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The DogSmith Recruitment and Training Road Map

Certified Pet Care Technicians

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Recruitment/Training & Certification of Pet Care Technicians/Contractors & Employees

DogSmith Business Protection

Employees and/or Contractors will need to be Certified Pet Care Technicians. This training is offered through DogNostics Career College

Recruitment

There are several ways to approach the recruitment of DSPCT.

- Target individuals that you come into contact with during your DogSmith work, rescue group volunteers, shelter workers, veterinarian offices, groomers, smaller less organized pet care service providers and even customers.
- You can advertise in newspapers, Craig's list or community notice boards.

Tools Required

A well written job advertisement that stipulates the kind of person you are looking for and the qualifications and experience you require. Let them know that if their application does not meet the job criteria it will not be considered. Only qualified candidates will be responded to.

Deliverables

A short list of potential candidates.

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The DogSmith Recruitment Road Map

Employee or contractor? The legal requirements are different.

1. Recruiting Employees

- ***The coffee talk***. Identify the individuals that you think are or might be interested in working for The DogSmith. Invite them for a coffee. Use 30 minutes to determine if it is worth investing your time in a more formal discussion:
  - How did they arrive, punctually, well presented?
  - How did they greet you?
  - How did your discussion go, do you have a good feel about them?
  - From first impressions would you want them looking after your pets in your home, or your pets in their home?
  - Keep the conversation very informal and very relaxed. You will learn more about them that way.

A. The Minimum Requirements to Schedule a Formal Interview

- 21 years of age
- Clean and well presented
- Interested in working with animals
- Lives within an area of your territory
- Recommended by a friend, vendor or partner
- They must have access to the internet 24/7
- They must have an email address
- They must have a reliable cell phone
- They must have their own vehicle, reliable and presentable
- They must be available to work
- They must be reliable
- They must be honest
- They must be punctual

B. The Formal Recruitment Process Employees Only

This is the minimum standard required for the recruitment of DSPCT

- Schedule a more formal discussion. Plan a quiet place where you can talk and ask them more pertinent questions.
- If you are interviewing a few candidates ask them all the same questions so you are able to contrast and compare.

Tools required

Employment Application form
The Job Description
The interview questions

A quiet location

Deliverables
Confirmation of their interest
Type of employment they are looking for
Hours they are available

C. The Minimum Requirements to Make a Formal Offer to an employee

- Perform a background check and obtain a minimum of two reference checks
- They must have no criminal record
- They must have no history of drug abuse
- They should be available a minimum of 20 hours per week

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2. Contracting out DogSmith Pet Care Services

- Schedule an appointment with the contractor & review the work to be contracted out (ensure you meet the necessary legal requirements)
- Present the standard DogSmith contracts. There are two. The contractor agreement and the non-compete, non-solicitation and confidentiality statement.
- Obtain their tax payer information W9
- Consent form for background checks

Deliverables

Receipt of a Signed Contract, contractor or employment contract

- Signed consent form for background checks
- Background checks completed or access to reputable customer references
- When you have a signed contract, contractor agreement and or employment agreement and you have the non-compete, confidentiality and no solicitation document in place then you can register them for DogNostics CPCT program

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Deliverables for Your Employee/Contractor File

Contractor	Employee
Consent form for background checks or other customer references Contractor agreement with Appendix A Completed W9 Slumber party checklist if applicable	Completed application form Completed W4 and I9 Signed job description Signed job offer letter Signed Associate handbook New Hire reporting form
Insurance coverage for the new hire	

Training & Certification for Employees & Pet Care Contractors

Each employed DogSmith Pet Care Technician must be certified through the DogSmith Training Process. The following is the training required for each DSPCT

The DogSmith Training & Certification Process

Develop the training plan, Minimum Requirements for certification:

DogNostics CPCT Level 1
The training covers

- Canine & Feline Health and Handling
- Pet First Aid
- Tools & Equipment
- Canine Communicating & Social Behavior

Tools Required

- DogNostics login for your person

Deliverables

- CPCT credential

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Deliverable to the DogSmith Business Owner

- DogNostics CPCT
- A certified DogSmith Pet Care Technician

The DogSmith Certification Check List

Employee /Contractor Name:

Business Location:

Business Owner Name:

- E = Employee
- C = Contractor

		Yes	Date/s
E & C	Satisfactory back ground check completed	○	
E&C	Signed up for DogNostics CPCT		
E&C	DogNostics CPCT credential		
E	Dog Walk Practical Training Session x 1	○	
E	Home Alone Practical Training Session x 3	○	
E	Pet Taxi Practical Training x 1	○	
E	Lunch & Dinner Break Practical Training x 1	○	
E & C	Power Pet Sitter Training x 1 hour	○	
E & C	Review of DogSmith Brand Standards	○	
E	DogSmith Employee Hand Book Issued and reviewed	○	
E & C	DogSmith Insurance Liability confirmed coverage	○	
E & C	Slumber Party Check List (slumber party contractors only)	○	

Contractor "On the Job" Training. This will be determined by the services you have specified you are contracting out to them in Appendix A of the signed Contractor Agreement.

- **DogSmith Quality Control Checks**
- Spot check at least four pet care visits each month to ensure the correct standard of service is being delivered.
- Call four clients each month to inquire if they are satisfied with their in-home pet care service
- Email the pet care service customer survey link to all pet care clients