

New Hire Onboarding

1. All new hires will
 - a. Complete ALL PlayerLync training before first shift, fill out the New Employee Packet after clocked in for first shift. GM to check that all new hire paperwork is all completed in Home Base at the start of shift. They will be paid 4 hrs for this training on first paycheck GM Initial: _____
 - b. Work one week as a camp counselor to understand the protocols and processes required in the Back of House (BOH). (See following pages)
2. The General Manager or Assistant Manager is required to
 - a. be present the first day of the new hire are in the training cycle
 - b. to train all leads in the onboarding of new hires
 - c. administer performance review of all new hires within 30 days of hire
3. After 90 days, all employees will
 - a. have completed CPR and First Aid and have a certificate on file.

New Hire Training : Welcome to the Pack and General Overview!

Tour of the Building

1. Detailed Camp tour
 - a. Lobby/ App/ cameras
 - b. Status boards
 - c. Cabins
 - d. Yards
 - e. Grooming room
 - f. Prep Room
 - g. Utility closet/ Chemicals

How to Clock in on the App (Homebase)

- New Hire Paperwork Review – Go over and Sign Remaining Policies and get I-9 Documentation with GM or AM

Rules to Go Over:

1. UNDERSTAND YOU ARE ON CAMERA.
2. Customer satisfaction and pleasant interaction is our top priority next to safety of other staff and campers.
3. Play Area Overview
 - a. What is play? What is not?
 - b. Understanding dog's body language (use flash cards).
 - c. Continuous movement in yard. Why?
 - d. Who's who? Know the dogs in your yard.
 - e. Proper use of spray bottle.
 - f. Making the most of Pupdates.
 - g. Proper hose usage and handling

Rotate 1 hour small dog yard/ 1 hours big dog yard shadowing a counselor

1. Focus on play and cleaning up after dogs.

2. Practice Day One Items in Yard: _____
 - a. What is play? What is not?
 - b. Understanding dog's body language (give examples as witnessed).
 - c. Practice proper Gate Management.
 - d. Demonstrate continuous movement in yard. Why?
 - e. Practice Operation Happy Dog.
 - f. Who's who? Learn and Name the dogs in your yard.
 - g. Proper use of spray bottle.
 - h. Emergency Reaction and Red Box Item
 - i. Gate management
3. Altercations in the yard _____
 - a. Identify Behavior
 - b. Interview Process
 - c. Controlling Dog behavior
 - i. Voice
 - ii. Whistle
 - iii. Spray Bottle
 - iv. Hose
 - v. Body
4. Camper Interview Process _____
 - a. Observe an Interview happening

Meal Prep, Medication Administration, laundry, dishes, cleaning prep room, Boarding Prep, Water walk

1. Meal Prep _____
 - a. Practice meal preparation
 - b. Filling out mess hall cards
 - c. Lunch prep
2. Medication _____
 - a. Leads and Manager's only
 - b. Filling out medication cards
 - c. Proper storage of Medications
3. Laundry _____
 - a. Proper setting for each type
 - b. How to dispense soap
 - c. Add LOE to laundry
 - d. What is dried/ not dried
4. Dishes _____
 - a. Types of dishes used
 - b. Pre-cleaning
 - c. Sanitation

- 5. Cabin Prep (boarding) _____
 - a. Water bowl
 - b. Cot
- 6. Water Walk _____
 - a. Check/ refill water
 - b. Replace old dirty water
 - c. Check cabins for cleanliness

Cleaning & End of day cleaning

- 1. How to Use Rescue and Rescue Station _____
 - a. Filling up mop buckets, water level, adding in KOE, swapping out mop heads, etc
- 2. Clean Cabin _____
 - i. Board Identification to determine which cabin
 - ii. Fresh Rescue mop bucket/Clean Mop
 - iii. Clean only five cabins per bucket
 - iv. Fresh Rescue bucket/brush to eliminate cross contamination
 - v. Vacuum and Sweep Cabin First before using rescue.
 - vi. Wet Brush Bed top and bottom, set in aisle
 - vii. Brush Walls
 - viii. Brush Door
 - ix. Small brush edges and door bottom
 - x. Mop
 - xi. Explain when Rescue process is done and why.
 - xii. Marking Cabin is Now Clean completion on board.
- 3. Cleaning Yards _____
 - a. Which chemical to use and why – RESCUE only
 - b. Demonstrate procedure
 - i. Sweep floors (all play yards)
 - ii. Vacuum up hair, vacuum play structures
 - iii. Scrub walls
 - iv. Scrub play equipment
 - v. Mop floors (move play equipment and mop area)
 - vi. Vacuum and mop corral
 - vii. Soft brush bottom of posts
 - viii. Wipe top of walls and gates
 - ix. Clean bottom of gates
 - x. BioEnzyme at Noon – Reduces smell and cleans during day.
 - xi. Foam Outside in Evenings

Grooming

- a. What is a Basic Bath, Ultimutt, Furminator
- b. Nail Trim

- i. Clipping
- ii. Grinding
- iii. Identify “quick”
- c. Ear Cleaning
- d. Teeth Brushing
- e. Blow Dry
- f. Furminator

Cleaning groom room

- g. Cleaning strainers on drain
- h. Washing down tubs
- i. Sweeping first then vacuuming hair/ nail clippings
- j. Mopping floor
- k. Taking trash out (when full)
- l. Cleaning grooming locker
- m. Remove dirty towels to laundry in break room

Final walk through and sit down with General Manager at the end of Day 1 and Day 2 (Orientation Days). At the end of the day 2 employee will receive Swap bag that includes uniform shirt. Explain that shirts are due at time of termination or end of 2 week notice before final paycheck is paid. If shirt(s) not returned \$7/per t-shirt issued will be deducted from employee’s final paycheck.

General Manager Signature: _____

New Employee Signature: _____