

Frequently Asked Questions

Why should a pet owner use a pet sitter?

Many veterinarians and pet experts believe that **keeping pets in their familiar surroundings helps to alleviate the stress imposed when their owners have to leave home**. Pets are then also able to maintain their diet and exercise routine, and enjoy the personal attention provided by a pet sitter. This also eliminates the trauma of being transported and minimizes their exposure to illnesses of other animals.

What services do you offer?

Your Pet Nanny provides in-home pet care plain and simple. This means **our sitters travel to our client's homes to care for their pets**. We provide service for whatever they need; travel, long work hours; a late meeting, recovering from surgery; working from home but not enough time to walk the dog, don't trust the kids to care for the animals properly. Whatever the reason, we'll be there! Our clients are mostly cat and dog owners but we'll also visit rabbits, birds, frogs, guinea pigs, gerbils, hamsters, small farms, pigs, horses, iguanas, etc.

Our clients can customize how long they would like Your Pet Nanny to visit with their pets. **We will also bring in the mail, take out the trash, rotate the lights and open and close the curtains to give the home a lived-in look.**

How does a client go about getting started?

All are welcome to call or email the office with their questions. The office number is 517-336-8622 and the email is petcare@petnannyonline.com

When they're ready to get started we have a very simple registration process that will be explained to them. We can get started as soon as the meet and greet session has taken place.

Will you provide "gate-keeping" services even if someone doesn't have a pet?

Of course! We have many clients who contract Your Pet Nanny to visit their homes while they travel to do all of those things. This gives them peace of mind that their home is safe while they are out of town. **So, no, you do not have to have a pet to use Your Pet Nanny.**

So, you don't board animals or bring them into your homes?

No. We believe in in-home care, which is why we have chosen not to have a boarding facility. However, we do have pet care providers who can remain at the client's home. This is our overnight/house sitting service, which is VERY popular.

What time do the sitters make their rounds and how long do they stay?

Our sitters can visit their client's homes up to 4 times per day.

- The "Morning" time slot is between **7 & 9 AM**.
- The "Mid Day" time slot is between **11 & 3 PM**.
- The "Evening" time slot is between **4 & 6 PM**.
- The "Late Night" time slot is between **7 & 9 PM**.

No longer than 12 hours ever goes in between visits. For example, if your pooch were visited at 8pm, the sitter would arrive to your home no later than 8am the following morning.

How about last-minute requests?

We're more than happy to schedule pet care for last-minute needs, however we cannot guarantee that a sitter is going to be available on short notice, (though 99% of the time it really isn't a problem).

What is the meet and greet session?

The meet and greet is a visit that allows the client to get to know our service and their assigned Pet Nanny prior to the start of their service. During this visit your pet nanny will introduce themselves, spend some quality time with the pet, confirm and review the pertinent information about the home and pet care routine (e.g. vet information, emergency contact, special requests, etc.), and answer any additional questions the client may have. We do not charge for this session.

Can your clients schedule directly through their sitter?

No! For the safety of our client's pets all visits MUST be scheduled through the Your Pet Nanny office. We use a high-tech scheduling program, which ensures that "no pet is left behind." If a client schedules through their sitter and the sitter forgets to inform the office, that takes us out of the loop and therefore unable to follow-up with the sitter to make sure that the pet has been seen. **Pet Nanny will not be held liable for visits scheduled without the offices knowledge.**

Are there extra costs for services rendered on a holiday?

No, we are not like other pet sitting and kennels that charge you a higher fee during holidays.

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What happens if a client's primary sitter is not available for a pet sitting request?

Our sitter roster is chock-full of excellent pet care providers that would love to care for a client's pet if their primary sitter is unavailable. Since we have all of the client's pet care information in our secure database it's really not necessary for the client to meet with the alternate sitter, however; if the client feels more comfortable with having a meeting with the alternate sitter, we are more than happy to schedule a "Pre-Departure Meeting." **The cost of this meeting is \$15, which covers the sitter's time and expense for driving over to the client's home.**

Do you care for pets that have aggression issues?

If the pet has aggressively bit someone in the past then no, we cannot provide service. That is too much of a liability issue. If the pet is skittish and maybe just growls around those he doesn't know, then we will be happy to work with the client to see if a pet care plan can be designed that works. Our sitter will interview the client and the pet to determine if this is possible. If additional visits are necessary to socialize the pet with our pet care provider, then the client needs to be present at all visits and pay the normal service fee until socialized. If at any time our pet sitter or pet owner feels that it is unsafe to perform a service, we will reserve the right to discontinue service without notice.

Do you administer medication?

We pride ourselves in having among our staff, the most qualified Animal Care Professionals who will be able to provide your pets with the required health care, such as:

- Pilling by Mouth
- Ear Drops, Eye Drops
- Insulin Injections
- Subcutaneous Fluids
- Cleaning, Dressing and Disinfecting of Wounds
- General Post-Surgery Care

How do the pet care professionals discipline the pets?

Your Pet Nanny believes in positive reinforcement **ONLY** for the pets in our care. We will never hit, spank, slap, yank the leash, yell, shock or grab your pet. If there is a disciplinary problem, *i.e. toilet training issues, running away, etc.*, we inform our client of the incident(s) and together we work out a solution.

What happens if a pet becomes ill and the client is out of town or unable to leave work?

If we suspect that something is wrong with a pet, we will call you at the emergency phone numbers we have on file. **If the client believes the veterinarian should see the pet, we will transport him to the veterinarian's office for examination and treatment.** In the event we cannot reach the client, we will decide if the veterinarian should see your pet. If necessary, we will take your pet for treatment. You will be billed for any extra time we spend for these services.

Tell me about your hiring process of the pet sitters.

First, **we contract ONLY dedicated pet care professionals.** We work with sitters who have practical experience in the pet care field and view their time with Your Pet Nanny as part of their career path.

Second, **we run an extensive screening process**, which includes a face-to-face interview, followed by reference checks, followed by a complete background check. All sitters are then hired on a trial basis until we have followed up with enough clients to ensure that they are an excellent fit for Pet Nanny. All sitters contracted by Pet Nanny promise to abide by and sign our **Code of Ethics**.

Most importantly, what kind of results can people expect when working with Pet Nanny?

I sound like a broken record, but the greatest result is peace of mind. Our clients can travel, work or leave their homes for whatever reason, guilt-free because they know that their pets and their homes are in the best possible hands. Their pets are going to receive top-notch care; they're going to be relaxed, comfortable, well exercised, and doted upon. Their houses are going to be safe guarded and kept tidy and neat. They are going to have happy and healthy pets.

So, you're happy with the company that you have created?

It's amazing!!!! Seeing how Your Pet Nanny has grown is astounding to me! The best part about it is that the more successful Your Pet Nanny becomes, the more opportunities I have to make the service even more extraordinary for my awesome clients. I love it! I love every minute of it! I have the greatest clients any business owner could ask for...pet lovers! You can't beat it.