



# Professional Petsitting by Denise

## Using Petsitting by Denise Most Effectively

*... a check-off list for both new and established clients ...*

Congratulations! You have chosen the **best** alternative to kennel care by enlisting the services of Petsitting by Denise, and its staff of professional pet/house sitters. You will find that you have discovered a new friend for your pet and someone who will be of great help to you. To ensure a successful relationship with your pet sitter, we suggest that you follow these simple check-off list guidelines:

### Give Us Your Pet's History and Habits

- In order to schedule the visits, think about your pet's daily routine – eating, sleeping, medications, and bathroom detail – your sitter will need to know these things.
- Your sitter will need to know about **all** health problems – major and minor – you pets may have. Petsitting by Denise is happy to administer medications, but does **not** sit for any pet with a contagious disease.
- Tell your sitter where toys are kept or, if your pet is a “chewer”, where the chew toys are. Also, guard against personal items being chewed while you are away.
- Tell your sitter where your pet's favorite hiding places are so that your pet may be located easily. This is especially important for cats who do not come out.
- Your pet sitter needs to know about any unusual habits your pet may have – bowel movements, eating habits, fears, etc.
- Make sure that all of your pet's vaccinations are up to date. Petsitting by Denise does **not** sit for any pet whose vaccinations are not current.
- Please provide all of your pets with identification tags.

### Plan Ahead

- Call our office or send a reservation email as early as possible to make your pet sitting reservations, especially during holiday periods. Our office hours are Monday – Friday 9:00am – 3:00pm. If you reach our answering machine, you make leave your message, but please **do not** ever leave town without a confirmation from our staff. If the sitter needs to enter your house, please be sure to have a spare key made and try it out to make sure that it works. We will keep your key on file for future pet sitting assignments. (If you lock yourself out, you may call us for that, also).
- Please buy extra food, treats, litter, and supplies for the time that you will be away, and in the event that you may have to stay longer than you had anticipated. There will be an additional charge for any purchases.
- If your dog is not used to walking on a leash, practice with them before you leave. Be sure your dog's collar fits properly for walking and has an identification tag. We do **not** turn any dogs out unless they are in a fenced-in area or on a leash.

### Prepare Your Home Before You Leave

- Clean out food from your refrigerator that may spoil while you are gone. Don't leave dirty dishes in the sink that could attract pests or interfere with the sitter's work. Take out the garbage.
- Leave a piece of clothing that you have recently worn near your pet's sleeping quarters to remind them of you.
- Move valuables away from windows so that they can't be seen from the outside. Do not leave keys in deadbolt locks especially if the front door contains a window.



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- Put away bikes, outdoor toys, grills, lawn furniture, etc. that may be easily stolen.
- Mow your lawn or arrange for someone to mow it while you are away.
- Consider leaving some lights on timers or let your sitter alternate lights inside your house.
- If you are traveling during a season where extreme weather is a possibility, arrange for a neighbor to care for your pet in case of an emergency where the sitter is unable to make a visit. Be sure to give the sitter your neighbor's name and telephone number.
- Inform neighbors who may be watching your property that a pet sitter will be making visits to your home.

## Communications Is Important

- Obtain the telephone number of the place(s) where you will be staying so that you can leave it with your pet sitter for emergencies. We **require** an emergency number each time you place reservations – **no exceptions**.
- If you have a security system, be sure to instruct the sitter on arming/disarming procedures. Also, provide the sitter with your pass code (or one generated especially for the sitter) and the name and number of your alarm service technician and monitoring company for emergencies. You may wish to inform the monitoring service that a sitter will be in your home.
- If you find that you will be returning earlier or later than scheduled, please call to inform your pet sitter as soon as you know. If the sitter arrives to make a scheduled visit and you are home but did **not** notify us, you will be charged for that visit.
- **Be sure** to check in with us when you arrive home. If we haven't heard from you in a reasonable amount of time after our last scheduled visit, we will return to check on your pet's and home.
- Inform the sitter of any rooms that are "off limits" to your pets.
- Petsitting by Denise does **not** engage in job sharing with anyone other than family members who live in the same house with you, and housekeepers who are in your home to perform their duties.
- Tell the pet sitter where you keep items such as the vacuum cleaner, broom, dustpan, trash bags, and paper towels. Please be sure to have plenty of paper towels on hand.
- If there are ever any changes in your pet's health, routine, etc., be sure to inform the sitter.

## Safety Is Critical

- Secure any outside gates to your fenced-in yard or swimming pool. Make sure that all doors and windows are locked, and if you have a security system, that it is armed.
- Unplug appliances that will not be used to prevent damage during electrical storms or possible injury to pets.
- Consider leaving a radio or TV on while you are away. It could be a crime deterrent and may also keep your pet company. Your sitter will be glad to turn these on and off to your specifications.
- Don't leave anything out that could be harmful to your pet – especially things that could be swallowed.
- Make sure that your clothes dryer is closed.
- Do not hide keys outside for anyone unless there is absolutely no other alternative.
- Be sure that all pets are inside the house that are supposed to be. If the dog or cat escapes before you leave, be sure to inform the sitter so that time will not be wasted hunting inside.
- Never leave your pet in a garage unless there is no other alternative. There are too many hazardous substances found there – fertilizers, antifreeze, pesticides, etc. If you must, be sure to pet-proof the area.