Case Pet Services

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