



Kiraberi Pet Care (KPC) Est. 2017

Code of Conduct

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. We take all measures possible to ensure they are safe, protected and loved. With that being said here are some of the precautions we take;

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 will not possess or use such substances while on your property.

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.

Note: 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)



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.

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.

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.

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

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

Your Trip

Trip Length	Booking Policy	Cancellation Policy
1-3 days	You must book 3 weeks in advance.	You must cancel no later than 4 days in advance. Failure to adhere will result in a 10% cancellation fee from your final estimate.
4-8 days	You must book 4 weeks in advance.	You must cancel no later than 4 days in advance. Failure to adhere will result in a 25% cancellation fee from your final estimate.
8+ Days	You must book 8 weeks in advance.	You must cancel no later than 4 days in advance. Failure to adhere will result in a 35% cancellation fee from your final estimate.

What to Expect

We will ask you a number of questions about the services you require. Using the information you provided KPC will create an estimate for you to review. 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:

- 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

If you have any questions or concerns please contact Kiraberi Pet Care at:

kiraberipetcare.ca

kiraberipetcare@gmail.com

613-200-4067