



On-Site Dog Policy

Please Keep Your Pets inside When K&H Crews Are On-Site

A dog bite incident this past fall involving a client's dog and a member of K&H's staff prompted us to establish a company-wide Dog Policy on behalf of better serving you, our client, while keeping our staff out of harm's way.

As always, we will do our best to satisfy special requests on your Service Day. Dogs are treasured members of many of our families too so "we get it;" just give us a call. If they are found outside when K&H crews arrive –

- ◆ The Crew Leader/Manager will ring the front doorbell to see if someone is home. If so, please bring your dog(s) inside.
- ◆ If nobody is at home, the Crew Leader/Manager will call K&H's Client Services Team who will then attempt to notify you of the situation (using primary phone number on file).
 - ◆ If K&H is unable to provide service, clients may be charged for the visit.

If nobody is home, the Crew Leader will leave a door hanger stating "Unable to service due to dog(s) being outside."

K&H employees are not permitted to enter the area if dog(s) are present. If they are let outside while crews are on-site, employees have been instructed to leave the premises.

Please contact our Client Services Department with any special requests. Otherwise, thank you for your consideration.