

Shady Acres New Employee Roadmap

Employee Name: _____

Position: _____

Start Date: _____

End Target Date (90-Days) _____

Days 1-30: Orientation and Basic Operational Training

Objective: Introduce the employee to the foundational aspects of the company's operations.

Introduction and New Hire Paperwork

- ☐ W-4, I-9, Gusto Set Up, Copy of ID/DL/SS Completed
- ☐ Issuance of Work Clothes & Equipment (Whistle, Leashes, Uniforms, Name Tags)

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Company Culture and Structure

- ☐ Overview of Work Attire Policies
- ☐ Company Culture Explained - PUPS
- ☐ Company Supervision Structure / Explanation

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Employee Resources

- ☐ Review of Employee Website and Manuals
- ☐ Completion of Staff Training Videos

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Policy Overview

- ☐ Attendance Policy
- ☐ KT/REC Advancement Paths
- ☐ Clocking In & Out
- ☐ Phone Policies
- ☐ Lunches and Breaks Policy

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Connections and Communication Tools

- ☐ GroupMe / Slack Setup and Introduction
- ☐ WhenIWork Setup
- ☐ Jolt/Task Management Apps Introduction
- ☐ Gingr Account Setup

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Understanding the Facility

- ☐ Building Layout and Sections
- ☐ Play Yards and Medical Lockbox Locations
- ☐ Daily Schedules (AM/PM Shifts, Weekend Variations)
- ☐ Supervision on Weekends / Holiday Schedules

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Introduction to Operational Tasks

- ☐ Kennel Cards and Documents Overview
- ☐ Warnings, Highlights, and Notes Understanding

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Basic Feeding and Medication Procedures

- ☐ Food Preparation and Bowl/Container Management
- ☐ Understanding Medications and Dosages
- ☐ Handling Special Dietary Needs

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Medical and Health Concerns

- ☐ Identifying Signs of Bloat, Heat Stroke, Vomiting, Diarrhea
- ☐ Medication Administration Techniques (Pill Pockets)

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Basic Group Management

- ☐ Letting In & Out Procedures
- ☐ Handling Dogs with Slip Leashes
- ☐ Recognizing Dog Body Language

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Cleaning and Maintenance Protocols

- ☐ Managing Cleaning Solutions and Equipment
- ☐ Thorough Kennel Cleaning and Deep Cleaning Procedures
- ☐ Dish Cleaning and Organization
- ☐ Scooping and Waste Management
- ☐ Proper Use of Poop Scoop and Waste Removal Timing
- ☐ Handling Unusual Waste and Disposal Procedures
- ☐ Managing Indoor/Outdoor Waste Cans

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Section Assignments

- ☐ Importance of Staying Within Assigned Sections
- ☐ Daily Sheets Understanding and Completion

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

PackPro Body Language Online Course

- ☐ Completion of Course

Employee Initials: _____

Verified by: _____

Date of Completion: _____

30-Day Checkpoint: Operational Basics Mastery

Evaluation:

1. Understanding of Company Culture and Policies

- ☐ Has the employee demonstrated a clear understanding of the company's culture and values?
- ☐ Can the employee accurately describe core policies and explain how they apply to daily tasks?
- ☐ Has the employee consistently adhered to attendance and punctuality guidelines?
- ☐ Does the employee understand the expectations for professional conduct and interaction with peers?

[] Needs Improvement [] Proficient [] Exceeds Expectations

2. Proficiency in Basic Operational Tasks

- ☐ Can the employee independently perform daily operational tasks, including opening and closing procedures?
- ☐ Has the employee shown competence in using all relevant company tools, software, and apps (e.g., GroupMe, Slack, WhenIWork)?

- ☐ Can the employee prepare and administer food and medications correctly, including handling special dietary needs?
- ☐ Is the employee able to identify and respond appropriately to common issues, such as minor dog health concerns?

[] Needs Improvement [] Proficient [] Exceeds Expectations Needs

3. Initial Group Management

- ☐ Has the employee demonstrated the ability to manage small groups of dogs safely and effectively?
- ☐ Can the employee identify different dog behaviors and body language, and act accordingly to maintain group harmony?
- ☐ Does the employee follow safety protocols during group management, including proper use of slip leashes and handling of dogs?

[] Needs Improvement [] Proficient [] Exceeds Expectations

4. Proficiency in Cleaning and Maintenance Protocols

- ☐ Has the employee effectively managed cleaning solutions and equipment, following safety and hygiene guidelines?
- ☐ Is the employee capable of performing thorough kennel cleaning, including routine and deep cleaning procedures?
- ☐ Can the employee manage waste disposal effectively, including handling unusual waste and maintaining cleanliness of indoor and outdoor areas?
- ☐ Has the employee consistently adhered to the established cleaning schedule and standards?

[] Needs Improvement [] Proficient [] Exceeds Expectations

5. Understanding of Section Assignments

- ☐ Does the employee understand the importance of staying within assigned sections and maintaining focus on their responsibilities?
- ☐ Can the employee complete daily sheets accurately, ensuring all relevant information is recorded and communicated?

[] Needs Improvement [] Proficient [] Exceeds Expectations

6. Completion of PackPro Body Language Online Course

- ☐ Has the employee successfully completed the PackPro Body Language Online Course, demonstrating understanding through practical application?

Manager Comments:

1. Provide specific examples of the employee's strengths in operational tasks.
2. Identify areas where the employee may need additional support or training.
3. Mention any positive feedback from customers or team members.

4. Highlight any instances where the employee demonstrated leadership qualities or took initiative.

Action Items:

1. Schedule a follow-up training session for any areas needing improvement.
2. Assign a mentor or buddy for additional support in weaker areas.
3. Plan a review meeting in two weeks to track progress.
4. Establish clear goals for the next 30 days, focusing on areas needing improvement.

Signatures:

Employee: _____

Manager: _____

Date: _____

Days 31-60: Intermediate Operational Proficiency

Objective: Build on foundational knowledge, introducing more complex tasks and procedures.

Advanced Group Management and Dynamics

- ☐ Managing Dog Flow, Gate Manners, Group Control
- ☐ Handling Overheating, Bad Weather, Multiple Groups

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Advanced Feeding and Medication Procedures

- ☐ Managing Multiple Dogs' Diets and Medications
- ☐ Handling Complex Medication Regimens

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Health and Safety Protocols

- ☐ Identifying Health Issues (Bloat, Heat Stroke)
- ☐ Advanced Medication Administration Techniques

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

RED Dogs Handling

- ☐ Understanding RED Dogs
- ☐ Handling RED Dogs Outside
- ☐ Reading Kennel Cards for RED Dogs
- ☐ Using Catch Poles for 'Sketchy Dogs'

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Communication with Tools

- ☐ Group Flow and Handling
- ☐ Communication with Walkie-Talkies
- ☐ Understanding Group Lists (Eval Dogs, Clean Dogs, Green Dogs, RED Dogs)
- ☐ When to Make a Dog RED

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Body Checks and Safety Protocols

- ☐ Body Check Procedures and Signing Off
- ☐ Proper Use of Collars and Extenders

Employee Initials: _____
Facilitator Initials: _____
Date of Instruction: _____

Jolt Task Lists

- ☐ Task List Purpose and Completion
- ☐ Understanding and Signing Off on Jolt Tasks

Employee Initials: _____
Facilitator Initials: _____
Date of Instruction: _____

Additional Services

- ☐ Offering Bath/Nail/Brushout Services
- ☐ Reading/Printing Add-On Sheets

Employee Initials: _____
Facilitator Initials: _____
Date of Instruction: _____

Cleaning and Maintenance Protocols

- ☐ Managing Cleaning Solutions and Equipment
- ☐ Thorough Kennel Cleaning and Deep Cleaning Procedures
- ☐ Dish Cleaning and Organization
- ☐ Scooping and Waste Management
- ☐ Proper Use of Poop Scoop and Waste Removal Timing
- ☐ Handling Unusual Waste and Disposal Procedures
- ☐ Managing Indoor/Outdoor Waste Cans

Employee Initials: _____
Facilitator Initials: _____
Date of Instruction: _____

PackPro Group Management Course Online

- ☐ Completion of Course
- ☐ Employee Initials: _____
- ☐ Verified by: _____
- ☐ Date of Completion: _____

60-Day Checkpoint: Operational Independence

1. Proficiency in Advanced Kennel and Property Procedures

- ☐ Can the employee manage advanced tasks, such as property management and kennel card placement, without supervision?
- ☐ Has the employee mastered different types of kennel latching, collar usage, and extenders, ensuring all dogs are securely housed?
- ☐ Is the employee capable of identifying and addressing health issues such as bloat, heatstroke, and other urgent conditions, and does the employee know when to escalate to management or veterinary services?

☐ Needs Improvement ☐ Proficient ☐ Exceeds Expectations

2. Competence in Handling RED Dogs and Group Dynamics

- ☐ Has the employee shown the ability to safely manage RED dogs, including recognizing signs of stress or aggression and taking appropriate action?
- ☐ Is the employee able to handle complex group dynamics, such as managing multiple groups and adjusting to changes in behavior or energy levels within the groups?
- ☐ Does the employee understand when to make a dog RED, how to communicate this to the team, and how to use catch poles or other tools for safety?

☐ Needs Improvement ☐ Proficient ☐ Exceeds Expectations

3. Advanced Group Management Skills

- ☐ Can the employee effectively manage dog flow, gate manners, and group control, even during busy or challenging conditions such as bad weather or large group sizes?
- ☐ Is the employee proficient in leading group play and ensuring all dogs are engaged and safe, while preventing and managing conflicts?
- ☐ Does the employee demonstrate the ability to think ahead and adjust group activities based on the needs and behaviors of the dogs?

☐ Needs Improvement ☐ Proficient ☐ Exceeds Expectations

4. Understanding and Implementing Additional Services

- ☐ Is the employee familiar with additional services like bath/nail/brushout, and can they offer these services to customers proactively?
- ☐ Can the employee effectively read, interpret, and print add-on sheets, ensuring all services are accurately communicated to the team and customers?
- ☐ Does the employee understand the importance of upselling, how to identify opportunities for additional services, and how these contribute to the business's success?

☐ Needs Improvement ☐ Proficient ☐ Exceeds Expectations

Proficiency in Cleaning and Maintenance Protocols

- ☐ Has the employee effectively managed cleaning solutions and equipment, following safety and hygiene guidelines?
- ☐ Is the employee capable of performing thorough kennel cleaning, including routine and deep cleaning procedures?
- ☐ Can the employee manage waste disposal effectively, including handling unusual waste and maintaining cleanliness of indoor and outdoor areas?
- ☐ Has the employee consistently adhered to the established cleaning schedule and standards?

[] Needs Improvement [] Proficient [] Exceeds Expectations

5. Completion of PackPro Group Management Course Online

- ☐ Has the employee successfully completed the PackPro Group Management Course Online, and have they demonstrated their learning through practical application in managing groups?

Manager Comments:

1. Provide specific examples of the employee's strengths in advanced operational tasks and group management.
2. Identify areas where the employee may need further development or support.
3. Mention any instances where the employee has shown leadership, initiative, or innovative thinking.
4. Provide feedback from other team members or customers regarding the employee's performance.

Action Items:

1. Schedule advanced training sessions or workshops for areas needing improvement.
2. Assign specific goals for the next 30 days, focusing on enhancing group management and additional services.
3. Plan a mid-cycle review meeting in two weeks to track progress and adjust goals as needed.

Signatures:

Employee: _____

Manager: _____

Date: _____

Days 61-90: Advanced Mastery and Dog Management Preparation

Objective: Achieve full operational mastery, demonstrating the ability to manage all responsibilities independently and showing readiness for managing groups of dogs.

Advanced Group Management Tools

- ☐ Effective Use of Whistles, Paddles, and Other Tools
- ☐ Advanced Communication with Walkie-Talkies

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Training and Monitoring Dogs

- ☐ Identifying Training Dogs and Their Needs
- ☐ Monitoring Training Dogs and Reporting to Trainers
- ☐ Reinforcing Basic Training Commands

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Clean-Up After Group Sessions

- ☐ Final Poop Checks and Securing Equipment
- ☐ Rolling Up Hoses and Refilling Water Bottles

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Handling Group Issues

- ☐ Managing Zoomies, Rough Play, Gate Crowding, etc.
- ☐ Implementing Group Correction Sequences
- ☐ Executing Fight Protocols

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

Completion of Learning with Staff Development Coach

- ☐ Completion of the Shady Acres Pet Ranch Dog Management and Behavior Course
- ☐ Hands-on competency demonstrations with the Staff Development Coach
- ☐ Review and application of Operant and Classical Conditioning principles
- ☐ Understanding and managing predatory behaviors and drift in playgroups
- ☐ Mastery of tools such as the catch pole, dressage whip, and rattle paddle
- ☐ Execution of the fight policy, including response and management of dog fights

Employee Initials: _____

Facilitator Initials: _____

Date of Instruction: _____

PackPro New Dog Evaluation Online Course

- ☐ Completion of Course
- ☐ Employee Initials: _____
- ☐ Verified by: _____
- ☐ Date of Completion: _____

90-Day Final Checkpoint: Full Operational Mastery

1. Mastery of Group Management and Handling Challenging Dogs

- ☐ Has the employee demonstrated full competency in managing large and diverse groups of dogs, ensuring safety and engagement for all?
- ☐ Can the employee adjust management strategies according to group dynamics, individual dog needs, and unexpected challenges?
- ☐ Has the employee effectively used all group management tools, including whistles, paddles, and walkie-talkies, to maintain control and communication?
- ☐ Can the employee recognize signs of potential conflicts or issues in groups and take preventive action before they escalate?

[] Needs Improvement [] Proficient [] Exceeds Expectations

2. Proficiency in Cleaning, Maintenance, and Waste Management

- ☐ Has the employee shown proficiency in managing all cleaning solutions and equipment, following strict safety and hygiene standards?
- ☐ Can the employee perform thorough kennel cleaning, including deep cleaning procedures, without supervision?
- ☐ Is the employee able to manage waste effectively, including the disposal of unusual waste, and maintain cleanliness throughout the facility?
- ☐ Does the employee consistently maintain a high standard of cleanliness and organization in all areas, even during busy periods?

[] Needs Improvement [] Proficient [] Exceeds Expectations

3. Expertise in Training and Monitoring Dogs

- ☐ Can the employee identify and monitor training dogs effectively, reporting accurately to trainers and adjusting training reinforcement as needed?
- ☐ Has the employee reinforced basic training commands appropriately during group sessions, and can they adapt training techniques to individual dogs' needs?
- ☐ Does the employee handle post-group session clean-up thoroughly and efficiently, ensuring all equipment is secured and areas are clean?
- ☐ Can the employee work closely with trainers to ensure continuity of training programs, providing feedback and observations that contribute to the dog's progress?

Needs Improvement [] Proficient [] Exceeds Expectations

4. **Handling of Complex Group Dynamics and Emergencies**

- ☐ Is the employee capable of managing complex group dynamics, including mixed temperament groups and dogs with behavioral challenges?
- ☐ Has the employee demonstrated the ability to implement group correction sequences effectively, maintaining order and safety during group play?
- ☐ Can the employee execute fight protocols swiftly and safely, ensuring the safety of all dogs and staff?
- ☐ Does the employee demonstrate a calm, controlled approach during emergencies, and can they take charge of situations to ensure a positive outcome?

[] Needs Improvement [] Proficient [] Exceeds Expectations

5. **Completion of Shady Acres Pet Ranch Dog Management and Behavior Course**

- ☐ Has the employee successfully completed the course with the Staff Development Coach, demonstrating mastery in all competencies, including understanding dog behavior, managing playgroups, and responding to emergencies?
- ☐ Can the employee apply the principles of Operant and Classical Conditioning in managing dogs, and have they shown an understanding of predatory behaviors and how to handle them in a playgroup setting?
- ☐ Has the employee demonstrated proficiency in using all tools provided, such as the catch pole, whistle, and rattle paddle, to manage dog behavior effectively?

[] Needs Improvement [] Proficient [] Exceeds Expectations

6. **Completion of PackPro New Dog Evaluation Online Course**

- ☐ Has the employee successfully completed the PackPro New Dog Evaluation Online Course, demonstrating their ability to evaluate and manage new dogs in the facility?

Manager Comments:

1. Provide detailed feedback on the employee's overall performance, including specific strengths and achievements in their role.
2. Highlight any areas where the employee has exceeded expectations or demonstrated exceptional skill.
3. Discuss any areas where the employee could continue to develop, including suggestions for future growth and career advancement.
4. Include feedback from peers, customers, and trainers to provide a well-rounded view of the employee's progress.

Action Items:

1. Determine the next steps for the employee, including any additional training, mentorship, or leadership opportunities.
2. Set long-term goals for the employee's continued development and success within the company.
3. Plan a follow-up meeting to discuss career progression and any potential new responsibilities.

Signatures:**Employee:** _____**Manager:** _____**Date:** _____