

Service Procedures

The following checklists are designed to help guide you through your various pet care visits. While our ultimate goal is to provide services as specified by each individual client, these lists provide general guidelines for each type of service.

Floofins & Co. is devoted to maintaining high standards for our clients, their pets and their homes. Please get to know these checklists very well.

Pills, Puppies and Sickies Rule

One of the biggest challenges of this job is managing client time requests, while still driving to clients in a sensible order.

One overall service procedure to note is our “Pills, Puppies and Sickies Rule”. When your time block is full and you have client time “requests” on your schedule, animals that need medications at specific times get priority. Second in line are puppies or older dogs who might not have the bladder control of adult dog. Third, sick animals must be visited last.

We will not take on dogs with serious contagious illnesses. However, a dog might have kennel cough and CPV, worms, etc. from daycare or visits to the dog park, which are not dangerous, but need to be managed. These animals will be last on your visit list. Be sure to be extra aware of sanitation practices for sick animals as well as changing your clothing before returning home to your pets.

Pet Sitting Procedure

The following are basic tasks often required when pet sitting. Floofins & Co. cares for dogs, cats, birds, rabbits, small animals and reptiles. We do not care for illegal or exotic pets, however occasionally we are asked to look in on farm animals, such as a small chicken coup. Horses are a speciality and are cared for by staff experienced in horse care.

- 🐾 ALWAYS sanitize between pet visits to reduce the risk of transmitting illness & disease. Do not handle pets until hands are sanitized or washed.
- 🐾 Check for and release security systems.
- 🐾 Make sure key is attached to you or in your pocket. Do not lose client keys.
- 🐾 Call the pet's name when entering. This will help avoid embarrassing situations if, for example, an owner is home sick and didn't call in.
- 🐾 Look for any client notes/review additional client instructions. Make sure to add notes/instructions to PPS if appropriate.
- 🐾 Check each pet's condition. Report anything strange or transport pet to ER if necessary.
- 🐾 Give each pet clean, fresh, water AT EACH VISIT.
- 🐾 Walk pets if appropriate. Always feed AFTER walks or play sessions to avoid bloat.
- 🐾 Always wipe paws after a walk. When walking avoid chemically treated lawns which should be marked with a lawn steak.
- 🐾 Scoop the litter box or change pee pads.
- 🐾 Clean cages, check temperature and humidity (small animals and reptiles).
- 🐾 Have play time/TLC with each pet.
- 🐾 Pet bowls should be washed out before each feeding.
- 🐾 Feed pets according to client instructions.
- 🐾 Administer medication (if needed).
- 🐾 Make sure each pet is eating their food.
- 🐾 Wash and put away spoons/can openers/etc.
- 🐾 Check on the welfare of shy or reclusive pets.
- 🐾 Give treats (if they are allowed).
- 🐾 Clean up any "accidents" or messes that may occur.
- 🐾 Water plants.
- 🐾 Bring in the mail, newspaper and any miscellaneous advertisements.
- 🐾 Take trash out. Check for trash days and move trash cans to the curb/use provided stickers.
- 🐾 Maintain a comfortable temperature level in the home.
- 🐾 Monitor the condition of the home.
- 🐾 Ensure the house fence perimeter is secure.
- 🐾 Change the lighting arrangement and open/close drapes.
- 🐾 Re-lock the house and restore the security system if appropriate.
- 🐾 End each visit with an entry to the Pet Sitting Diary and end each day with a quick e-update to the client. Link to videos. (Rules of Thumb: Video every 3-4 days away).
- 🐾 **Clients are required to check in with their sitter when they arrive home from a vacation. If you do not hear from a client before what would be the next scheduled visit, please give them a courtesy call before stopping by.**

Overnight Pet Sitting Procedure

If you are performing a full Overnight stay, please be mindful of the following in addition to the previous checklist:

- 🍃 Vacuum or sweep home.
- 🍃 Tidy bathroom/wash towels.
- 🍃 Sheets/pillowcases washed and replaced on bed.
- 🍃 Dishes cleaned/dishwasher emptied/counters cleaned.
- 🍃 Remove any of your items from the fridge.
- 🍃 Go through each room to make sure you didn't leave anything behind.

On your last visit, regardless of the visit type, make sure the clients home is CLEANER than when you started.

Though many of our clients are WONDERFUL and suggest we help ourselves to anything in the fridge, etc., we must maintain a professional appearance. We are NOT the teen babysitter next door.

Dog Walking Procedure

The following checklist is for daily dog walking clients. These visits are essentially a very basic pet sit but on a frequent/daily basis.

- 🌿 ALWAYS sanitize between pet visits to reduce the risk of transmitting illness & disease. Do not handle pets until hands are sanitized or washed.
- 🌿 Check for and release security systems.
- 🌿 Make sure key is attached to you or in your pocket. Do not lose client keys.
- 🌿 Call the pet's name when entering. This will help avoid embarrassing situations if, for example, an owner is home sick and didn't call in.
- 🌿 Look for any client notes/review additional client instructions. Make sure to add notes/instructions to PPS if appropriate.
- 🌿 Check each pet's condition. Report anything strange or transport pet to ER if necessary.
- 🌿 Give each pet clean, fresh, water AT EACH VISIT.
- 🌿 Walk pets. If weather is beyond simple rain or snow (lightning, etc.) do a potty break and finish inside with playtime. Always feed AFTER walks or play sessions to avoid bloat.
- 🌿 All dogs must be kept on leash.
- 🌿 Even if you are walking a very friendly dog (and most of them are) remember that some of the dogs you will see on the walk are NOT friendly. Keep the dog you are walking away from other dogs.
- 🌿 Always wipe paws after a walk. When walking avoid chemically treated lawns which should be marked with a lawn stake.
- 🌿 Pet bowls should be washed out before each feeding.
- 🌿 Feed pets according to client instructions. Usually mid-day meals are not required but sometimes are.
- 🌿 Administer medication (if needed).
- 🌿 Make sure each pet is eating their food.
- 🌿 Wash and put away spoons/can openers/etc.
- 🌿 Re-lock the house and restore the security system if appropriate.
- 🌿 Leave a handwritten note/update. (Always note eliminations and next booked walk)

Pet Taxi Procedure

Pet taxi is often required to transport animals to and from grooming appointments, daycare and boarding or vet appointments.

- 🍃 Use provided restraints and keep dogs in the back seat to avoid driver distraction.
- 🍃 Disinfect restraints and seats/blankets between dogs.
- 🍃 Track mileage and wait time for billing purposes.
- 🍃 Windows must remain at a safe setting (i.e. not low enough for a dog to jump out).
- 🍃 Dogs must never be left unattended in a vehicle.

Poop Scoop Procedure

The following checklist is for daily dog walking clients. These visits are essentially a very basic pet sit but on a frequent basis.

- 🍃 ALWAYS sanitize between pet visits to reduce the risk of transmitting illness & disease. Use provided disinfectant between yards on the bottoms of shoes.
- 🍃 Gloves and bags will be provided for pick up.
- 🍃 Make sure to scan yard in a pattern of your choice to ensure you cover the entire yard to be cleaned.
- 🍃 Pick up poop and feel free to pull grass out if you find loose stool so ensure a clean yard.
- 🍃 Remove your glove, place in the bag and tied shut.
- 🍃 Place the bag in the clients choice trash receptacle. We do not remove waste. Do not put the poop in your vehicle.

Continuous Care Procedure

Occasionally we may be asked to stay in a home with a pet for an extended period of time, much like a traditional babysitter. Each of these jobs is unique in instruction, however typical pet sitting activities will usually occur.

Pet Wedding Attendant Procedure

As you can imagine, weddings and other special events require custom checklists. Each event schedule and the required tasks will be reviewed in person with the client at a consultation visit before the event.

Wedding jobs may extend into pet sitting jobs after the wedding/during the honeymoon.

Pregnancy Preparation Procedure

Our Pregnancy Preparation Service is just like a regular pet sitting job, however, we block off time two weeks prior and one week after our clients due date and expect to receive a call when the client goes into labor. Overnight and "Almost Overnight" services are usually not reserved for a pregnancy prep client to keep our availability open to take on additional pet sitting clients.

Dog Staging Procedure

The following checklist is for dog staging visits. These are the only visits that are scheduled at a specific time as you must meet with a real estate agent.

- 🍃 ALWAYS sanitize between pet visits to reduce the risk of transmitting illness & disease. Do not handle pets until hands are sanitized or washed.
- 🍃 Dog staging visits will be booked at a specific time. You will need to be available above and beyond the 30 minutes scheduled in case the showing takes longer than expected. Agents will need to be able to contact you via cell phone in case they need more time.
- 🍃 Put away dog crates, toys, bowls, etc.
- 🍃 Check each pet's condition. Report anything strange or transport pet to ER if necessary.
- 🍃 Walk pets. If weather is inclement (lightning, etc.) do a potty break and finish inside. You will be expected to handle the dog until the showing is complete.
- 🍃 Always wipe paws after a walk. When walking avoid chemically treated lawns which should be marked with a lawn stake.
- 🍃 All dogs must be kept on leash.
- 🍃 Even if you are walking a very friendly dog (and most of them are) remember that some of the dogs you will see on the walk are NOT friendly. Keep the dog you are walking away from other dogs.
- 🍃 Replace dog crates, toys, bowls, etc.
- 🍃 Give each pet clean, fresh, water AT EACH VISIT.

Condition Check Procedure

Part of our daily checklist is to check the condition of each animal. This is simply a basic check for any abnormalities or possible injuries. **We are not veterinarians.** If you find something abnormal, please note it for the owner. If an emergency occurs, take the pet to the nearest emergency facility.

Nose

Normal:

- 🌿 Moist and clean

Abnormal:

- 🌿 Dry or cracked
- 🌿 Nasal discharge (such as thick greenish mucus)
- 🌿 Bleeding

Skin

Normal:

- 🌿 Shiny and smooth haircoat
- 🌿 Soft and unbroken skin
- 🌿 Minimal odor

Abnormal:

- 🌿 Sparse or patchy haircoat
- 🌿 Open sores or sounds
- 🌿 Oily or greenish discharge
- 🌿 Foul or rancid odor

Eyes

Normal:

- 🌿 Bright, moist, and clear
- 🌿 Centered between the eyelid
- 🌿 Pupils equal in size
- 🌿 Whites of the eye should not appear colored (such as red or yellow) and should have only a few visible blood vessels
- 🌿 Pupils shrink equally when bright light is shined into either eye
- 🌿 Pupils enlarge equally when the eyes are held closed or the room darkened

Abnormal:

- 🌿 Dull, sunken eyes
- 🌿 Eyes that appear dry
- 🌿 Thick discharge from eyes
- 🌿 One or both eyes not centered
- 🌿 Pupils unequal in size
- 🌿 Abnormal colors that indicate problems are yellow (jaundice), or red (bloodshot)

Ears

Normal:

- 🌿 Skin smooth and without wounds
- 🌿 Clean and dry
- 🌿 Almost odor-free
- 🌿 Typical carriage for breed
- 🌿 Pain-free

Abnormal:

- ❧ Wounds or scabs on skin
- ❧ Lumps or bumps on skin.
- ❧ Any sign of rash
- ❧ Crust, moisture, or other discharge in ear canal
- ❧ Any strong odor from the ear
- ❧ Atypical carriage for breed; for example, a droopy ear in a breed with normally erect ears
- ❧ Painful or swollen ears

Mouth**Normal:**

- ❧ Teeth are clean and white
- ❧ Gums are uniformly pink

Abnormal:

- ❧ Tartar accumulation around the base of the teeth
- ❧ The gums are red, pale, inflamed, or sore in appearance

Neck, Chest, and Breathing**Normal:**

- ❧ It is difficult to hear the pet breathe at all except when he or she is panting
- ❧ The chest wall moves easily to and fro during respiration
- ❧ Most of the act of breathing is performed by the chest wall

Abnormal:

- ❧ Any unusual noise heard while the pet is breathing could indicate a problem, especially if the noise is new for the pet
- ❧ There is noticeable effort by the pet to move the chest wall
- ❧ The abdomen is actively involved in the act of inhaling and exhaling
- ❧ The pet stands with elbows held out further than normal or, is unable to rest or lie down

Abdomen (Stomach)

Touch and feel (palpate) the stomach. Start just behind the ribs and gently press your hands into the abdomen, feeling for abnormalities. If your pet has just eaten, you may be able to feel an enlargement in the left part of the abdomen just under the ribs. Proceed toward the rear of the body, passing your hands gently over the abdomen.

Normal:

- ❧ No lumps, bumps, or masses
- ❧ No discomfort on palpation
- ❧ No distension of the abdominal wall

Abnormal:

- ❧ Any lump, bump, or mass may be abnormal
- ❧ Palpation causes groaning or difficulty breathing. Any evidence or indication of pain is a serious finding. Use caution to avoid being bitten.
- ❧ The abdomen feels hard or tense and it appears distended

Skin Turgor Test

The skin turgor test may be the most helpful one to determine whether an animal is well hydrated. (See dehydration.) This test can be affected by several factors other than hydration status, such as weight loss, age and general skin condition, but it can help you make a rough determination of your pet's hydration status. To perform this test, pull the skin over the chest or back into a tent and release it quickly; avoid the skin of the neck as it's often too thick for this test. Observe the skin as it returns to its resting position.

Normal:

- 🌿 The skin snaps back into position quickly

Abnormal:

- 🌿 The skin returns slowly or remains slightly tented. This is a sign of possible dehydration.

Pulse and Heart Rate

Learn to locate the pulse on your pet before a crisis. The best place on a cat or dog is the femoral artery in the groin area. Place your fingers around the front of the hind leg and move upward until the back of your hand meets the abdominal wall. Move your fingertips back and forth on the inside of the thigh until you feel the pulsing sensation as the blood rushes through the artery. Count the number of pulses in 15 seconds and multiply by 4. This will give you the pulse rate in beats per minute (BPM). Pulse rate is a highly variable finding and can be affected by recent exercise, excitement or stress. Do not use the heart rate as the sole evidence that your pet is sick or healthy.

Normal:

- 🌿 Cats: 100 to 160 breaths per minute (bpm). A relaxed cat may have a slower pulse.
- 🌿 Small dogs: 90 to 130 bpm
- 🌿 Medium dogs: 70 to 110 bpm
- 🌿 Large/giant dogs: 60 to 100 bpm. A relaxed dog may have a slower pulse.
- 🌿 Pulse is easily palpated, strong, and regular

Abnormal:

- 🌿 Too rapid or too slow
- 🌿 Pulse is weak, irregular, or hard to locate