



## Kiraberi Pet Care (KPC) Est. 2017

### Code of Conduct

Kiraberi Pet Care believes & understands that everyone is entitled to their opinion, beliefs, privacy and safety in and of their home. It is not Kiraberi Pet Care employees' place to pass judgement or disrespect to your belongings, beliefs or the home's property. We do not discriminate against our clients based on nationality, appearance, religion, age, disability, sexual and gender identity or marital status. Additionally, KPC seeks to educate and accept owners regardless of training methods or level of knowledge.

With that being said, Kiraberi Pet Care does not tolerate rude or abusive behaviour towards staff members. Bullying, threatening speech, discrimination, hate speech or harassment will result in the discontinuation of KPC cooperating with you as a client.

KPC strives to accommodate our clients' needs to the best of our abilities. In the event of dispute, concern or disagreement you may book an appointment to address such concerns with Richelle Critchley - Owner & Operator of Kiraberi Pet Care who may be accompanied by additional/relevant KPC employees, where the matter will be respectfully discussed and concluded with compromise.

KPC has a handful of employees that undergo vigilant training with Richelle before they are permitted to care for any pet/home without immediate supervision. In a field that is forever growing and evolving, staff members are always completing continuous education. When you book KPC, while you are entitled to have a preferred employee provide care, it is not guaranteed that it will be that preferred staff member. Staff members are assigned tasks based on their availability & training.



Richelle may bring staff members to your home for training purposes. Employees cannot learn efficiently without being exposed and experiencing KPC tasks hands on.

Your privacy is very important to us. While your home and animals are in our care we will be respectful of your identity, belongings and property. There may be circumstances where an additional or replacement employee may need to care for your animals for a period of time who will report back to Richelle Critchley - Owner & Operator of Kiraberi Pet Care.

KPC employees do not consent to be visibly or audibly recorded without their knowledge.

My KPC employees are fully trained, respectful and familiar with the Kiraberi Pet Care Code Of Conduct as well as our Service Agreement. My KPC employees are aware that any rule violation, negligence or breach of privacy will result in immediate termination from employment. Along with my report to relevant authoritative entities to pursue legal action as necessary - Richelle Critchley - Owner/Operator of Kiraberi Pet Care

KPC operates on a first come, first serve basis. Contacting & booking in advance is the best way to ensure you will be accommodated. KPC cannot guarantee which staff member will be at your home. In emergencies, there may be a staff member you have never met that cares for your pets. While it is acceptable to have a preferred pet caretaker - we cannot guarantee that is who will be caring for your pets. Richelle will not assign a staff member to a job unless she is confident that they can perform the necessary tasks to do so.

When you book with KPC & sign the service agreement you are acknowledging, understanding and consenting to:



- In the event of sickness or injury of your pet, Kiraberi Pet Care will contact you as soon as possible. In most veterinary clinics it is prohibited to proceed with any procedure or care unless consent is given from the owner. You can request a form from your vet clinic that you give permission to another party to make decisions for your pet in the case of an emergency. Otherwise, if a veterinary visit is necessary the owner must be called for consent to proceed.
- Kiraberi Pet Care staff using extracurricular accessories (pool, BBQ, lawnmower, TV, coffee maker etc) Any accessories or tools that are required to assist in the safety and care of the KPC employees, client property or pets have been previously discussed and given permission to use such as; snowblower, 4-Wheeler (farm use) hose (farm or garden use), washer/dryer, dishwasher etc. If there are any accessories or tools that KPC staff are not permitted to use, it is the owners responsibility to disclose those specifics to staff members. This information will also be added to your file.
- Kiraberi Pet Care staff will do everything possible to ensure the safety and happiness of my pet(s). You agree and accept the risk of unforeseen circumstances occurring such as: Property damage due to weather, wildfire, tornado, house fire, flood or robbery. Loss of an animal due to any sickness, injury, robbery, natural disaster (tornado, flood, wildfire) or accident (car accident, injury, house fire, dog fight, runaway etc.) Therefore cannot hold any employee, including Richelle Critchley - Owner/Operator or the business; Kiraberi Pet Care responsible for such instances.

With that being said, when you book KPC & sign the service agreement, we acknowledge, understand and consent to:

- Kiraberi Pet Care staff will respect all property of the owners. We will ensure safety and maintenance to any extracurricular accessories we are given permission to use to the best of our ability. Therefore the Kiraberi Pet Care staff cannot hold the owners responsible for any unforeseen circumstances or injury when using the extracurricular accessories.
- Kiraberi Pet Care staff accept the risks of entering an unknown property & caring for unknown animals. Therefore Kiraberi Pet Care cannot hold the owners responsible for any unforeseen circumstances occurring such as: Property damage due to weather, tornado, wildfire, house fire, flood, robbery or sickness/injury while caring for the pet(s)

## Safety:

We take all measures possible to ensure your pets are safe, protected and loved. We strive to ensure all parties involved are treated with respect and kindness. When an animal is in our care, they are our main priority. With that being said here are some of the precautions we take;

We ask that when requesting nail trims or administration of medication, you disclose the behaviour of the animal so that we can determine how many handlers are needed to safely perform these services

One (1) dog/large animal per handler (If you have multiple dogs/large animals - we will discuss plan of action)

If there are more than six (6) large animals, we may require two (2) staff present at the job which would incur an additional charge.



Recreational drugs, smoking or alcohol is strictly prohibited on client property. Kiraberi Pet Care staff will not possess or use such substances while on your property.

Although we can provide opinions and/or suggestions, we cannot diagnose or prescribe medication for your animals. If you are concerned about the health of your pet, please bring them to your veterinary clinic.

Disclaimer: Only under reasonable grounds and/or regardless of previously expressed concern, Kiraberi Pet Care is ethically and morally bound to report any evidence of neglect or abuse of both humans and/or animals in the home. For more info please visit:

[Ontario.ca/Report Child Abuse and Neglect](https://www.ontario.ca/report-child-abuse-and-neglect)

[Ontario.ca/page/Intimate Partner Violence](https://www.ontario.ca/page/intimate-partner-violence)

[Ontario.ca/Reporting Animal Abuse or Neglect](https://www.ontario.ca/reporting-animal-abuse-or-neglect)

All walks, outdoor play & additional services will be conducted under the following environmental safety procedures both for the safety of KPC staff and your pet.

Weather (Celcius)	Duration
30-	High Risk - Proceed with extreme caution & limit exposure
15-	10 Minutes
0-	30 Minutes
20+	Up to 30 Minutes
30+	High Risk - Proceed with extreme caution & limit exposure



It is suggested to prepare long, easily accessible tags or rope that can be attached to your pets in the event of an emergency. This tag should have your name, phone number and address, pets name & medical issues stated on it. If you prepare such tags, please disclose this to KPC staff.

## Tornado - Safety Protocol

While KPC employees are not obligated to risk their life & health for your pets/property. In the event of an active tornado warning while a KPC staff is at your home they will take reasonable measures to ensure that your pets are safe. Unfortunately all options for pets during natural disasters have risks and are dangerous for everyone involved.

Leaving pets in crates or in shelters risk:

- Injury from objects & debris
- Building collapse
- Starvation or dehydration if they are unable to be reached soon enough

Opening doors/gates (letting pets loose) risk:

- Injury from objects & debris
- Lightning
- Runaway/lost from home

If it can be safely achieved KPC staff are trained to adhere to the following:

Indoor Pets:

Bring all pets into a room (windowless, small or basement)

Open 1 door to the outside

Continue ----->



Bring some food, water & blankets for the pets and yourself

Alert Richelle - Richelle will alert owners

Continue to wait 15 minutes after you stop hearing the noise of a storm to slowly exit & investigate damage

Outdoor pets/livestock:

Turn all electric fences off

Leave a small opening to a shelter if available

Leave 1 gate open

Get indoors and find shelter

Alert Richelle- Richelle will alert owners

Continue to wait 15 minutes after you stop hearing the noise of a storm to slowly exit & investigate damage

## Wildfire - Safety Protocol

While KPC employees are not obligated to risk their life & health for your pets/property. In the event of an active wildfire while a KPC staff is at your home they will take reasonable measures to ensure that your pets are safe. Unfortunately all options for pets during natural disasters have risks and are dangerous for everyone involved.

Leaving pets in crates or in shelters risk:

- Building collapse
- Starvation or dehydration if they are unable to be reached soon enough
- Smoke inhalation

Continue ----->



- If human falls unconscious, pets cannot try to escape on their own

Opening doors/gates (letting pets loose) risk:

- Injury from objects & debris
- Runaway/lost from home
- Smoke inhalation
- Burn injuries

If it can be safely achieved KPC staff are trained to adhere to the following:

## EVACUATION

### Indoor Pets:

Put as many pets as possible in crates to travel

Load pets into vehicle

Open 1 door to the outside

Bring any medication, food, water & blankets for the pets and yourself

Alert Richelle - Richelle will alert owners

If emergency services are around you can tell them of any pets that are still needing to be found or evacuated

### Outdoor pets/livestock:

If it is available - load pets into trailers to evacuate

Load food, water & medications with them

Turn all electric fences off

Leave a small opening to a shelter if available

Continue ----->

Leave 1 gate open





Evacuate

Alert Richelle - Richelle will alert owners

If emergency services are around you can tell them of any pets that are still needing to be found or evacuated

## House Fire - Safety Protocol

While KPC employees are not obligated to risk their life & health for your pets/property. In the event of an active house fire while a KPC staff is at your home they will take reasonable measures to ensure that your pets are safe. Unfortunately all options for pets during a house fire have risks and are dangerous for everyone involved.

Leaving pets in crates or in shelters risk:

- Building collapse
- Starvation or dehydration if they are unable to be reached soon enough
- Smoke inhalation
- If human falls unconscious, pets cannot try to escape on their own

Opening doors/gates (letting pets loose) risk:

- Injury from objects & debris
- Runaway/lost from home
- Smoke inhalation
- Burn injuries

Continue ----->



If it can be safely achieved KPC staff are trained to adhere to the following:

#### Indoor Pets:

Call 911

Leash or crate pets & bring outside/away from the fire (at least 80ft - 100ft away)

Leave the door or window you leave from open

Alert Richelle - Richelle will alert owners

If emergency services are around you can tell them of any pets that are still needing to be found or evacuated

#### Outdoor pets/livestock:

Call 911

Turn all electric fences off

Guide or lead pets to a different field or enclosure (at least 80ft - 100ft away)

Leave 1 gate open

Alert Richelle - Richelle will alert owners

If emergency services are around you can tell them of any pets that are still needing to be found or evacuated.

## Your Trip

Trip Length	Booking Policy	Cancellation Policy
1-3 days	You must book 2-3 weeks in advance.	You must cancel no later than 4 days in advance. Failure to adhere will result in a 15% cancellation fee from your final estimate.
4-8 days	You must book 4-5 weeks in advance.	You must cancel no later than 4 days in advance. Failure to adhere will result in a 30% cancellation fee from your final estimate.
8+ Days	You must book 6-8 weeks in advance.	You must cancel no later than 4 days in advance. Failure to adhere will result in a 40% cancellation fee from your final estimate.



## Other Fees:

### Check In - Urgent Care Fee

\$7.00/Check In

This applies as an additional fee per check in if we are given less than 24hr notice

### Pet Sitting - Urgent Care Fee

\$10.00/Day

This applies as an additional daily fee if we are given less than 48hr notice

### Disclosure Penalty

\$75.00

This additional charge applies if the client withholds info of the total number of pets in the home before KPC provides an estimate or attends an intake meeting.

### Late payment fee:

\$20.00

Once you receive an invoice, you must pay it in full within 7 days. A reminder email will be sent after 3 days. If after 7 days it is still unpaid, you will receive a flat rate of \$20.00 every 5 days until the original amount is paid in full.

## Payment:

Sporadic Bookings: KPC will send you an invoice via email on the last day of service.

Regular Bookings (More than x4 a month): KPC will send invoices on the 1st of every month that reflects the previous month's service.

You can use cash or e-transfer as your method of payment.



## KPC Client Perks:

### KPC Birthday Discount

13% Off

This discount applies on an annual basis within the month where KPC was initially hired

### KPC Referral Discount

\$15.00 Off

This discount applies when a current KPC client refers to another person in which said person hires KPC for services.

## What to Expect - New Client Protocol:

KPC must have sufficient information to provide an accurate estimate for you to review. New clients must complete the appropriate Contact Form on the website (Training or Pet Sitting) to be given an estimate for services. You will then receive an estimate from [kiraberipetcare@gmail.com](mailto:kiraberipetcare@gmail.com) along with dates for an intake meeting to take place before hire.

It is required to book an intake meeting before hiring services.

All clients are entitled to 1 intake meeting free of charge per year. If an additional intake meeting is requested, you will be charged a fee of \$25.00 plus mileage.

Additionally, all active KPC clients must sign a new Service Agreement per year.

If the estimate is agreed upon, we will book an intake meeting before your departure to meet you as well as your pets. During this meeting we ask that you walk us through your pets daily routine. We will also ask that you sign a written



agreement of service as well as read through our Code of Conduct. On the last day of your trip, we review the estimate to create an invoice.

## Clients Responsibilities

It can be worrisome to have someone enter your home and take care of your pets. We get many questions from our clients that want to ensure our comfort along with their pets. Kiraberi Pet Care staff are reliable, trustworthy and self-sufficient.

KPC staff provides their own food, beverages, technology, entertainment, clothing and toiletries in any client's home. There are some necessities that are required for the Kiraberi Pet Care staff to safely and comfortably care for your pets.

All Client Requirements (see below) must be agreed to and known safety issues must be disclosed to Kiraberi Pet Care staff before they enter the home.

In the event of a home, environmental, contagious, or otherwise harm inducing emergency, KPC staff will take reasonable measures to ensure the safety of your pets. KPC staff are in no way obligated to put their own health before their clients. KPC staff are not responsible for the safe removal of your pets from a property in the event of a catastrophe.



## Requirements Clients Must Meet:

- Disclose to KPC staff if there are any off limits accessories, tools or equipment
- Keep KPC staff informed on the status of animals in your home (medical issues, death, additional pets, etc) Failure to do so may result in a disclosure penalty of \$75.00
- Specific instructions for any medications needed for pets
- Proper lead/harness/collar or other walking accessories (no tears, rips or broken clasps that could risk the animal getting loose)
- Running water
- Resource to heat and/or cool the home (furnace, fireplace, A/C or fan)
- Spare Key/Code to home or any additional sheds/garages that we may need to access
- Ability to lock all outer doors
- Basic Appliances (Fridge, Stove, Tub/Shower, Toilet)
- A clean mattress
- Main entrances and exits must be cleared of debris
- Emergency contact for home
- Emergency contact for animals
- Return the signed Service Agreement to the Kiraberi Pet Care staff
- Inform veterinary clinic, landlord or any other necessary parties that the Kiraberi Pet Care staff will be entering your home, caring for your animals for the duration of your trip