



**Everyday Adoption Center (EAC)
Partner Manual**

PET SMART
Charities

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Introduction

Welcome to the PetSmart Charities Everyday Adoption Center Program. You are part of a unique and life-saving program designed to both increase the pet adoption rate and optimize pet adoption awareness in your community. We're glad to have you as part of our team!

You have been selected for your ability to care for adoptable pets, engage the public to help place pets, build public awareness, and be a role model for your community. Thank you for your commitment to this program and to the homeless pets in your community.

As animal welfare experts in your community, the organization that you represent as a paid staff member or volunteer should have provided training related to safe pet handling, facility cleaning and maintenance, personal safety, and customer service prior to you supporting the Everyday Adoption Center (EAC).

It is the responsibility of your organization to train employees and volunteers. The organization is responsible not only for the safety and wellbeing of the pets in its care, but also for the employees and volunteers in its service. ***If, before or after reading this manual, you feel that the training provided by your organization was inadequate, alert your supervisor and discontinue supporting the PetSmart Charities Adoption Program until your training is completed.***

If you are a volunteer, your organization is required to have you sign a volunteer waiver and ensure the waiver is kept on file at the organization's facility. The waiver must include language that waives any and all claims against PetSmart and PetSmart Charities.

In this manual, both paid staff members and volunteers are referred to as "personnel." EAC personnel work closely with PetSmart store staff, but the roles of EAC personnel and store staff differ. The easiest way to delineate roles and responsibilities is to remember each partner's mission. EAC personnel are focused on saving pets' lives, and they are the experts on the pets in their care. Store staff focuses on operating a successful business to enhance pets' lives. They are the experts at maintaining a fantastic customer experience. To develop a strong and lasting relationship, EAC leads/managers and store leadership should meet weekly, at a minimum, to set and discuss joint goals.

Before you get started in the EAC, here are a few key points to remember:

This manual must be reviewed and adhered to by all Everyday Adoption Center personnel, paid and volunteer. All personnel are required to conduct themselves with the public and maintain the EAC in accordance with the protocols within this manual.

The policies and procedures outlined in this manual are essential for the health and safety of people and pets. They are nonnegotiable; you must adhere to them. We take the health and safety of the people and pets in our care very seriously.

Most of the content in this manual is in a production-based format. Everything you will learn is critical to the health and safety of people and the pets in your care. If you have any questions about the training content in this manual, contact the Store Leader immediately.

If at any time you feel you cannot support policies and procedures as they are listed in this content, alert the Store Leader immediately.

The PetSmart Charities In-Store Adoption Program is a valuable resource for animal welfare organizations within a community. We take pride in our program and want to do everything possible to ensure its success. If you ever have a question pertaining to safe pet handling and the correct maintenance of the EAC, do not hesitate to speak with the Store Leader or the Center of Excellence Manager for Adoptions at PetSmart Charities.

This manual is to be used in conjunction with the PetSmart Charities Adoption Partner Manual. EAC partners are accountable for reviewing and complying with both manuals.

1 – GETTING STARTED

Before getting started with Adoption Center maintenance, we'll look at the components of PetSmart customer service expectations. After all, when cages are clean and pets are healthy, your main focus will be customer interaction!

As a member of the team responsible for the pets in the Everyday Adoption Center, your focus is within the EAC. However, if your organization also maintains cats in the additional space within a PetSmart store, the responsibility of that space and the pets in it are also within your scope.

Customer Service Expectations

Professional and courteous behavior is the foundation for a positive adoption experience. The PetSmart customer service model is referred to as **The Trusted Partner**. You have the power to be a trusted partner to every pet parent and their pet through three key customer-focused stages: Engage, Build and Share. We're passionate about pets and their parents, and it's our goal to take the best possible care of them from the moment they walk through the door to the moment they leave.

At PetSmart Charities, we support the same level of excellent customer service expectations that PetSmart exemplifies. The Trusted Partner is PetSmart's service model. The Trusted Partner speaks to how we should treat everyone from associates and Adoption Partners to the pets and pet parents who shop in PetSmart stores. The Trusted Partner supports the vision of providing total lifetime care to every pet and every parent, every time.

The Trusted Partner Fundamentals:

Engage Authentically

Build Relationships

Share Solutions

THE TRUSTED PARTNER

Your guide to delivering excellent customer service



Engage

Engage authentically with each pet parent by creating an atmosphere that makes the pet parent feel welcomed, comfortable, and excited about the experience they receive when adopting at PetSmart.

Build

Once you greet the pet parent and they seek your assistance, continue to ask open-ended questions allowing you more opportunities to get to know the pet parent and their pet's needs.

Share

Once you have learned the pet parent's needs, connect an associate with the pet parent so they can provide an opportunity to make an informed decision on which products will help better transition the pet into their new forever home.

Safety

All adoption program personnel must maintain safe pet health, interaction, and cleaning practices. Knowingly handling or maintaining pets in any condition that is counter to the standards and policies outlined in this manual is grounds for dismissal from the adoption program. Adoption Partners are fully responsible for all actions and omissions of their employees and volunteers at all times.

Working with Adoption Ambassadors

A PetSmart Associate may be designated as an Adoption Ambassador. Store associates who serve in this key role ensure that Pet Parents who have just adopted a new pet are completely prepared with the products and services their new family member needs. The Adoption Ambassador is available during the busiest days to ensure that new Pet Parents receive a high level of customer service. This relationship also allows your organization to focus on saving pets' lives in the EAC.

Adoption Ambassadors are familiar with the store layout and with all the available products and services. They have a number of responsibilities:

- Help Pet Parent determine immediate needs for his or her new pet, including training, grooming, and veterinary care
- Review the Pet Checklist and Adoption Kit with the Pet Parent and explain services available
- Ensure the Adoption App is utilized to record the adoption and ensure that the Pet Parent receives the Adoption Kit containing coupons for products and services
- Help familiarize the Pet Parent with the PetSmart store and locate the products in the coupon book

The designated Adoption Ambassador's schedule will vary by store, but Adoption Ambassadors typically work Friday, Saturday, and Sunday during the store's busiest times. If you have any questions about this program or to stay informed about scheduling changes, ask the Store Leader for details.

The Pet Parent Experience

Pet Parents seeking to adopt a pet view you as the expert on the subject, and you are! You create the experience that will encourage a Pet Parent to adopt a pet rather than acquire one through other means.

Required forms, checklists, and processes are the best methods we've found for creating consistency and accountability in the adoption process. Tools and resources such as the Maintenance and Health Checklists help us maintain a professional, positive, and efficient adoption program where Pet Parents can feel confident in adopting a pet.

Every Pet Parent receives an Adoption Kit that includes valuable coupons from our partners at PetSmart and sponsoring vendors. When the Adoption Ambassador is on duty, you will contact him or her once the adoption process has been completed.

The Store Leader and the Adoption Captain will work with you to determine the best way to notify the Adoption Ambassador of a completed adoption. You will introduce the new Pet Parent to the Adoption Captain, who will escort the Pet Parent to the register, where the adoption will be entered into the Adoption App and the Pet Parent will receive the Adoption Kit.

The Adoption App form must be completed and submitted for the adoption to be complete and for the organization to be able to collect its adoption reward. ***Your organization is solely responsible for facilitating all adoptions. PetSmart Associates are not permitted to complete adoption paperwork or collect adoption fees in Everyday Adoption Centers.***



ADOPTION RELEASE FORM



STORE NO. _____ DATE SCANNED _____ STORE INITIALS _____ GROUP NO. _____

Adopter - Please Complete: By completing this form, you agree to our Privacy Policy, which can be found at petsmart.com and petsmartcharities.org.

Give us your e-mail address to receive exclusive offers for your new pet.

E-Mail Address

Adopter's Name

Date

Address

City

State/Province

Zip/Postal Code

Phone #

Check box Yes! Sign me up for Pet Perks membership

You just need to provide your phone number on this form to enjoy exclusive in-store benefits & if you provide your email address, you will receive exclusive online benefits as a PetPerks member. Log on to petperks.com for personalized deal alerts.



Please read carefully and sign below.

Adoption Program

Thank you for choosing to adopt a pet. PetSmart and PetSmart Charities supports the adoption process by donating in-store space for use by qualified, pre-approved animal welfare organizations. These organizations are not affiliated with PetSmart or PetSmart Charities in any way. We cannot, and do not, guarantee the health of any of the pets available for adoption.

Initial _____

Your Pet's History

The animals available for adoption through the Adoption Program often come from a shelter environment and little is known about their past. Each participating animal welfare organization is concerned about the health of the animals in its care. These organizations exercise due caution to prevent disease transmission. Because health care procedures can vary by agency, please request detailed information regarding the health care administered to animals in the adoption organization's care.

Any questions regarding your pet's health should be directed to the adoption group. In addition, we strongly encourage a quarantine period for newly adopted pets. During this period, your new pet should be housed separately from other pets in the home. This will let the pet adapt to the new environment and allow monitoring for any possible signs of disease or aggression.

Initial _____

Important: Please read the information on the reverse side regarding Common Feline and Canine Diseases.

Your Pet's Current Health and Follow-Up Health Care

It's imperative that you make an appointment for your new pet with a veterinarian as soon as possible. The veterinarian can check your pet's health and give you valuable information regarding warning signs of illness. With any new pet, it's possible they may have been exposed to diseases that may not show symptoms for several weeks. Some of these diseases may be transmittable to other pets in your household and even to people. Veterinary fees incurred (such as diagnostics, vaccines and/or medications) are the responsibility of the pet owner.

Initial _____

Privacy Policy

For details about how we use your information (including with respect to our use of service providers located inside and outside of Canada), see our privacy policy at petsmart.com or contact our Privacy Officer at the contact information below. Unless you opt-out, we may: (1) send you information and special offers by mail or e-mail regarding products or services that may be of interest to you; and/or (2) share your personal information with third-parties so they may contact you by mail and e-mail for their own marketing purposes. To opt-out call 888-936-9638 or email CustomerCare@petsmart.com.

I hereby release PetSmart, Inc., PetSmart Charities, Inc., the adoption agency, and their agents of any liabilities related to the adoption of this pet from the adoption program.

Signature _____

Adoption Agency - Please Complete		Adoption Fee \$ _____	Altered <input type="checkbox"/> Yes <input type="checkbox"/> No
Adoption Agency <input type="text"/>			
Pet's Name <input type="text"/>		Year Pet Was Born _____	Pet's Age _____
Dog <input type="checkbox"/>	Puppy (<1 Year) <input type="checkbox"/>	Cat <input type="checkbox"/>	Kitten (<1 Year) <input type="checkbox"/>
12_MKTOPS_0635		Phoenix Home Office - Top	Store - Pink
		Customer - Blue	

Staffing Expectations

Your organization has agreed to have a minimum of two people at the EAC all times that the store is open. This can consist of a staff member and a volunteer, but at least one paid staff member must be present at all times. This minimum staffing level is established for the safety of the pets in your care, but it is also important to maintain the experience PetSmart customers have come to expect! You are part of their overall experience.

It is important to be punctual for your shift. You are expected to arrive and depart using the schedule set by Store Leadership and PetSmart Charities. Plan to arrive early enough to ensure everything is clean and ready in time to open the EAC as scheduled. If the PetSmart store is closed to the public for any reason, it is the partner's responsibility to schedule personnel to feed and care for the pets in the EAC. While care time and personnel may vary, Store Leadership must be present to unlock and lock the store.

A representative from your organization should be at the EAC front desk at all times. Meals and breaks should be taken either offsite or in the PetSmart break room. Food and beverages are not permitted in the EAC unless they are kept in the refrigerator or a designated location in the Maintenance Room. Please note that pets are not allowed in the break room.

During the period between Thanksgiving and New Year's, PetSmart stores may be open extended hours. As an adoption partner, you are not required to extend your hours during this time. However, your organization may decide to do so. These and any other changes to the schedule should be mutually agreed upon by the organization, PetSmart, and PetSmart Charities at least 24 hours in advance.

Personnel Requirements

All personnel must meet the following requirements:

Volunteers must be at least 14 years old; any volunteer under the age of 18, not including the other required staff member, must be accompanied by an adult at all times.

All employees must be 18 years or older. All adoption partners are required to use a volunteer waiver and ensure it is signed by each volunteer and on file at the organization's facility or office. The waiver must include language that waives any and all claims against PetSmart and PetSmart Charities.

Dress and Appearance

All personnel must dress appropriately in modest attire (for instance, jeans, t-shirts with or without organization logo) with a nametag and closed-toe shoes.

For the safety of pets and personnel, jewelry should be kept to a minimum. No visible facial jewelry is permitted.

Clean, manageably styled hair that will not cause a hazard is also important. Men with shoulder length or longer hair must secure hair in a ponytail. Facial hair should be closely trimmed, neat, and professional.

To maintain the level of professionalism expected of PetSmart associates, partners should dress in a manner that is appropriate for public, in-store adoptions. Clothing should be appropriate for both facilitating adoptions and handling animals while in a retail environment.

Some types of clothing that do not meet this standard include shorts, sweatpants, sweatshirts (except company-sponsored sweatshirts), jogging suits, bib overalls, leggings, Lycra, stirrup pants, miniskirts, spaghetti-strap dresses, tank tops, halter tops, slippers, and flip flops or thong sandals.

Personnel must not chew gum or tobacco while working in the EAC.

Safety

To ensure safety for pets, Pet Parents, and personnel, distractions should be minimized.

Relatives, friends, and significant others should not visit during shifts unless they are also scheduled adoption partner personnel.

Personal pets must be left at home.

Personal belongings should not be brought into the store. PetSmart and PetSmart Charities cannot be held responsible for lost or stolen items.

Any purchases should be made before or after your Adoption Center shift and removed from the store immediately.

All personnel should understand safe lifting practices for picking up or carrying items or pets.

Ensure all items are stored securely; take care in removing or placing items in designated storage areas to prevent items from falling.

Personnel who manage leashed pets must be aware of the pets' behavior and capable of responsible management of pets at all times. Only non-retractable leashes no longer than six feet should be used.

Behavior

PetSmart Charities requires that EAC personnel maintain high standards of behavior. These standards are intended to preserve the safety of pets and personnel, ensure a positive experience for potential Pet Parents, and reflect the values of PetSmart Charities and of your organization.

Drug/alcohol use – PetSmart Charities fosters an environment free of drugs and alcohol.

Harassment/Discrimination – These behaviors will not be tolerated in any form and are grounds for immediate termination from the Adoption Program.

Disparagement – Adoption partner representatives shall not disparage PetSmart; PetSmart Charities; any PetSmart products, services, or associates; Banfield, The Pet Hospital; or the activities or reputations of any other organizations participating in the Adoption Program.

Remember, you are a representative of your organization. Your appearance and behavior should reflect your expectation of potential adopters.

If you have questions about any of these policies, discuss them with your Center of Excellence Manager for Adoptions at PetSmart Charities.

Shared Space

Several organizations may participate in adoptions at a single PetSmart store. Personnel from all organizations are expected to exhibit professionalism and courtesy. Any questions or concerns should be directed to the Store Leader for resolution. **Pet overpopulation is a not an isolated issue. We welcome partners that adhere to our guidelines regardless of whether they are from another county, or province.** Regardless of where a partner or volunteer resides, each is expected to abide by state, local, and municipal laws and regulations.

Communication Chain

It cannot be stated enough that a strong and lasting relationship is built on solid communication. Regular communication builds and maintains a sound program. Our most successful partnerships are based on this principle. All protocols, personnel concerns, pet needs, and maintenance processes must be discussed regularly between Store Leadership and the PetSmart Charities COE. The Store Leader holds the lead position on the store team. The EAC Leader should have weekly meetings with the Store Leader to maintain open dialogue and address any issues.

Presentation Matters

Pet Parents visit the EAC because they feel your organization is a community leader in animal welfare. As a leader, it is your responsibility to hold yourself accountable for the optimal care of the pets and adherence to safety and cleanliness protocols. This also means taking into account environmental considerations that affect a Pet Parent's experience.

Visual Appeal

Just because a cage is clean doesn't necessarily mean its appearance is appealing. Consistency in bedding, bowls, cage cards, and even written pet descriptions make

up the “total picture.” Within the parameters of approved supplies and materials, you have all of the components to create and maintain a happy, healthy selection of enthusiastic and friendly pets.

Scents Appeal

One of the most frequently noted concerns in a shelter environment is odor. Staying on top of messes, taking out the trash often, and keeping surrounding areas thoroughly sterilized will minimize or even eliminate odor concerns. You have all of the supplies and equipment right in the EAC to keep it safe and clean and exceed your Pet Parent’s expectations.

Atmospheric “Pressure”

The final, and most important component of a great presentation is YOU! You are a matchmaker for pets and Pet Parents. Your demeanor with pets and Pet Parents can make or break the adoption experience. You must provide the inviting and comfortable atmosphere that fosters a positive adoption experience. Leave personal concerns at home. The pets in the EAC are relying on you to find them loving homes. Make every interaction personal and friendly – the pets appreciate it, and so do we!

General Overview

As you’ll read on the following pages, PetSmart Charities has many policies and procedures related to people and pet safety and care as well as safe cleaning practices. Use each guideline, standard, policy, and procedure to understand the required protocols and maintain the center.

Here are some quick reminders about key concerns.

Pet Handling

Your organization is required to provide training to all personnel prior to their support of the pets in the EAC. Untrained staff may not handle pets.

If at any time you feel a pet is being mistreated, contact your organization’s leadership and the Store Leader immediately.

Cleaning and Maintenance

The maintenance protocols detailed on the following pages cover all aspects of maintaining a safe and healthy EAC. Adherence to these procedures is required. Policies and procedures may not be augmented or adjusted by EAC personnel.

If you have a concern related to any of these policies and procedures, or witness a violation, contact the Store Leader or the Center of Excellence Manager for Adoptions at PetSmart Charities.

Pet Interactions

The EAC can be very busy at times, with multiple prospective Pet Parents seeking pet interactions simultaneously. Permit only as many pets to interact with potential adopters as is safe given the available personnel.

Always be mindful of young children to prevent anyone placing their fingers within cages. Children should never be unattended when in the EAC. With the right level of customer service and attention to detail, most accidents can be prevented.

Hose Cubbies

Hose cubbies are placed in specific areas of the Dog Atrium. When using the hose, be careful to prevent a trip hazard, particularly when the hose must be dragged across walkways.

Relief Room Toilet

The relief room toilet is for the disposal of solid dog waste only. Never flush plastic bags or kitty litter down the toilet. When emptying a scoop, do not hit the scoop against the side of the porcelain, as this will crack the bowl.

Scent Generator

Battery-operated scent generator units are placed in specific areas of the Dog Atrium and Cat Center. Refills are provided. Check these units on a weekly basis to ensure they are working properly.

Hand Sanitizer/Soap Dispensers

Refills are provided for hand sanitizer and soap dispensers. Check these units on a weekly basis to ensure they are working properly.

Phone & Voicemail System

A desk phone with one phone line is provided and maintained by PetSmart. The phone line is integrated with the store's auto-attendant system. The phone has voicemail capability with a prerecorded greeting. If you are on the phone when someone calls, the voicemail system will ask the caller to leave a message. A light on the phone will indicate that a message has been left.

EAC staff are responsible for retrieving the messages. Be sure to check for messages at least once daily. There is a light on the phone that indicates when a message has been left.

To retrieve messages, press the message key and enter PIN 147369.

A cordless phone tied to the same line will be provided for use in the center. Ensure that the phone remains in the center at all times.

General Pet Care & Safety Policy

The purpose of this policy is to ensure that adoptable pets are provided a safe, comfortable environment and treated with kindness and compassion by knowledgeable, caring, and well-trained individuals. All pets in the PetSmart Charities EACs must be kept safe and healthy.

This policy applies to all adoption partners working with adoptable pets.

Adoption partner management is responsible for ensuring that all personnel who handle or care for adoptable pets in the EAC adhere to all pet-care policies, procedures, tools, and guidelines, including all governing state, local, and municipal laws and regulations.

All personnel working with adoptable pets are required to wash or disinfect hands thoroughly before and after handling a pet.

Ill or injured pets must be removed from the general population and kept in the Isolation Room until they can be removed from the facility. They should be removed from the facility within two hours and not returned until they are completely healthy.

Adoption partners are required to seek veterinary care for adoptable pets with anything more serious than minor injuries or illness, or when personnel on site are uncertain about a pet's condition.

Adoption partners are required to report any instance of perceived inhumane pet treatment to the COE Manager or Store Leader.

Inhumane treatment of pets, or failure to report such treatment when it's observed, is not tolerated and is grounds for dismissal from the EAC program.

2 – EVERYDAY ADOPTION CENTER APPEARANCE & STANDARDS

Now that you've learned a bit about our customer service expectations, it's time to understand the required EAC appearance and standards.

This section will focus on the “front end,” a.k.a. “customer-facing expectations.” Think of this as the starting point for all pets and Pet Parents who spend time in the center.

The EAC must be maintained with the utmost efficiency and organization in mind. Consider this section as the “pre-adoption” section. The standards you learn here must be in place before well-managed and consistent adoptions can occur.

EAC Appearance & Maintenance Standards

Appearance Standards

A clean, organized EAC supports the adoption partner’s commitment to the total lifetime care of pets. For the safety of the pets, items such as external furnishings, and/or plants are not permitted in the EAC.

The following guidelines must be followed:

- Adoption Center cage areas are clean, organized, and free of clutter
- Stainless steel food and water bowls/tray in all cages/kennels
- Cage locks on all cages
- Approved PetSmart Charities cage cards on all cages housing pets, completed with information that might be helpful to potential Pet Parents
- Task list posted
- Litter boxes clean in appearance
- All supply cabinets organized and stocked with approved supplies
- All cleaning supplies and equipment sanitized and in good working condition
- Pet transport carriers stored in designated area
- Wall-mounted disinfectant hand sanitizer stocked and in good working order
- Wall-mounted soap dispenser, if applicable, stocked and in good working order
- Additional requirements as specified by state or local laws



Adopt me and receive a coupon from our sponsors for a FREE bag of Simply Nourish™ or Authority® pet food!

Valid with dog or cat adoptions only. See Associate for details.

Proudly sponsored by:



Date of Arrival at Store

Adoption Partner Adoption fee \$

Pet's Name My Approx. Age Gender: M F

Breed/Mix Pet Description

Date Combo Vaccine Administered

Date Rabies Vaccine Administered (If age appropriate)

This Pet has been spayed or neutered
Appropriate vaccination records are current and available

Neat things to know about me

.....
.....
.....
.....
.....
.....
.....
.....
.....

Ask my adoption representative for details

Maintenance Standards

For the health and safety of the pets as well as for appearance, the cleanliness and condition of the EAC and its equipment are of the utmost importance. Follow all step-by-step opening and closing cleaning instructions as described in the Cleaning Guidelines.

All items inside the EAC should be in proper working order at all times. Inspect your center on a weekly basis for items that may be in need of repair. If you discover an issue, inform the Store Leader. He or she will review the damage and submit a repair request through the PetSmart Fusion tool. Most repairs are completed quickly once the request is submitted through Fetch

If you see a problem that could result in harm to people or pets or damage the center, inform the Store Leader or PetSmart Charities immediately.

The following items should be checked on a regular basis. Notify the Store Leader immediately if any issues are observed.

- EAC ventilation system working
- Cages in good repair
- Cage locks in good working order. Check all hardware to ensure that door closures work properly and that all screws, bolts, and nuts are present and tight
- Signage legible and in good repair

Supply Ordering Standards

Supplies include cleaning products and may also include pet food, treats, and approved toys that can be sanitized. PetSmart provides many of the supplies necessary to house pets safely and humanely.

The adoption partner must notify store leadership when supplies require replenishment by completing the Adoption Center Supplies Request Form. Adoption partners are prohibited from removing any supplies or merchandise from the sales floor without prior knowledge and approval of the Store Leader.

Allow adequate lead time for replenishment. Order *before* you run out of a supply item.

Front Desk Standards

The EAC front desk is the entry point to the pet adoption experience. The front desk should be neat and organized at all times.

Adoption partner informational brochures may be displayed, but they cannot promote services that compete with PetSmart offerings, such as training, grooming, boarding, or with Banfield, The Pet Hospital veterinary care. Soliciting for fundraising is not permitted beyond a donation jar on the adoption counter.

An approved donation canister may be present, but it may only be available when adoption partner personnel are present.

A digital picture frame or photo album may be used to display the pets in the EAC or additional adoptable pets at the partners' facility.

Signage Standards

Adoption Center posted signage must include:

- Monthly calendar with adoption partner's schedule
- Hours of operation
- Safety of People/Pets window cling
- Come meet our adoptable dogs
- Come meet our adoptable cats
- Staff only
- Isolation room signage

No unauthorized signage may be posted without Store Leader approval. This includes handmade signs, organization banners, cause-related materials, donation solicitations, or any other material.

EAC Security Standards

Attention to security is necessary to ensure the safety of pets and people. Be sure to follow security standards carefully.

- Keys for cage and door locks are supplied to EAC personnel and store leadership. If the keys are lost, inform the Store Leader immediately
- The EAC medicine cabinet must be locked at all times with only the EAC personnel and Store Leadership having access
- Extra keys to cages, door locks, and the medicine cabinet are to be stored in the lock box in the store's Cash Office and signed out only to EAC Partners/Volunteers or Store Leadership
- Pet intake should always occur through the EAC exterior door, where possible, or through the front door of the store. When using the EAC exterior door, a member of PetSmart leadership must disarm and rearm

the door. A Store Leader must also remain present the entire time the door is disarmed. Pet intake may never occur through the receiving area

- Outside of the EAC, all pets are to be safely secured at all times. Dogs should be kenneled or leashed. Cats are to be kept in secure carriers
- Some EACs have doors to the sales floor from a Meet and Greet room or Playroom. These doors provide areas where Pet Parents can introduce their dogs to a prospective adoptable dog. This door is to remain locked at all times except when these areas are in use to facilitate a meeting with an owned pet
- Personal effects such as purses and phones must be kept in a secure location. PetSmart and PetSmart Charities are not responsible for lost or stolen personal items
- Potential Pet Parents visiting the EAC must leave all merchandise outside of the EAC

EAC Records Standards

Pet-specific records must be maintained electronically (or in accordance with local and state laws) or kept in a file located within the EAC. Records must include:

- Vaccination history
- Any known history and veterinary information, including documentation of spay/neuter surgery

EAC Pet Inspection Standards

As with all other pets in the store, Store Leadership may inspect pets in the EAC several times daily. At intervals throughout the day, a member of Store Leadership, other than the Salon Leader or PetsHotel Leader may complete the Adoption Center & EAC Maintenance Checklist as part of pet health/maintenance standards.

This inspection may include a survey of the general condition of the pets and facility, verification that policies and procedures are being followed, and attention to safety and loss prevention concerns. This includes:

- All pets in the EAC appear healthy and are not displaying signs of aggression.
- All pets have access to clean water.
- The cages, Meet and Greet rooms, play areas, and Relief Rooms in the Adoption Center are clean and free of odor.
- All pets are properly identified with cage cards.

- There is nothing around any pet's neck except approved pet ID bands, as applicable.
- Pets are not permitted to wear any type of clothing while housed in the Adoption Center.
- Pets are properly contained and are not left unattended while outside a kennel.
- Pets are alert and show no signs of excessive stress.
- Pets are not soiled.
- Personnel are to be in the playroom when more than one dog is present.

Capacity and Volume Standards

At all times, the adoption partner must ensure that the EAC is populated with animals for adoption at a level specified in the Adoption Policies or as otherwise specified by PetSmart Charities. The adoption partner shall comply with all applicable laws and Adoption Policies related to containing animals in the Adoption Center.

On average we have found that our partners are able to complete 20 adoptions a week from an EAC.

Vaccination & Health Requirements

To ensure optimum care of adoptable pets, PetSmart Charities adheres to strict vaccination and health requirements.

All animals, prior to being transported to the EAC, must be given an examination and preliminary health assessment by a licensed veterinarian to ensure each is healthy, spayed or neutered, and adoptable. All animals must be deemed behaviorally safe for adoption and public interaction by an individual trained or certified in an industry accepted behavior assessment protocol, or another protocol if specifically approved by PetSmart Charities in writing and in advance. Pets must be evaluated for overall health, have appropriate vaccinations, and must have been in the care of and monitored by the adoption partner for a minimum of 48 hours prior to entering the EAC.

It is strongly recommended that vaccinations be administered 10 days to 2 weeks prior to arrival at the EAC. No pet is permitted in the EAC for a minimum of 24 hours following surgery.

Under no circumstances should micro chipping and/or spay/neutering take place in a PetSmart store or parking lot. This is to ensure that these services are performed in the appropriate environment as well as to comply with state and local laws, and the business agreement of our partner, Banfield, The Pet Hospital.

Vaccination Requirements

Vaccination requirements can vary based upon the age of the pet and state or local regulations. It is the adoption partner's responsibility to ensure that all pets are vaccinated in compliance with local and state ordinance.

Records of all vaccines a pet receives must be accessible from the adoption partner's computer. Complete vaccination records must be provided to the Pet Parent upon adoption. Records must include the name of the veterinarian that administered the rabies vaccine.

To maintain the health of pets in the EAC, vaccinations may be administered by an adoption partner only when the store is closed to the public. All materials used for vaccinating, including syringes, must be removed following vaccination and cannot be discarded on PetSmart property.

Rabies

A Rabies Certificate or Vaccination Record showing a current rabies vaccine for every age appropriate pet available for adoption, unless required by law, is required. Additional records can be included in the pet's file if they are available.

All age appropriate animals must be vaccinated for rabies, except in the state of Hawaii. The vaccine must be administered by a veterinarian or veterinarian's representative and must be given in accordance with state law or, if not required by the state, in accordance with the schedule below. State or provincial laws typically specify rabies vaccinations for:

- Puppies at 16 weeks
- Dogs every year or every three years as directed by veterinarian
- Kittens at 15-16 weeks of age
- Cats every year or every three years as directed by veterinarian

Puppies/Dogs

All dogs and puppies must have at least the first series of vaccinations and be monitored for a minimum of 24 hours following vaccinations before being placed for adoption at a PetSmart Charities Adoption Center.

Required vaccinations include:

- Distemper-Parvo (commonly known as DPP, DAPP or DHLPP)
 - Puppies at 6 to 8 weeks, again at 12 weeks and 16 weeks. No puppies under 8 weeks should be available for adoption.
 - Dogs every year or every three years as directed by veterinarian

- DHLPP is required for the state of Maine
- Bordetella – Dogs every year

Kittens/Cats

All cats and kittens must have at least the first series of vaccinations and be monitored for a minimum of 48 hours following vaccinations before being placed for adoption at a PetSmart Charities EAC or 7 Day Cat Adoption Center.

Required vaccinations include:

- Rhinotracheitis, Calicivirus, Panleukopenia (FVRCP or FVRCCP)
 - Kittens at 6 to 8 weeks, again at 12 weeks and 15 weeks of age. No kittens under 8 weeks should be available for adoption.
 - Cats yearly or every three years as directed by veterinarian

Feline Leukemia

Feline Leukemia-positive, FIP, and FIV-positive cats are considered “special needs” and may not be kept in the EAC, although they may be offered for adoption via a photo book or digital frame display. The EAC is not an optimal environment to house cats with these conditions due to the added stress they are likely to endure.

PetSmart and PetSmart Charities do not require testing or vaccination for Feline Leukemia, but it is strongly recommended that testing be done prior to or at the time of adoption to avoid potential infection of other cats.

Deworming

It is highly recommended that all pets be tested for intestinal parasites via a fecal examination by a veterinarian prior to intake at the EAC. Cats and dogs should be dewormed as needed prior to coming to the store. The medication may also be administered on site before or after core business hours. Prescription deworming medication may not be kept in the EAC unless it has been prescribed for a specific pet and needs to be administered by an EAC staff member or volunteer.

Post Surgery

Pets must be recovered from surgery, including sealed surgery sites and associated medication, and must be a minimum of 24 hours post-surgery before being placed in the EAC. Adoption partners are responsible for evaluating each pet and determining adoption readiness. Partners must provide post-adoption surgery care instructions to Pet Parents. Pets at the EAC may not be sedated.

Medications

For the health of the adoptable pets in our Adoption Centers, EAC personnel may administer medications (excluding injections) provided by a veterinarian to adoptable pets at the EAC. This procedure applies only to Everyday Adoption Center locations and not to 7 Day Cat Adoption Center pets.

All medications brought into the EAC by the adoption partner must be kept locked in the appropriate, secured cabinet with only EAC Personnel and Store Leadership having access.

Pets that cannot be cured with medical care cannot be available for adoption at the EAC. All pets must be healthy or healthy manageable before being placed for adoption in the EAC.

- Healthy – the pet shows no sign of disease, injury, or condition that adversely affects the pet’s health now or in the future.
- Healthy manageable – the pet’s health can be managed, and the pet will likely maintain a satisfactory quality of life if given appropriate medical or long-term care. Healthy manageable pets may have conditions such as arthritis, allergies, or hyperthyroidism.

Medication Administration Procedures

Medications, vitamins or supplements may be prepared and administered by EAC personnel, provided that required procedures, outlined below, are followed.

Under no circumstances may the adoption partner provide public micro chipping, spay/neutering vehicles, or outside veterinary service vehicles on PetSmart premises.

Step	Action
1	Provide medications, vitamins, and/or supplements in their original containers with labels clearly stating the type of medication and the dosage.
2	Ensure that all prescription medications are approved for use by a veterinarian and documented proof of use is on file for each pet.
3	Verify that medications are not controlled drugs and are not being used for: <ul style="list-style-type: none">• Sedation• Chemotherapy• Treatment of contagious illness or condition• Treatment of any zoonotic (transmissible to humans) diseases except internal parasites

	(See list of non-approved medications below for more detail) Pets that are post-surgery may have medications administered short term after surgery.
4	Verify that medications are documented on the pet's cage card to alert potential Pet Parents to the pet's special needs.

Non-approved Medications

Pets offered for adoption in the EAC may not be administered controlled substances, chemotherapy agents, sedatives, or injections. These medications may include, but are not limited to:

Controlled Substances

- Butorphanol – Torbutrol or Torbugesic
- Fentanyl
- Diazepam – Valium
- Phenobarbital – Solfoton

Chemotherapy Agents

- Chlorambucil – Leukeran
- Cyclophosphamide – Cytoxan
- Azathioprine – Imuran

Sedatives

- Acepromazine – Prom Ace
- Butorphanol – Torbutrol or Torbugesic

Injections

- Insulin
- Fluid Supplementation
- Injectable Pain Medication

General Care of Adoptable Pets

It is ultimately each adoption partner's responsibility to ensure that its adoptable pets are provided a safe and comfortable environment and treated with kindness and compassion by knowledgeable, caring, and well-trained individuals. Partners shall be fully responsible for all of their animals and for properly caring for them at all times.

To ensure safety measures at your organization's facility are aligned with the In-Store Adoption Program standards, site visits may be conducted at your organization's facility or foster home locations.

Adoption partner leadership is responsible for ensuring that all personnel who handle or care for adoptable pets adhere to all expectations outlined in this manual. Should your organization fail to address a concern in a reasonable amount of time, Store Leadership will document it as an issue and schedule a meeting to correct the problem.

Holiday Pet Care

PetSmart stores are closed only on Thanksgiving and Christmas. While the store will be closed, the pets inside the EAC will still require care. You are expected to staff the EAC adequately to ensure the pets are cared for appropriately. A minimum of one week prior to the holiday, EAC personnel should work with the Store Leader to schedule times to come in and care for the pets.

Length of Stay

Pets not adopted after a certain period of time must be rotated out of the EAC to the adoption partner's shelter or foster facility. Dogs should remain in the center no more than two weeks and cats can remain no more than three weeks. Pets that are rotated out may return to the facility after a break of at least one week.

Temperature Control

The temperature of each area of the EAC that houses adoptable pets must be monitored. This includes the kennel atrium, playrooms, and cat rooms. They must be maintained at 67°-80°F (20°-27°C). If the temperature rises above 80°F or falls below 66° for any reason, the adoption partner must alert the Store Leader. The adoption partner will be required to remove the pets if the temperature cannot be maintained.

Bathing water must be maintained at 75°-95°F (24°-35°C). Discontinue use of water and notify the Store Leader if the water temperature falls outside of this range.

Pet Interaction

Pet interactions can be fun and exciting, but they also present safety risks for the pet, personnel, and Pet Parents. To minimize risks for all involved, the following procedures and guidelines must be followed.

Overall Safety

Adoption partners must consistently monitor the EAC to ensure the safety of the cats and dogs and their interaction with Pet Parents.

All dogs should be allowed out of their kennels on a regular schedule and as deemed necessary by adoption partner to use the relief room and exercise in the Playroom. Dogs may be walked outside for relief. All waste must be picked up immediately. Dogs being walked outside must adhere to the dog walking procedure listed in this manual.

In order to showcase a pet, EAC personnel may be permitted to walk a dog in the store and outside on the designated path as per the dog walking protocol. This may be done only with the permission of the Store Leader.

Adoptable pets outside of the EAC (for instance, during removal for adoption completion or for shelter returns) must be either in a carrier or on a leash with a dedicated handler.

A leashed dog in the EAC must have a dedicated handler. Dogs may only be tethered to built-in tethering hooks during adoption completion or bathing.

When the adoption partner is restraining pets while moving within the store:

- Carry only one properly restrained pet at a time; no other pets may be within their control.
- Never leave tethered dogs unattended.
- Never use a slip lead or other self-tightening lead to tether a dog.
- Ensure that harnesses are not too tight. You must be able to place two stacked fingers under the harness comfortably.
- Tethering in kennels is not permitted.
- Cats are never to be tethered.

Within the EAC, unless an emergency occurs, only adoption partner personnel may handle an adoptable pet to show a potential Pet Parent.

Dogs must be comfortable with other pets and with people. Pets displaying overly rough play or signs of extreme stress or fear must be placed in a closed kennel and reevaluated for return to the adoption partner facility as needed.

Children under the age of 18 are not permitted to interact with pets without a parent or guardian present.

Adoption partner personnel are required to notify a parent or guardian if a child is too close and to stand between the child and the pet if the child does not move away from the area.

Playroom & Meet and Greet Rooms

Adoption partner personnel must be in attendance when the Playroom is being used by Pet Parents to meet pets.

The Playroom is to be used for:

- Safe exercise, play, and elimination for adoptable dogs.
- Single or multiple adoptable dog interactions as deemed safe and appropriate by adoption partner.
- Single or multiple adoptable dog interactions with Pet Parent and adoption partner personnel.

Meet and Greet Rooms are to be used for:

- Safe Pet Parent interaction with adoptable dogs (or cats where applicable).
- Single or multiple adoptable cat or dog interactions as deemed safe and appropriate by adoption partner personnel.
- Completion of adoption paperwork.

Adoption partner personnel must be in attendance when a Meet and Greet Room is being used by Pet Parents to meet pets.

Relief Room

While most elimination occurs in the Playroom during playtime, a Relief Room is provided inside the center to promote pet elimination. Outside relief is also available per the Dog Walking Protocol outlined in this manual.

If at any time you observe straining with attempted elimination or any other signs of illness (vomiting, lethargy, not eating, etc.), the pet should be returned to the adoption partner facility for veterinary observation.

Dog Walking Procedure

Giving dogs the proper exercise and exposure to the outdoors is important in maintaining the health and wellbeing of the pet. To help reduce stress and anxiety, as well as to stimulate the pet's overall health, use the following procedure for walking dogs on the property surrounding the EAC. It is very important that we keep pets and people safe during dog walking at PetSmart stores.

Daily Dog Walking Process

Prior to Walk

Step	Action
1	At the beginning of each shift, the dog walker must: <ul style="list-style-type: none">• Review the path a dog should be walked• Be familiar with the dog walking procedure• Work with a member of Store Leadership to determine that day's peak store hours and avoid walking dogs during that time (typically 12-4)
2	Communicate dog walking schedule with the Store Leader on duty
3	Prepare for dog walking activities: <ul style="list-style-type: none">• Obtain a harness/collar or a double slip lead/leash• If available, place the approved "Adopt Me" vest on dog• Attach the "Out for a Walk" sign on kennel
4	Ensure only one dog per walker
5	Be sure dog is properly restrained per the Transporting Pets Procedure found in the adoption partner folder
6	When the adoption partner is restraining pets while moving within or out of the store they may transport only one properly restrained pet at a time; no other pets may be within their control.

During Walk

Step	Action
1	<p data-bbox="397 386 997 417">Start the dog walking on the designated route.</p> <ul data-bbox="446 443 1414 1549" style="list-style-type: none"><li data-bbox="446 443 1065 474">• Ensure the safety of the dog walker and dog<li data-bbox="446 485 1357 590">• Avoid surfaces that could injure dogs' paws – very hot surfaces, broken glass, uneven ground, places with holes, areas with a lot of wildlife activity<li data-bbox="446 600 1406 667">• Make sure the route has no loose dogs and avoid interactions with any pet that is not on a leash<li data-bbox="446 678 854 709">• Always walk on safe footing<li data-bbox="446 720 935 751">• Walk dog only on accepted routes<li data-bbox="446 762 711 793">• Avoid deep sand<li data-bbox="446 804 1179 835">• Do not walk dogs in the woods or on private property<li data-bbox="446 846 938 877">• Do not let dogs drink from puddles<li data-bbox="446 888 1133 919">• Do not let dogs walk through urine, feces or vomit<li data-bbox="446 930 899 961">• Do not allow dogs to sniff feces<li data-bbox="446 972 1036 1003">• Do not let dogs eat plants, including grass<li data-bbox="446 1014 1341 1081">• In case of a dog fight, refer to the Dog Safety in Stores Procedure found in the Store Leader office<li data-bbox="446 1092 1382 1123">• Exhibit or practice positive behavioral reinforcement during the walks<li data-bbox="446 1134 1341 1165">• Pick up and deposit fecal matter in appropriate waste receptacles<li data-bbox="446 1176 1414 1350">• Pay attention to the dog at all times; never put yourself or the dog in an unsafe situation<ul data-bbox="544 1245 1349 1350" style="list-style-type: none"><li data-bbox="544 1245 1349 1350">○ Use of cell phones or other devices during the dog walking procedure is strictly prohibited at any time other than an emergency<li data-bbox="446 1360 1373 1392">• Never run with dogs; it promotes danger and inappropriate behavior<li data-bbox="446 1402 821 1434">• Do not jerk or drag a dog<li data-bbox="446 1444 938 1476">• Always maintain control of the dog<li data-bbox="446 1486 1382 1549">• Always be aware of surroundings; go wide around corners and open doors slowly

When Walk is Complete

Step	Action
1	Place the dog back in kennel and ensure that the kennel door is closed.
2	Leave the kennel by backing out and closing door between you and the dog. Do not remove leash until you have backed completely out and are closing the kennel door. Ensure that the kennel door/gate latch is secure prior to leaving the area/dog.
3	Notify the adoption partner manager on duty if something appears abnormal in the pet's behavior or health.

Recommended path below is to be used as a guide. Please work with your Store Leader to determine the safest route for you and the adoptable pet.



Catchpole & Bite Buster Gloves

Pets displaying aggressive behaviors are not permitted at the EAC and must be isolated immediately for removal to the adoption partner's facility. The catchpole and Bite Buster gloves, located in the maintenance room, may be used with a pet that cannot be controlled by other means. Follow proper catchpole or Bite Buster glove standards to restrain or control a pet that cannot be calmed and move it into the Isolation Room or kennel.

Do not use the catchpole with cats, small dogs, or dogs housed higher than a bottom kennel. In these situations, Bite Buster gloves must be used.

Catchpole Procedure

Step	Action
1	Locate the catchpole in the maintenance room.
2	Place the loop around the dog's neck and slide the grip down, tightening the loop. Do not over-tighten the loop and be sure it is not inside the dog's mouth, as this can cause injury.
3	Guide dog to isolation room or appropriate area.
4	Contact the adoption partner transportation coordinator and Store Leader.

Bite Buster Gloves Procedure

Step	Action
1	Locate the Bite Buster gloves
2	Place gloves on hands; place a safe, steady, and firm hand on pet per adoption partner's protocol.
3	Maintain control of pet at a safe distance from your body.
4	Place the pet in isolation room or other appropriate area.
5	Contact the adoption partner transportation coordinator and Store Leader

Preventing Incidents

The best safety protocol is one that prevents an accident or injury from occurring in the first place. When an incident does occur, it must be reported within 24 hours of occurrence or notification. Typical incidents include:

- Personal injury related to the EAC, including bites, scratches, slips, trips, and falls.
- Injuries or illnesses to pets at the EAC, except quicked nails.
- Pet separation, such as abandonment, death, or escape.
- A Pet Parent claims that a pet was injured or contracted an illness, regardless of the validity of the claim.

In the event of a critical incident, ensure that a veterinarian (and doctor as applicable) addresses all immediate health needs and all parties are stabilized. Notify the PetSmart Customer Experience Officer (CEO) immediately, isolate affected pets, and prepare them for transport to a veterinarian, as needed.

Incident Prevention Procedures

Personal Safety

Attention to proper lifting techniques, box knife safety, and fall risks can reduce the most likely sources of personal injury in the EAC.

Step	Action
1	<p>Use proper lifting techniques:</p> <ul style="list-style-type: none">• Stand close to the item to be lifted, bend at the knees, and keep a natural “S” curve in your back for the strongest position.• Move your feet first to avoid reaching or twisting.• Use a staggered stance for better balance.• Do not lift awkward or heavy items alone; request assistance.
2	<p>Approved safety box knives must be used for any task requiring the use of a box knife. No other types of box knives are permitted in the store. When using a box knife, keep your non-cutting hand out of the way and cut away from your body.</p> <ul style="list-style-type: none">• Do not use a box cutter with a dull or rusted blade• Never use unapproved box cutters or knives from home• Never leave box cutters for others to pick up• Never leave loose blades, sharp or dull, lying around

3	Always be aware of trash buildup, spills, or clutter on or around your work area; correct these issues immediately.
4	When using a mop and bucket, place a wet floor sign to alert others to the slip hazard and to prevent slip-and-fall occurrences.
5	When the hose is not in use, be sure it is properly stored to prevent trip-and-fall occurrences.

Personal Protection Equipment

Appropriate and correctly worn personal protection equipment can help prevent injury due to chemical exposure. Personal protection equipment, including gloves, goggles, and protective aprons, are provided by PetSmart in the EAC.

- Gloves are worn when handling chemicals or concentrated forms of disinfectant.
- Goggles are worn when dispensing, transporting, or working with concentrated cleaning chemicals that may be airborne, splashed into eyes, or sprayed.
- Gowns are to be worn to minimize potential contamination to clothing during regular maintenance.

Maintenance Chemicals

Maintenance chemicals may present risks of injury or contamination. When using such chemicals, follow all procedures closely.

Step	Action
1	Before beginning, gather all supplies and equipment, including chemicals, mop, bucket, hose, and nozzle.
2	Wear appropriate personal protective equipment as directed on the Material Safety Data Sheet (MSDS) sheet whenever working with chemicals.
3	All containers must be labeled with: Product identification Risk phases (dangers) Precautionary measures (safe handling) Hazard symbol (if applicable) Statement that more information is available on MSDS

	<p>Name and address of supplier/manufacturer</p> <p>Read and follow instructions on all labels.</p> <p>Read and be aware of warnings on MSDS sheets that are posted where concentrated quantities of chemicals are stored.</p> <p>If the supplier label becomes illegible, is missing, or does not contain the required information, it must be immediately reported to the Store Leader and a workplace label must be placed on the product.</p>
4	<p>Use permanent black marker or the label maker to label containers for nonhazardous materials, such as “shampoo,” “water”, and “water only” spray bottles.</p>

Dog Fights

Careful adherence to procedures for Playroom and Meet and Greet areas should prevent most dog fights. If a dog fight does occur, you must act quickly to minimize the potential for injury to dogs and humans.

The Dog Safety Kit must be kept in a labeled and central location within the EAC as agreed upon by the Store Leader and the adoption partner.

Step	Action
1	<p>Ask all Pet Parents to stay away from the dogs. Immediately page the nearest available Adoption Center personnel, Store Leader, or associates for assistance.</p>
2	<p>Never use your body to break up a dog fight!</p> <p>To safely break up fighting dogs, try each of the following methods until the dogs disperse:</p> <ul style="list-style-type: none"> Use the citronella spray. Spray as close to the dogs’ muzzles as possible, standing no more than 10 feet away. Use a blanket or bedding. Throw the blanket or bedding over the dogs; the dogs may detach from one another to get out from under the blanket. Use a water hose, if available. The water from the hose may distract the dogs. Use the air horn. Only use quick short bursts. DO NOT hold the trigger for more than 2-3 seconds. Report any use of the air horn on the Pet Incident form along with the information regarding the pets involved and their injuries. Use the catchpole. The pole should be used as a form of distraction and

	NOT discipline. Interjecting the pole between the dogs may prompt the attacking dog to release the other dog in order to attack the pole. Do not use the pole to force the pets apart.
3	Once the dogs have been separated, return each dog to its assigned kennel.
4	Each dog must be evaluated by a veterinarian to ensure no injuries have occurred.
5	Contact and partner with the Store Leader to re-evaluate all dogs involved in the fight to determine whether they should still be considered eligible for adoption.

Veterinary Care Procedures

All pets that are injured or become ill while on PetSmart's premises must be taken to the veterinarian for diagnosis and treatment. If for any reason the pet cannot be taken to the adoption partner's facility, the pet must be transported to another veterinarian or emergency clinic. Immediate care must be provided to any adoptable pet regardless of severity or cause. Under no circumstance may cost be a reason to avoid seeking veterinary care.

The following veterinarian diagnoses require additional steps. Refer to the Infectious Disease Guides found in the Store Leader's office for the recommended course of action.

- Canine Parvo Virus
- Canine Distemper Virus
- Canine Infectious Tracheobronchitis (Canine Cough)
- Feline Panleukopenia Virus (feline distemper or feline parvo)
- Feline Upper Respiratory Infection (URI)
- Ringworm

All pet illness within the EAC must be reported to the Store Leader. Procedures below outline additional steps for particular types of illnesses.

Pet Illness Pre-Adoption

In the event a sick pet is identified, it is critical that immediate attention be given to the pet to address concerns.

Step	Action
1	The adoption partner must assess the pet.
2	<p>The pet must be transported immediately to the adoption partner's facility or veterinarian for care.</p> <p>The pet must be kept in the designated isolation kennel within the Isolation Room until it can be transported.</p> <p>If transportation cannot be arranged immediately and the pet needs critical care, the pet may be taken to the in-store veterinary clinic, where one is available, for observation and possible treatment.</p>
3	<p>In severe cases, a Store Leader is empowered to seek medical treatment and authorize treatment necessary, in-store or otherwise, to keep the pet comfortable until the adoption partner can make a decision on behalf of the pet.</p> <p>The adoption partner is responsible for medical expenses incurred while pets are housed at the EAC.</p>
4	Follow Pet Incident Procedure steps and a Store Leader must complete a Pet Incident Form.

Pet Illness Post-Adoption

If a Pet Parent reports that an adopted pet is ill, the adoption partner must follow these steps.

Step	Action
1	<p>Adoption partner personnel will field complaint calls. Personnel should listen carefully to the Pet Parent's concerns, express concern for the sick pet, and apologize for any inconvenience.</p> <p>The EAC Leader will communicate concerns to the Store Leader during weekly meetings or sooner as deemed necessary by the Adoption Center Manager.</p>
2	If a Store Leader is contacted, they will instruct the Pet Parent to contact the adoption partner.
3	The adoption partner will prepare documentation of the reported illness in the

	<p>form of:</p> <ul style="list-style-type: none"> A summary of the Pet Parent conversation A copy of the PetSmart Adoption Release Form that accompanied the adoption Witness statements, if applicable The record from the adoption partner of the specific vaccinations/veterinary care given to the pet prior to adoption
4	The Store Leader, District Leader, or PetSmart Charities may follow up with the adoption partner to ensure the situation has been appropriately resolved.

Infectious Disease Disinfection

Regardless of the policies we have in place to prevent infection conditions in the EAC, it is still possible to have a pet diagnosed with an infectious condition that requires disinfection beyond the regular procedures. This procedure must be followed for the following conditions but may be used any time an infectious condition is suspected.

- Canine Parvo Virus
- Infectious tracheobronchitis (kennel cough, canine cough)
- Feline Panleukopenia Virus
- Feline Upper Respiratory Virus
- Ringworm

Step	Action
1	<p>If possible, identify all areas that the pet may have frequented while in the Adoption Center (i.e. which kennels, walkways, relief rooms, etc.) and all accessories that were used with the pet (i.e. bowls, towels, toys, leashes, grooming tools, etc.). All items that were in contact with the pet must be disinfected. Items that cannot be disinfected should be disposed of properly.</p> <p>Review the tools and resources available for the specific illness.</p>
2	<p>Using PPE (gloves and goggles), mix Oxivar Five 16. This solution must remain on the surface of impacted items for five minutes or until air dried whichever one comes first, and then rinsed well with warm water.</p>

3	Report incident to Store Leader
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Pet Separation

A separation is defined as a pet death, a pet abandonment, or an escaped pet. Each of these incidents must be handled with speed and sensitivity.

Pet Death

A pet death, whether before or after adoption, is particularly delicate. In the event of a pet death, the adoption partner must follow prescribed protocols to minimize the impact on Pet Parents and associates.

Because of the exposure to other pets, it may be recommended that a necropsy be performed to determine the exact cause of death. A necropsy should be performed any time there is an unexplained death because other pets could be at risk for disease. This would not need to be done if the pet had been diagnosed with a known pre-existing condition or if the pet sustained some identifiable trauma causing death. However, if there is concern about an infectious condition and the pet may have exposed others, a necropsy should be performed.

The cost of the necropsy is most often the responsibility of the adoption partner, but PetSmart may choose to share the expense at its sole discretion.

Pet Death in the Everyday Adoption Center

PetSmart and PetSmart Charities do not assume any responsibility for the death of an adoption partner pet.

When a pet dies in the Adoption Center, EAC personnel must immediately remove the body from public view and wrap it in a cloth. The Store Leader must be notified as soon as a death is discovered. The adoption partner must remove the body from the store within two hours. Removal should take place through the exterior exit of the center, where applicable, or the rear exit of the store when possible, and it must be carried out in a discreet and respectful manner.

If adoption partner personnel are not in the Adoption Center when the death is discovered, Store Leadership will remove the body from public view and wrap it in a cloth. They will contact the adoption partner and ask that the body be removed within 4-6 hours. In the event of an emergency, or as applicable, Store Leadership may place the body in a designated and approved location for pick up.

Pet Death After an Adoption

Each adoption partner must have a procedure in place to handle the death of a pet after an adoption. Regardless of the circumstances, adoption partners are expected to manage a Pet Parent's questions and concerns in a professional and courteous manner. EAC personnel must follow the procedure their organization has developed for these circumstances while meeting PetSmart Charities standards for appropriate customer service.

PetSmart and PetSmart Charities do not assume any responsibility for the death of a pet after adoption.

Following these steps will assist the Pet Parent with his or her loss and ensure everyone is properly notified of the incident.

Step	Action
1	<p>If the Pet Parent contacts Store Leadership, Store Leader will notify adoption partner personnel. The adoption partner will arrange for personnel to meet with the Pet Parent and Store Leadership as soon as possible.</p> <p>For pets diagnosed with an infectious disease, the adoption partner must contact the Store Leader for guidance.</p> <p>If the pet death occurs within two weeks of adoption and cause of death is not known, a necropsy must be offered; the adoption partner organization will incur the cost.</p>
2	<p>The adoption partner must ensure that follow-up occurs to ensure all communications are managed in a timely manner.</p>
3	<p>Store Leadership or PetSmart Charities may request a copy of the PetSmart Adoption Release Form and supplemental paperwork that accompanied the adoption.</p>

Pet Escape

Occasionally, in spite of all precautions, a pet will escape from the EAC. Following established procedures will speed the return of the pet to the safety of the center.

Escaped Pet in Store

Step	Action
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1	Alert Store Leadership immediately
2	If possible, Store Leadership will post an associate at each door and turn off automatic doors. An announcement over the PA system or by the use of two-way radio may be required to get all doors covered immediately.

Escaped Pet Outside the Building

A pet that escapes from the building faces unpredictable dangers. The situation should be resolved as quickly and calmly as possible. An adoption partner representative must remain active in resolving the situation.

Step	Action
1	<p>In partnership with Store Leadership, assign personnel to participate in search party. Inform store management which personnel from your organization will participate.</p> <p>Write down the names of each individual who participates in an exterior search party and provide the list to the Command Post (manager who stays at store).</p> <p>Adoption partner personnel must call the Command Post every 30 minutes to report areas the search party has covered and receive input from other search parties.</p>
2	The adoption partner must make plans for emergency care of pet upon recovery, if applicable.
3	<p>If the search continues beyond a few hours, contact must be made regularly throughout the search with entities listed below. These organizations may have contact with the pet at some point:</p> <ul style="list-style-type: none"> Local animal control or humane organizations Other adoption partners All store associates Personnel in adjacent businesses Pizza and other food delivery associates Local postal carriers
4	<p>If the pet is not recovered within 24 hours, posters and flyers with the pet's picture should be printed and displayed, at the discretion of the adoption partner.</p> <p>If approved by Store Leadership, flyers and posters can be posted at the</p>

	store, in adjacent businesses if they permit, in grocery stores, on poles at street intersections, at nearby schools, and at other applicable locations.
5	Upon recovery, if the pet is found injured, the adoption partner will ensure veterinary requirements are met.
6	To prevent undue stress and transmission of communicable diseases, a recovered pet must be removed from the center for a minimum of 72 hours post recovery, regardless of health status.
7	Once the pet is recovered, all posters, flyers, and newspaper ads must be removed or discontinued.

3 – INTAKE, INSPECTION, & ADOPTION

The precursor to a successful adoption is a consistent intake and health inspection process. This section will focus on the required EAC pet intake process. Consistency in this practice and partnering with Store Leadership helps ensure that only healthy and happy pets are available at the EAC.

Intake will occur primarily through the exterior door of the EAC, where applicable, or through the front entrance of the store.

When taking in pets and partnering with Store Leadership, you must ensure consistent practices are maintained to prevent health and safety issues from occurring. When interacting with the public, your adoption personnel proficiency and attention to detail will ensure all Pet Parents are treated with professionalism.

Intake & Inspection

Adoption partners are responsible for transporting pets to and from the PetSmart Charities EAC. The adoption partner must provide and maintain current emergency contact information for individuals who are available to support the store in emergency situations.

Step	Action
1	For EACs with exterior doors, intake must occur through this door only and must be overseen by PetSmart Store Leadership. For centers that do not have exterior doors, intake must occur through the PetSmart store front entrance and the EAC lobby. Intake is not permitted through the Receiving Area.
2	Upon the arrival of pets, adoption partner personnel will place them in prepared, clean kennels or cages and inform Store Leader of their arrival. The Store Leader may conduct a visual health and behavior inspection (see Adoption Center Pet Inspection Standards).
3	Pets' health records for current vaccinations and any known individual history must be available for review by a member of store leadership upon arrival. If the adoption partner does not provide health records with pets on delivery or have them immediately available electronically or on paper, the records must be faxed or brought to the Adoption Center. Otherwise, the pet will have to be removed from the EAC. A pet without records cannot remain in the Adoption Center or be adopted.

4	Every pet's information must be maintained electronically in a manner compliant with all policies and procedures as well as in accordance with state and local laws
5	When a pet is adopted or removed from the EAC to return to foster care or shelter, electronic records must be updated to reflect this information.
6	Each pet must have an approved cage card with all fields completed.
7	The EAC Partner must retrieve any pet that becomes ill while in the EAC (see Veterinary Care Procedure).

Arrival and Placement

It is the responsibility of the adoption partner to ensure that all dog kennels and cat cages are clean and disinfected in preparation for all Adoption Center pet arrivals. When the pets arrive, they should be processed and placed according to the following procedure.

Step	Action
1	Remove everything from around the pet's neck except approved Pet ID Bands, as applicable, prior to placing the pet in a kennel or cat cage.
2	Place pets in appropriately sized kennels or cages. Minimum standards require that the pet have adequate room to stand, lie down, and comfortably turn around. Never kennel unfamiliar adult pets together for any reason. This will prevent injury from fights or other interactions and eliminate the potential difficulty of controlling multiple pets at the same time.
3	Place a clean and sanitized bowl of fresh drinking water inside the kennel or cage. All pets must always have access to clean drinking water. Check water consumption frequently and replenish with clean, fresh water as needed.
4	Adoption Center cages must be locked at all times, except during cleaning and maintenance. Once the door is latched, test it to ensure security of the kennel or cage.
5	Once all arriving pets are secured, follow all regular cleaning and maintenance protocols.

Adoption Process Expectations

Although each adoption process varies due to pet type and organizational distinctions, basic elements and processes must be adhered to while completing the adoption process.

PetSmart Charities EACs operate under a philosophy of open adoptions. Open adoption is a philosophy that reinforces the purpose of adoption counseling as a mechanism to help people succeed in adopting a pet into a permanent home. Open adoption agencies generally have few or no hard and fast adoption criteria and instead use guidelines as a checklist of things to discuss in the adoption counseling. The goal in this approach is to enable adopters to learn what they need to know for the adoption to succeed for both animal and adopter.

This approach enables your organization to support our joint efforts for increasing adoptions in your community while always considering what is best for the pet.

Once a new Pet Parent shows interest in adopting a pet, and EAC personnel determine that the pet is a good match for the prospective Pet Parent, the following steps must occur:

Step	Action
1	Adoption partner personnel explain the organization's process should the adoption not be successful or should the pet become ill.
2	All paperwork is provided to the Pet Parent. As part of every adoption, a Pet Parent must sign and receive a copy of the adoption partner's adoption contract/application, as well as the adopted pet's vaccination records. Adoption partner personnel must ensure that the Pet Parent completes and signs the PetSmart Adoption Release Form for each pet adopted.
3	Once the adoption is completed, EAC personnel accompany the new Pet Parent with completed adoption paperwork to a cashier or introduce him or her to an Adoption Captain. If one is not available, a Store Leader should be notified.
4	Cashier scans the PetSmart Adoption Release Form. Adoption partner retains a copy of the release form.
5	Cashier scans Adoption Kit adoption survey and gives it to the Pet Parent.

PetSmart Adoption Release Forms must be used only for in-store adoptions or for adoptions initiated in the EAC. This includes when the adoption process begins in

the Adoption Center, but the pet is picked up at the adoption partner's facility or a foster home. Adoption partners receive 100% of adoption fees.

Adoption Returns

Occasionally, a Pet Parent will attempt to return a pet obtained from an adoption partner at the EAC. However, adoption returns must be completed at the adoption partner's facility. If a Pet Parent attempts to return an adopted pet to the EAC within the store, personnel should listen to the Pet Parent's reasons for wanting to return the pet then request that the pet be returned to the adoption partner's facility and provide directions to the location.

If the Pet Parent insists on relinquishing the pet at the EAC, the pet must be isolated to prevent transmission of disease. Place the pet in an appropriately sized carrier and isolate it in a location such as the Store Leader's office. Ensure that the pet is not exposed to other pets on the sales floor or the EAC until adoption partner transportation for the pet can be arranged.

The adoption partner must make every effort to remove the isolated pet from the Adoption Center immediately. The pet should be reevaluated at the adoption partner's facility before being brought back to the EAC.

Recognized Pets

In the rare instance when a Pet Parent visiting the EAC recognizes a lost pet up for adoption, it is expected that the adoption partner will work with the Pet Parent to reunite the pet with its rightful owner. An adoption partner may ask for verification of pet ownership, such as a photo, veterinary records, a license, or other documentation, and personnel should follow whatever other reasonable procedures may have been established by the adoption partner.

Our hope is that everyone involved understands that pets get lost or escape a home for a variety of reasons. This does not necessarily indicate negligence on the part of the Pet Parent. Our common goal is to find homes for homeless pets. In some instances, this includes reuniting a lost pet with his/her Pet Parent. **Because this is a highly sensitive area for the Pet Parent and the adoption partner, the Store Leader may be the key facilitator in ensuring the process is resolved in a timely and appropriate manner.**

4 – ADOPTION CENTER MAINTENANCE

Now that you've learned about our customer service expectations, front end standards, pre-adoption protocol, and adoption process, it's time to understand the required EAC cleaning and maintenance procedures.

This section will focus on kennel, cat cage, and full center cleaning.

While all of the topics in this manual are paramount to what we do in the EAC, cleanliness is key to healthy, happy pets and people! So the two subjects go hand in hand. All adoption partners are expected to maintain the facility in a manner that is exceptionally safe and healthy for both pets and people.

Personal Protective Equipment / Safety Equipment

Gloves, aprons and goggles are provided to protect personnel from serious workplace injuries or illnesses resulting from contact with chemical hazards. As a partner in the PetSmart Charities adoption program, you must always wear appropriate protective equipment when cleaning or when treating sick, isolated, or quarantined pets.

Hand Protection

Gloves are worn to prevent damage or injury to the hands, fingers, or wrist. Wear the proper gloves to prevent the specific hazard. Gloves should also be worn when handling pet waste, and hands should be sanitized upon completion to avoid contamination.

The types of gloves available to associates include, but are not limited to, chemical-resistant gloves (rubber-latex, nitrile, or neoprene).

Nitrile or neoprene gloves are required:

- When handling chemicals
- When handling concentrated forms of disinfectant

Eyewear and Face Protection

Approved safety goggles or face shields must be worn:

- When dispensing, transporting, or working with concentrated cleaning chemicals

- When using chemicals that may be airborne or get splashed into the eyes
- When using a tool or performing a task that increases danger to the eyes
- When using the pressure washer
- When spraying chemicals

Safety Box Knives

Approved safety box knives must be used for any task requiring the use of a box knife. No other types of box knives are permitted in the Adoption Center.

Hazard Signage

A black and yellow CAUTION sign (see image below) is required in any area where cleaning chemicals are stored, used, or dispensed.



Hazard Communication and Chemical Labeling

Proper communication and labeling is necessary to ensure the safety of all personnel working with or near hazardous materials. The EAC should maintain an up-to-date inventory of chemical substances used and stored at the center, along with MSDS information sheets for each chemical.

Only chemicals listed on the Approved Chemical List may be used in the EAC.

All personnel are required to:

- Read and follow all instructions on labels
- Read and be aware of warnings on MSDS sheets that are posted where concentrated quantities of chemicals are stored
- Wear appropriate protective equipment, such as gloves, eye protection, or aprons, as directed on the MSDS
- Advise EAC lead/manager when proper procedures cannot be followed

Throughout the EAC facility, use only approved cleaning products. Use only the appropriate mixed solution as directed and place it in preprinted spray bottles.

If at any time you have questions about the use or storage of chemicals, ask the EAC manager/lead, who will clarify with the Store Leader.

Opening Procedure

Each business day, adoption partner personnel must conduct opening tasks before the EAC opens for the day. These include general maintenance and cleaning tasks, as well as a walkthrough inspection to ensure that the center is clean, functional, and ready to welcome Pet Parents.

Utilize the Adoption Center Opening and Closing Task Sheet to ascertain which tasks need to be completed. Morning cleaning must be completed before the store opens for business and nightly cleaning should be finished by close of business. Spot cleaning should be performed as needed throughout the day.

In the event that adoption partner representatives are not present or cannot conduct opening procedures as scheduled (for instance, in an emergency situation), a PetSmart staff member who has been trained and approved by the adoption partner may conduct opening procedures. This includes standard cleaning, feeding, and maintenance as described in the Opening Procedure.

Should a pet be observed as ill, injured, or in need of medical attention during Opening Procedures conducted by a trained PetSmart staff member, and an adoption partner representative cannot be contacted, the pet will be taken to an appropriate veterinary clinic/hospital for care.

Opening Walkthrough Procedure

Step	Action
1	<p>Conduct a morning walkthrough. Assess general health and behavior of all pets.</p> <p>Contact adoption partner facility immediately for transportation of any pet for which concerns regarding health or behavior exist. Isolate pet in the Isolation Room with clean water and appropriate bedding until pet is picked up. If appropriate, pet may be secured in a carrier or crate placed inside the Isolation Room. Pet should not be in the Isolation Room more than two hours.</p>
2	Feed pets per your organization's standard feeding protocols.
3	Complete all tasks on the Opening Checklist.
4	Prepare front end for day's adoption activity.

Cleaning Procedures

Cleaning Soiled Pets

Cleaning or bathing a pet may be necessary as part of Opening Procedures if the pet has soiled itself overnight. All pets must have their eyes flushed with eyewash both before and after bathing. A bottle of eyewash should be located within arm's reach of the bathing area.

Materials Needed:

Slip Lead (dogs only)

Shampoo

Eyewash

Towels

Soiled Pet Cleaning Procedure

Step	Action
1	Isolate soiled pet and thoroughly clean its kennel or cage.
2	Prepare the pet for safe restraint during the bath. Cats are required to wear a figure eight harness.
3	Rinse the pet thoroughly with warm water.
4	Gently flush the pet's eyes with a steady stream of eyewash to prevent irritation and eye injury.
5	Apply approved shampoo, taking care to avoid eyes. Lather thoroughly.
6	Rinse pet thoroughly with warm water. Gently flush the pet's eyes with a steady stream of eyewash to ensure shampoo or other debris do not remain in them.
7	Towel dry pet thoroughly and brush as needed. Place pet back in cleaned kennel or cage.

Cleaning Dog Kennels & Isolation Kennels

When cleaning kennels, general cleaning must be complete before isolation kennel area cleaning may begin, as applicable. **Under no circumstances is the use of bleach permitted.** There are three types of cleaning necessary depending on the status of the kennel. The differences among these cleanings are in how often they are performed or what steps are taken to clean the rooms.

- Daily – Occupied kennels are cleaned, at minimum, once per day.
- As Needed – An adoption partner representative must check occupied kennels at least once every two hours. If a pet has eliminated, the kennel must be spot cleaned immediately.
- Exit Cleaning – When a pet leaves the center, its kennel must be thoroughly cleaned and disinfected.

Cleaning Materials:

Apron

Goggles

Disposable gloves

Slip lead (for dogs)

Trashcan with liner

Paper towels

Permanent marker

Water hose

Mop and bucket

Water pitcher

Scrub brush

Scooper

Squeegee

Oxivir Five 16 (32:1) or Accel Disinfectant, if provided by adoption partner

Star Spray (for glass, if applicable)

Laundry Bin

Cage Card

Toys

Kennel Cleaning Procedure

Step	Action
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1	Wash hands and put on personal protection equipment (disposable gloves, apron, goggles).
2	Collect cleaning cart and ensure cart is prepared for cleaning.
3	<p>Enter/open the kennel.</p> <p>Place a slip lead around the dog's neck and move it to the Relief Room, an adjacent unoccupied kennel, or the play area.</p> <p>Remove slip lead when dog is left unattended in any of the above areas.</p> <p>Ensure the dog is secure in its temporary location during the cleaning process.</p>
4	<p>Remove any items, such as toys or bowls from the kennel and place them on cart to be placed in dishwasher.</p> <p>Pour any water in bowl down drain.</p> <p>Collect metal trays or stainless steel bowls and place on cart.</p> <p>Replace metal trays and stainless steel bowls in occupied kennels with clean dishes from dishwasher at least daily.</p> <p>If items are damaged beyond safe usage or thoroughly soiled, remove and dispose of them.</p>
5	Remove bed and place outside of the kennel during cleaning. If a dog destroys the bed, remove the bed and indicate on the cage card in the comments area that a bed should not be placed in the kennel.
6	Check drain and remove items that might obstruct water flow (food, hair clumps, toys, etc.). Keep a trash bag with you to remove/dispose of solids.
7	Scoop out solid pet waste and flush it down the Relief Room toilet. Never attempt to wash solids into trench drains.
8	Attach Oxivir Five 16 Foam Bottle to water hose spray nozzle and spray kennel floor and walls with one uniform coat of solution. Do not permit overspray from hose to reach walls or floors beyond kennel.
9	Using the scrub brush, scrub the surfaces, cracks, and crevices of kennel floor and walls.
10	<p>Let Oxivir Five 16 solution remain on surfaces for five minutes. During dwell period, move to the next kennel and repeat cleaning steps 1-9.</p> <p>Note: If there is no urine or feces on the floors or walls, the solution does not</p>

	require a five minute dwell.
11	When the five minute dwell period is complete, remove Oxivir Five 16 Foam Bottle from water hose spray nozzle. Rinse the walls of the kennel. Because the drains are in the back of the kennel, spray water from front to back. Run water into the drain for approximately one minute.
12	Squeegee the kennel. Because the drains are in the back of the kennel, squeegee from front to back.
13	Use a paper towel to wipe dry all kennel surfaces.
14	Remove disposable gloves.
15	Place clean and refreshed food (when appropriate) and water bowls in the kennel.
16	Replace all cleaned items and bed.
17	Return dog to kennel.
18	Sanitize hands with hand sanitizer.
19	Repeat above steps for all occupied dog kennels.
20	Remove trash and combine with other trash for removal.
21	Replace two trashcan liners in the trashcan.
22	Replace hose in hose cubby. Dry any excess water from walls and floor.
23	Wash and dry hands.
24	Initial Cleaning Checklist to indicate that this task has been completed.

Cleaning Cat Cages

There are four levels of cleaning necessary for cat cages, depending on the status of the cat cages. The differences among these cleanings are in how often they are performed or what steps are taken.

- Daily – Occupied cat cage bowls, litter pans, and surface spot checks are required at least twice daily
- Weekly – When the same cats remain in the cage for an extended period, cages must be cleaned, at minimum, once a week
- As Needed – An adoption partner representative must observe occupied cat cages at least once every two hours. If a cat has eliminated, the litter box must be spot cleaned immediately. If a cat has diarrhea, the cat must be identified and isolated, and the entire cage must be cleaned thoroughly
- Exit Cleaning – When a cat leaves the EAC or is transferred to another cat cage, the entire cage must be cleaned thoroughly

Cleaning Materials:

Disposable gloves

Apron

Goggles

Trashcan with liner

Paper towels

Permanent marker

Litter scoop

Litter bin

Litter pans

Virex II 256

Accel Disinfectant, if provided by adoption partner

Approved litter

Laundry bin

Scrub brush

Water pitcher

Cage card

Cat Cage Cleaning Procedure

Step	Action
1	<p>Wash and dry hands.</p> <p>Put on personal protection equipment (disposable gloves, apron, and goggles).</p> <p>If you leave the cat area before the cleaning is complete, remove and dispose of gloves; replace with new gloves when you return.</p>
2	<p>Collect cleaning cart and ensure cleaning supplies are prepared.</p>
3	<p>Remove cats from first cat cage to be cleaned and place in a clean, empty adjacent cage or isolate in a separate cage or carrier (only if another cage is unavailable).</p>
4	<p>Remove bedding from the cage and place on cart. If bedding is soiled, remove and place in laundry bin. Use a paper towel to scrape any solid waste on bedding into trash prior to placing in laundry bin.</p> <p>All bedding must be laundered between uses, at least once weekly (for same pet's use), or when soiled.</p>
5	<p>Remove any items (toys, bowls) and place on cart.</p> <p>If items are damaged beyond safe usage or thoroughly soiled, remove and dispose of them.</p>
6	<p>Using litter scoop, dispose of waste in trashcan. Never flush litter down the toilet or drains.</p>
7	<p>If the litter box is excessively messy, see Weekly Litter Pan Cleaning Instructions. Litter must be completely replaced and box must be sanitized at least once per week or when excessively soiled.</p>
8	<p>Check water and refill water bowls with fresh water.</p> <p>If water bowl is dirty, discard water in the bucket and replace with a clean bowl. Water bowls must be replaced with clean bowls at least once per day.</p>
9	<p>Remove food and water bowl from cage and place on cleaning cart while cleaning the cage with chemicals.</p>
10	<p>Wipe the ledge, walls, floor, and doors of the cage using the Virex II 256 spray bottle and a towel.</p> <p>Allow surfaces to dry completely.</p>

11	Remove and discard disposable gloves.
12	Return litter box, bedding, other items, and food and water dishes to the cage.
13	Place cats back in cage.
14	Sanitize hands with hand sanitizer.
15	Repeat above steps for all occupied cat cages.
16	Remove trash and combine with other trash for removal.
17	Replace two trashcan liners in the cat area trashcan.
18	Wash and dry hands.
19	Initial Cleaning Checklist to indicate that this task has been completed.

Litter Pan Cleaning Procedure

Step	Action
1	Dispose of all litter in trashcan. Never flush litter down the toilet in the Relief Room.
2	Take dirty litter pans to the Maintenance Room for cleaning and sanitization in the mop sink.
3	Spray the litter pans using Virex II 256
4	Scrub the litter pans with a scrub brush and allow the Virex II 256 to dwell for 10 minutes.
5	Clean the scrub brush with Virex II 256. Hang for drying.
6	After 10 minutes, place clean litter pans up against the wall in the mop sink and rinse with clean water.
7	Leave litter pans to air dry.
8	Stack the dry litter pans and return them to the cat area. Do not stack litter pans unless they are completely dry to prevent bacterial growth.

Cleaning Playroom

Playroom floors and surfaces must be cleaned at least twice per day.

Cleaning Materials:

Disposable gloves

Apron

Goggles

Trashcan with liner

Paper towels

Scooper

Water hose

Mop and bucket

Oxivir Five 16 or Accel Disinfectant, if provided by adoption partner

Squeegee

Water bowl

Star Spray

Scrub brush

Toys

Playroom Cleaning Procedure

Step	Action
1	Collect cleaning cart and ensure cart is prepared for cleaning.
2	Put on personal protection equipment (gloves, apron, and goggles).
3	Remove all toys and any water bowls from the Playroom; place items on cart to take to dishwasher for cleaning.
4	Dispose of any solid waste at Oops! Station or Relief Room toilet. Scrub soiled surfaces with the deck brush and Oxivir Five 16 and allow solution to dwell for five minutes.
5	Clean entire floor with Oxivir Five 16 solution, using hose from hose cubby and foam gun set at "A." Spray floor, then scrub. Allow to dwell for five minutes.
6	While allowing dwell time, clean the scoopers. Refer to Cleaning Mops, Scoopers, and Other Tools Procedure.
7	Rinse all surfaces cleaned with Oxivir Five 16 with clean water and squeegee dry before permitting dogs back in the room.
8	Clean Playroom windows and door windows using Star Spray glass cleaner and paper towels. Clean door frames using Oxivir Five 16 spray bottle and towels.
9	Remove and dispose of gloves, then wash and dry hands.
10	Replace clean toys and water bowls in Playroom.
11	Initial Cleaning Checklist to indicate task has been completed.
12	Return cleaned scooper and all cleaning items to designated areas.

Cleaning Meet & Greet Rooms

Meet and Greet Room floors and surfaces must be cleaned between uses and at least once daily.

Cleaning Materials:

Disposable gloves

Apron

Goggles

Trashcan with liner

Paper towels

Water hose

Mop and bucket

Scooper

Squeegee

Oxivir Five 16 or Accel Disinfectant, if provided by adoption partner

Star Spray

Scrub brush

Toys

Meet and Greet Room Cleaning Procedure

Step	Action
1	Collect cleaning cart and ensure cart is prepared for cleaning.
2	Put on personal protection equipment (gloves, apron, and goggles).
3	Remove all toys from the Meet and Greet Room. Toys must be cleaned in dishwasher at least once per day.
4	Spot mop the floor.
5	Wipe down all surfaces with Oxivir Five 16
6	Scrub any soiled surfaces and allow Oxivir Five 16 to dwell for five minutes.
7	After the five minutes have passed, rinse surfaces that have been exposed to Oxivir Five 16 and dry with towel or squeegee as applicable.
8	Clean Meet and Greet Room windows and door windows using Star Spray glass cleaner and towels. Clean door frames using Oxivir Five 16 spray bottle and towels.
9	Remove and dispose of gloves. Wash and dry hands.
10	Place clean toys in Meet and Greet Room.
11	Initial Cleaning Checklist to indicate that task is completed.
12	Repeat steps for each used Meet and Greet Room.

Cleaning Isolation and Relief Rooms

The Isolation Room must be thoroughly cleaned after each use, and the Relief Room must be cleaned nightly.

Cleaning Materials:

Disposable gloves

Apron

Goggles

Trashcan with liner

Paper towels

Scooper

Water hose

Mop and bucket

Oxivir Five 16 or Accel Disinfectant, if provided by adoption partner

Star Spray

Scrub brush

Squeegee

Isolation and Relief Room Cleaning Procedure

Step	Action
1	Collect cleaning cart and ensure cart is prepared for cleaning
2	Put on personal protection equipment (gloves, apron, and goggles)
3	Dispose of any solid waste at Oops! Station or in Relief Room toilet. Scrub soiled surfaces with the scrub brush and allow Oxivir Five 16 to dwell for five minutes.
4	Clean entire floor with Oxivir Five 16 solution; spray floor, then scrub with brush.
5	During five minute dwell time, clean the scoopers. Refer to Cleaning Mops, Scoopers, and Other Tools Procedure.
6	Rinse all surfaces cleaned with Oxivir Five 16 with clean water and squeegee dry.
7	Clean windows and door windows using Star Spray glass cleaner and paper towels. Clean door frames using Oxivir Five 16 spray bottle and towels.
8	Remove and dispose of gloves, then wash and dry hands.
9	Initial Cleaning Checklist to indicate that task is completed.
10	Return cleaned scooper and all cleaning items to designated areas.

Cleaning Oops! Stations

The Oops! Stations must be sanitized on a weekly basis.

Cleaning Materials:

- Disposable gloves
- Apron
- Goggles
- Trashcan with liner
- Paper towels
- Scooper
- Water hose
- Mop and bucket
- Oxivir Five 16 or Accel Disinfectant, if provided by adoption partner
- Star Spray
- Scrub brush
- Squeegee

Oops! Station Cleaning Procedure

Step	Action
1	Put on personal protection equipment (gloves, apron, and goggles).
2	Empty trash bag per trash removal instructions.
3	Using Oxivir Five 16 and scrub brush, remove any solid waste.
4	Spray entire Oops! Station with Oxivir Five 16 and allow to dwell for five minutes.
5	Dry entire Oops! Station with paper towels.
6	Replace trashcan liner.
7	If there is more than one Oops! Station, repeat steps 1–6 for each one.
8	Remove and dispose of gloves, then wash and dry hands.

Cleaning Floors

All floors must be mopped on a daily basis at a minimum; floors should be disinfected weekly.

Cleaning Materials:

Disposable gloves

Apron

Goggles

Star Spray

Paper towels

Squeegee

Water hose

Mop and bucket

Oxivir Five 16 or Accel Disinfectant, if provided by adoption partner

Scrub brush

Floor Cleaning Procedure—Daily

Step	Action
1	Put on personal protection equipment (gloves, apron, and goggles).
2	Dispose of any solid waste to Oops! Station or Relief Room toilet.
3	Mop all general floors (cat room, dog atrium, maintenance room, and lobby) and room floors (Play, Isolation, Relief) with Oxivir Five 16 solution; allow to dry.

Floor Cleaning Procedure—Weekly

The weekly cleaning procedure should also be followed if high traffic, excessive soiling, or suspected health concerns warrant.

Step	Action
1	Put on personal protection equipment (gloves, apron, and goggles).
2	Dispose of any solid waste in Oops! Station or Relief Room toilet.
3	Clean each floor, including Playroom, Isolation Room, and Relief Room, with Oxivir Five 16 solution. Spray floor and tiled areas, then scrub soiled surfaces with the scrub brush. Allow Oxivir Five 16 to dwell for five minutes.
4	Rinse all surfaces cleaned with Oxivir Five 16 with water and squeegee dry.
5	Clean door frames using Oxivir Five 16 spray bottle and towels.
6	Clean windows and door windows using Star Spray glass cleaner and paper towels.
7	Remove and dispose of gloves, then wash and dry hands.
8	Initial Cleaning Checklist to indicate that task is completed.
9	Clean scooper (per cleaning instructions) and return cleaned scooper and all cleaning items to designated areas.

Cleaning Laundry

All laundry is washed in-house using the washing machine. Typical items that are laundered include bedding, towels, mop heads, and (as appropriate) toys. The use of household bleach is not permitted.

Laundry is a daily task. Ensure load completion.

Cleaning Materials:

Approved laundry soap

Laundry bin

Oxi-Bright

Trashcan

Laundry Cleaning Procedure

Step	Action
1	Place laundry in washer. Do not overload the washer. Do not run the washer until it has a full load. Close the washer door.
2	Follow the operational procedures for the washing machine.
3	When the washing cycle is complete, remove the wet laundry and place it in the dryer. Close the dryer door.
4	Remove lint from lint trap and discard it in the trashcan. A build-up of lint can become a fire hazard.
5	Follow the operational procedures for the dryer.
6	When the drying cycle is complete, remove all items from the dryer and fold.
7	Restock towels to the cleaning carts and other designated areas.
8	Initial the Cleaning Checklist to indicate this task is completed.

Cleaning Mops, Scoopers, and Other Tools

All mops, mop buckets and scoopers must be cleaned twice daily or more often as necessary. Personal protective equipment is required.

Cleaning Materials:

Disposable gloves

Apron

Goggles

Mop heads

Mop handles

Waste buckets

Mop buckets

Water hoses

Oxivir Five 16 or Accel Disinfectant, if provided by adoption partner

Scrub brush

Trashcan liners

Scoopers

Short hose

Mop Buckets, Mop Heads, Pooper Scooper Cleaning Procedure

Step	Action
1	Put on personal protection equipment (gloves, apron, and goggles).
2	Take dirty mop buckets to Maintenance Room mop sink to empty.
3	Empty dirty Oxivir Five 16 solution into the mop sink.
4	Remove all dirty mop heads from mop handles by twisting the clamp to open. Place mop heads in laundry bin.
5	Launder all mop heads a minimum of once per day. Mop heads must not be laundered with any other items.
6	Remove any hair from the wheels or inside the rim of the mop bucket and dispose of in trash bag.
7	Clean the inside of the mop bucket and mop wringer using the Oxivir Five 16 spray bottle and scrub brush. Rinse thoroughly with clean water to ensure all film and foam is removed.
8	Clean both parts of scoopers with the scrub brush to remove any solid waste. Rinse thoroughly with water to ensure all film and residue is removed.
9	Remove gloves and dispose of them in trash. Put on a fresh pair of gloves.
10	Take mop bucket to the Maintenance Room mop sink to refill.
11	Attach concentrated Oxivir Five 16 hose to the side of the mop sink faucet.
12	Attach short hose to mop sink faucet.
13	Fill mop bucket with Oxivir Five 16 solution to approximately the five-gallon mark. Turn off water.
14	Detach the concentrated Oxivir Five 16 hose from the side of the mop sink faucet. If the hose is not detached, chemicals will slowly continue to drain, creating waste.

15	Detach the short hose and mount on wall to allow drying.
16	Replace clean mop heads on mop handles.
17	Return all cleaned equipment and cleaning supplies to designated areas.
18	Wash and dry hands.
19	Initial Cleaning Checklist to indicate task is completed.

Waste Buckets Cleaning Procedure

Step	Action
1	Put on personal protection equipment (gloves, apron, and goggles).
2	Empty contents of waste bucket into Relief Room toilet. Do not overfill toilet or flush anything other than pet waste.
3	Flush the toilet. All fecal matter must be flushed. Do not throw any dog feces into the trash or dumpster, per health and sanitation regulations.
4	Rinse inside of the waste bucket thoroughly with water and empty into toilet or drain.
5	Clean the inside of the waste bucket using the Oxivir Five 16 spray bottle and scrub brush. Rinse with water.
6	Return waste buckets to designated locations.
7	Remove and discard disposable gloves, then wash and dry hands.
8	Initial Cleaning Checklist to indicate that task is completed.

Trash Removal

Trash must be taken to the designated trash area at least twice daily (once per shift) or more often if the trash is full. The Store Leader will assign a designated trash area. Trash removal to dumpster is **performed by PetSmart Store Leadership ONLY.**

Materials:

Disposable Gloves

Trashcans

Trashcan liners

Procedure

Step	Action
1	Collect all trash and replace clean can liners. Be sure to collect trash from all of the center areas, including: <ul style="list-style-type: none">• Dog Atrium• Meet and Greet Rooms• Cat Room• Maintenance Room• Playroom• Front Desk
2	Take trash to designated location that has been approved by the Store Leader. Carry trash bag or place bag on a cart; do not drag trash bag.
3	Wash and dry hands.
4	Initial the Cleaning Checklist to indicate the task has been completed.

GLOSSARY OF ACRONYMS

Acronym/Abbreviation	Meaning
ALPM	Area Loss Prevention Manager
Asst Mgr	Assistant PetsHotel Manager
ARM	Associate Relations Manager (PetSmart HR)
ARM	Assistant Relationship Manager (PCI)
BDP	Best Developed Practices
CEO	Customer Engagement Officer
COE Adoptions	Center of Excellence Manager - Adoptions
DC	Distribution Center
DCM	Day Camp Manager
DL	District Leader
LY	Last Year
MSDS	Materials Safety Data Sheet
Ops Mgr	Operations Manager
OSHA	Occupational Safety and Health Administration (US)
OTB	On the Ball (weekly PetSmart meetings)
P&Ps	Policies and Procedures
P.A.U.S.E.	PetSmart Associates United to Stop Euthanasia
PCI	PetSmart Charities Inc.
PCM	Pet Care Manager
PCTM	Pet Care Training Manager
PH Mgr	PetsHotel Manager
POS	Point of Sale
PP Mgr	Pet Products Manager
Pres Mgr	Presentation Manager
PsH	PetsHotel
PT	Pet Training
RRM	Regional Relationship Manager
RVP	Regional Vice President
SalM	Salon Manager
SKU	Stock-Keeping Unit
SM	Store Manager
SSG	Store Support Group
SVP	Senior Vice President
TLC	Total Lifetime Care (for pets; our vision)
TY	This Year
YTD	Year to Date