

## **Pets, Detox, and Intake**

All eligible candidates who have pets that need to be boarded must have them as a pet-certified ESA; however, Serenity Paws will help get candidates' pet/s certified as an ESA upon request. Project Recovery and Serenity Paws will make the initial payment towards getting ESA certified with U.S. Service Animals; however, ESA payment is **contingent** on the candidate training their pet. Pets become ESA-certified when they are often rowdy, misbehaved pets that have not received training due to the high volume of individuals who seek ESA certification. Project Recovery takes the service ESA animals provide very seriously and requires all animals applying to be an ESA to be trained on basic commands (sit, stay, recalls, no jumping on people), or in training through another institution or privately with the owner for **1 hour a day minimum**. Improvements must be visible through testing of the pet at Serenity Paws' location. Project Recovery will **not** pay for training classes; the owner of the pet is expected to pursue training on their own.

As part of the intake for Project Recovery and employment at Serenity Paws, candidates must go through a detox program to begin boarding and employment. Serenity Paws will hold the pets at the facility or in approved housing during this time.

The candidate must be entering into a treatment facility, detox or otherwise for a minimum of 3-5 days, and must be using Serenity Paws as the boarding facility to care for their pet while they are in the initial steps of detoxing and sober living.

Project Recovery and Serenity Paws accept 'jail time' as an acceptable reason for boarding and consider this a 'detox'. The jail time must be a minimum of 3 days and can only be a maximum of 90 days of incarceration. The candidate must comply and follow the terms of the agreement within Project Recovery to continue receiving aid.

Candidates can choose to be employed by Serenity Paws after they have completed their stay at a Detox or treatment facility following completion of proper intake forms. Project Recovery will evaluate every candidate through the intake process and have frequent check-ins with the candidate to evaluate progress and capability.

If the candidate does not wish to be employed at Serenity Paws after their detox, they must retrieve their pet after their 3-5 days in detox; regular day-stay and overnight fees will be applied after the candidate is released from the facility if they have not chosen to be employed by Serenity Paws. Boarding pets for non-employee candidates **who are continuing their sober journey, but not seeking employment with Serenity Paws**, is limited to a **maximum** of 28 days, or 90 days for jail time. **All candidates must provide discharge paperwork at the time of retrieving their pet, and complete Serenity Paws' pet discharge paperwork.**

Continued employment by Serenity Paws requires the candidate to comply with the guidelines and standards outlined in the following form and by the owner and case manager/s of Project Recovery.

## Release of information

All candidates must release requested paperwork to the Project recovery. All candidates must authorize project recovery staff to receive paperwork at any treatment facility.

## Meeting with Case Managers

All candidates **must** meet with the case manager of Project Recovery **after** Zentake forms are completed, and **before** any of Project Recovery services are offered. This meeting can take place via Zoom or phone call but it is **highly encouraged** to be in person. All meetings will be confidential, and notes will only be shared with approved team members (see section V). This meeting will serve to get to know the candidate, their needs, and the current state of their sobriety journey. A candidate will not be disqualified for Project Recovery services due to information shared during their meeting with the case manager. **Disqualification will only occur due to violations of the policies and procedures of Project Recovery after the initial start date.**

## Eligibility for Stays at Serenity Paws via Project Recovery

As part of the process for Project Recovery candidates, Serenity Paws offers boarding relief for the pet/s of the candidate. Due to the high demand, limited space, and different needs of each pet, the boarding service has strict guidelines and deadlines for the services provided. This project is **strictly** for candidates who will be entering a sober facility and taking active steps to continue their sober living. This is **not** a service where pets can be dropped off for reasons other than necessary sober-living-related demands.

All cases will **only** be evaluated **after** applications are processed through the Zentake form found at <https://www.serenitypawspetstylist.com/copy-of-history-of-serenity> in the “Intake Paperwork” section. **Boarding cannot and will not be discussed until the intake paperwork is completed.**

## Eligible Candidates for Pet Stays:

**Non-employees:** Serenity Paws offers a **28-day, free-of-charge** stay for pets **only if the owner goes to a 3–5-day detox center**. While the owner is at detox, Serenity Paws will provide space, food, grooming, play, walks, training, and other services to the pet. **After 3-5 days**, the owner will spend the remaining time to get their affairs in order. They may come to pick up their pet at any time **with proof of discharge from their facility**. Failure to provide documentation will result in a follow-up with the facility and may result in disputes surrounding the safety of the pet. This service is **only** available to those who are serious about sobriety and continue to show proof of effort after detox. This is intended to provide relief to those striving for sobriety. This service is offered to those who need immediate relief while they enter into a facility. The maximum days the pet can stay will remain at 28 unless the owner continues into employment with Serenity Paws.

**Employment offer:** As a part of Project Recovery, Serenity Paws will offer employment to those seeking steady employment after they begin their sober journey. If a candidate wishes to become an employee, they will be offered **90 days** for their pet to board with Serenity Paws free of charge **while the candidate stays in a sober living home**. If the candidate finds a sober living home that is pet-friendly, they will be expected to bring their pet home with them rather than board with Serenity Paws. The candidate is required to enter a detox facility for a minimum of 3 days before beginning employment. After **90 days of employment or the first 6 paychecks, the candidate will pay the daily \$5/day** for their pet to remain for **daily stays only**. The pet will need to move into housing with the owner after the end of the 90 days. During daily stays, the pet may stay in the kennels of Serenity Paws, and receive walks, food, and water, but may not stay overnight. Overnight stays will require full-priced payments made by the owner monthly.

**Inpatient boarding:** Serenity Paws will offer **28-60 days** of boarding services for a pet while the owner enrolls in an inpatient treatment center. This can be extended to **90 days** with written proof from the facility that the candidate will be in their care for that long. Repeated intakes to inpatient facilities will be evaluated case-by-case and may be eligible for repeated boardings depending on the situation. Exceeding 90 days, candidates will follow the *maximum stay policy* outlined below.

**Legal Obligations:** Project Recovery understands that some candidates may have legal trouble or court obligations. We extend similar boarding services to such candidates regardless of the situation. For jail time or other legal obligations that will require the owner to separate from their pet, Serenity Paws will board their pet for **a maximum of 90 days**. After this 90-day period, the owner must begin paying the monthly staying rate, or the pet must become a forced surrender and will be rehomed safely and according to PACFA standards. Repeated jailings will be treated with the same standard as other situations via the *boarding policy* found below.

**Maximum Stay Policy:** After 90 days of pets being boarded with Serenity Paws for **any reason**, monthly charges will begin to apply. These will be at a discounted rate but are mandatory **without exception**. If the owner cannot pay by the 15th of the following month after the 90-day limit, Serenity Paws will enact a forced surrender and rehome the dogs to a shelter or humane society. Serenity Paws is a qualified agent to rehome pets that have extensive circumstances and has close connections with highly-rated humane services. Please trust that if you cannot provide for your pet, Serenity Paws will ensure they find a safe home and do so in the most compassionate way possible.

**Discharge:** To collect pets at the end of their boarding stays, Serenity Paws *requires* proof of discharge. This can include (but is not limited to) proper paperwork with a signature from staffing agents at a sober facility, written documentation from a doctor or mental health expert, signed notes from therapists or other mental health professionals, etc. All cases will be evaluated by a team leader, case manager, or the owner. **Failure to provide proper discharge papers** will result in asking the candidate to continue their sober living, returning to a facility, or a dispute for rehoming the pet. Additionally, Serenity Paws requires candidates to complete a “discharge form” upon receiving their pet from boarding.

**Boarding Policy:** Serenity Paws offers these services to all; however, due to the high demand for safe facilities for the pets of candidates, Serenity Paws *must* provide boarding to those who take active steps to continue their sober living. Each candidate will be allowed a *maximum* of **4 intakes per pet**. After the 4<sup>th</sup> intake, Project Recovery will ask the candidate to either seek alternative boarding services or surrender their pet for rehoming. Serenity Paws offers rehoming services if provided with the proper and necessary paperwork by the owner.

**Pricing:** Exceeding 90 days of boarding as dictated by circumstance will require monthly payments for the housing of the pet. As stated in *the maximum stay policy*, failure to pay by the 15 of the following month will be an automatic surrender. The **normal fee** is \$55/night for a dog and \$15/night for a cat. Situations may be eligible for discounts at the owner's discretion, but all candidates are **expected to be able to pay the maximum rate**. All payments are due **by 5 P.M. MST on the 15th of every month**, and late payments will not be accepted.

**Forced Surrenders:** Serenity Paws follows the ethical treatment of animals outlined by PACFA and national standards. Part of these policies include a forced surrender of a pet if the owner is unable to provide for them, or they are abandoned. A forced surrender includes the legal relinquishing of guardianship to Serenity Paws, who will rehome the dog with a rescue service. Forced surrenders will only occur if the owner exceeds the maximum stay policy with failure of payment, or if Serenity Paws does not have **any** contact with the owner for 60 days. **It is the owner's responsibility to update Serenity Paws** on their status. These are non-disputable and made with the expertise and knowledge of pet groomers who have been in the industry for an extensive time. The best decision will be made for the pet.

## Employment

All positions at Serenity Paws are outlined in the employee handbook.

Employment through Project Recovery at Serenity Paws is available to all candidates wishing to secure a job. Employment is contingent upon continuous fulfillment of standards outlined in accordance with UA testing.

***PLEASE NOTE: any and all transportation, funding, clothing, or washing/hygiene issues can be addressed directly by team leads. If there is any insecurity with these tasks, please reach out as soon as possible.***

**Positions:** Serenity Paws has multiple positions, but the entry level for all is dog bathers. This can be either part-time or full-time depending on the needs of the employer/employee. Opportunities for promotions and raises are available based on **work ethic, diligence, integrity, proactivity, and willingness to learn**. Employees are encouraged to always seek new opportunities to learn skills outside of required training. No raises or promotions will be withheld based on substance history or any factors outside of work such as housing.

All employees are expected to show up on time to their allotted shift, work vigorously throughout, and always remain professional. **If transportation is needed to and from work**, contact a team leader or your case manager about arranging rides to and from your location of residency.

**Uniforms:** A work uniform will be provided to wear during shift, but employees will be responsible for bringing closed-toed, non-slip shoes to wear (preferably black). **Any funding issues should be brought to the immediate attention of Project Recovery team leads, and we will work with you to find a solution.** Work uniforms are expected to be clean for every shift and in compliance with the employee handbook.

All candidates are expected to perform according to the employee handbook. Any questions about expectations and standards can be referred to the handbook, or to any supervisor if the handbook leaves the case unclear.

**Check-ins:** Project Recovery Candidates will be required to meet with the case manager once a week for a weekly progress check-in. During these meetings, the candidate will be asked about how they have been furthering their sober living that week, and what steps they have planned out for the future. These meetings serve as Project Recovery's way to ensure candidates are meeting requirements of continued and proactive sober living.

## Confidentiality

Serenity Paws and Project Recovery deal with very sensitive cases and information. Accordingly, confidentiality is **provided and expected** in every case. If you feel your case is not being kept confidential, **please immediately contact your Project Recovery case team.**

For the safety of yourself the candidate, other candidates, staff, and the project, every case will be kept confidential. The contents, circumstances, and descriptions of every case will be shown **only to the necessary staff**. Any sharing of information of other candidates **will result in immediate action up to termination.**

We recognize every case is unique to the individual, and that every personal case belongs exclusively to that individual. **As such, you as the candidate may share what you feel appropriate to anyone at any time about your own case (unless otherwise instructed not to for safety purposes). Sharing of other's cases will not be tolerated.**

Serenity Paws has a strict “open-door, open-mind” policy. This means that if you feel the need to speak to someone about your situation, **there will always be time and a place for you.** Case managers, team leads, and project staff will be available for you to speak with. This can occur during work shifts, or during scheduled times outside of work. If the conversation begins to exceed **30 minutes of paid time for the candidate**, we will arrange for a better time to speak so employees can continue their work efficiently.

If an employee needs additional breaks, support, or to leave early for any reason outside of their regular schedule, **speak with a team lead immediately** and they will work with candidates on viable solutions.

Crisis situations will be dealt with by trained professionals who have received extensive and qualified training to respond to such situations. **If you or anyone you know is experiencing a crisis, please reach out to a team leader and/or contact 988 immediately. It will always be acceptable to call for help during work hours should a crisis arise.**

Serenity Paws and Project Recovery is dedicated to the betterment of individuals and communities. There will always be a place here for you. Let us be a part of your journey.