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## TIPS FOR SUCCESS

Be sure your Employee Handbook is a useful tool and not just another document that gathers dust after the initial distribution. Once your handbook is complete schedule an employee meeting and distribute copies to all existing staff members. Take time to explain the value to them in having a resource document to answer their employment policy and procedure questions.

Decide how long employees have to read their manual and return the Acknowledgment of Receipt back to you. Be sure to retain copies of the signed receipts in your personnel records. This is evidence to third parties in the event of an employment issue that the employee was aware of your company's policy or procedure.

Every business owner has personal "pet peeves" when it comes to employee behavior and expectations. Be sure you include policies related to yours in the Employee Handbook to minimize the frustration for all parties. Explaining the benefit to the employee, pet or business is important so your manual does not take on a negative or "nit-picking" tone.

After initial distribution the following tips will ensure your Employee Handbook remains a beneficial tool:

- Provide a copy to each new employee on their first day and retain a copy of their signed Acknowledgment of Receipt
- Refer employees and supervisors back to the handbook when they ask questions on how to handle situations that are included
- Update the handbook when new situations arise that are not included or you determine clarifications/changes are needed
- Document receipt of the updated section for all existing employees
- Review your handbook annually to confirm it is comprehensive and reflects current expectations

Expect new employment issues to develop in the future that you will need to manage and add to your handbook. The digital age has added policies on cell phones and social media posts to Employee Handbooks that continue to evolve. Take advantage of the Internet when you need to add a new policy and search for articles discussing the issue and that provide specific policy examples.

Your Employee Handbook is an important tool in your staff management system. Your best employees appreciate the clarity it provides and will help you retain them so they can grow with your business.



## PET INDUSTRY CONTENT EXAMPLES SECTION

### Promotions:

Business necessities may require the need for additional or replacement positions, including Coordinators and Supervisors. Employees with the required background and experience for positions will be considered for these openings. Management will discuss job requirements and expectations with employees under consideration. Employees are encouraged to advise their Coordinator or Management Personnel if they have an interest in being considered for advanced positions that may become available.

In certain cases, Rowdy Rover Retreat may find it necessary to employ applicants from outside the Company to fill positions when, in the opinion of the Company, there are no current employees qualified to staff that position. However, every effort will be made to promote from the ranks of current employees. Rowdy Rover Retreat has the discretion to post job openings when appropriate.

### Resignations:

If you decide to leave Rowdy Rover Retreat, we ask, BUT DO NOT REQUIRE, that you inform your Supervisor in writing two weeks prior to your date of departure so that an orderly transition can be made. In some cases, Rowdy Rover Retreat may decide it is best that a resigning employee leave the Company as soon as the resignation is given. All Company property must be returned within one week of your departure date.

Final paychecks will be issued at the next scheduled payday after your last scheduled workday. Your final paycheck will be mailed to your address on file unless you provide Management with other instructions prior to that payday. All amounts due to Rowdy Rover Retreat as outlined in the **Employee Wage Deduction Authorization** form will be deducted from the final paycheck.

It is the departed employee's responsibility to notify the Owners of any address changes after termination for the proper receipt of yearend tax information no later than the 10<sup>th</sup> of January.

### Additional Deductions:

Rowdy Rover Retreat may withhold certain funds from your paycheck, be it a paycheck on the usual pay cycle, your final paycheck or a check issued to you after your employment has been terminated. *In the event of the following occurrences, you may become liable to the Company, which will result in funds being withheld from your paycheck:*



- Failure to return Company owned property that is in your care, custody or control. Property means tangible property including, but not limited to, items such as cell phones, uniforms, keys to Company buildings and equipment, vehicles, computers, telephones, tools, sales material, supplies and all other Company owned property;
- A dollar amount equal to the actual cost of repair or replacement of property owned by the Company that is damaged beyond the usual wear and tear while in your care, custody, or control;
- Charges that become the liability of the Company that were incurred due to an employee's negligence, for unauthorized business purposes, for personal use, or that were unreasonable, excessive, or unsubstantiated. This includes, but is not limited to, phone calls resulting in a toll charge, charges made to a Company credit card, supplies, services and property purchased or ordered for non-Company use or benefit;
- Any inadvertent or unintended payment of wages;
- Insurance premiums and 401(k) contributions that are paid on behalf of an employee for any reason that are found to be in error or over and above the established Company participation levels;
- The employee's portion of any premium that was paid on behalf of the employee in accordance with the Family & Medical Leave Act or any other applicable law;
- Payments owing on any open invoices, loan or salary advance made to you by the Company.

The value of tangible property not returned will be based on the actual cash value of such property. The value of services and fees will be based on the actual cost of such services and fees. In both instances, legal expenses, if any, that are incurred by the Company to settle such accounts will also be charged to the employee. Late fees, interest, penalties and service charges, that become the liability of the Company, that were incurred by an employee for unauthorized business purposes or for personal use will be charged to the employee. Property that has been returned with damage beyond the usual wear and tear may be repaired or replaced by the Company, based on the extent of the damage. The cost of repairs or replacement will be charged to the employee.

If funds are withheld from an employee's paycheck for any of the above reasons, the employee will be given a detailed report showing the reason(s) for the deduction. Funds owed to Rowdy Rover Retreat by current employees are

