

Fall/Winter News, 2019-20

Dear Customers,

Thank you for trusting us with your pets' care. As the year begins to fade, we want to share with you some news and helpful hints to help us serve you best.

Is your portal information up to date?



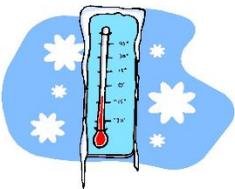
Has your home or your pet's information changed since your last service? Change of diet? Medications? Vet? Have your locks changed? Litter boxes or feeding stations moved? Do you have more – or fewer -- pets? When requesting services, please take a few minutes to review and update your portal information to avoid any confusion or errors.

Stay in Touch!



When requesting or cancelling services, making an inquiry, or just sending us a comment, we encourage you to log into the portal & use the CONVERSATION (CHAT) and/or SCHEDULE features. This helps our whole team stay informed, stores all important notes in one place, and retains a log of all our exchanges so that errors can be avoided. Sitters are urged to use the portal to post updates for you, rather than hand-written notes or text messages. We welcome – and read all – sitter ratings, which you can submit when a service is complete. A reminder to download the TimeToPet companion app for your phone. You can also follow us on [Facebook](#) and [Instagram](#), where you might catch a glimpse of your pet!

Temperatures dropping! Can your sitter access your home?



Garage door keypads often freeze up in bitter cold weather. Batteries fail, buttons stick, and electronic garage doors won't work during a power outage. If we access your home through the garage, please check keypad functionality frequently. It would also help us to leave a spare key hidden somewhere on the outside of your home, with an accessible neighbor, or stored at our office to make sure we can get to your pets.

Safe access is a must for sitters and critters alike. Please arrange to have driveways & walkways cleared of ice and snow, especially when you will be away overnight or longer, and provide ice melt and outdoor lighting for nighttime visits to avoid slips and falls.

Short-term Requests or Changes? TEXT US!



We can't always check email when we are out caring for your pets, so for same-day scheduling changes, requests, and messages critical to your pets' care, please call or text our cell phone number: 978-674-9604 to ensure that we get the message. Requests for weekend service should be made no later than 4 PM on Friday.

While we make every effort to honor short-term schedule requests, because of high demand for our services, it may not always be possible to do so.

Holiday Scheduling



Now is the time to request services for the upcoming holidays and school break. **Our boarding and live-in slots are limited and nearly full up for the days around Thanksgiving and Christmas.** Service requests for other services for Thanksgiving, Christmas, and New Year's *must be made at least a week ahead of time* so we can plan to have enough staff available. If you are scheduled for service but don't need it, please let us know as soon as possible so we can free up staff to care for other pets.

Cold Weather Animal Safety



Animals with access to the outdoors need special attention to keep them safe and healthy: booties, petroleum jelly, or other paw protectants to protect from salt and chemical agents; warm coats for dogs with less fur or hair; additional calories; towels for drying off in wet weather; shorter outings in severe weather. For more information, visit <https://www.asPCA.org/pet-care/general-pet-care/cold-weather-safety-tips>.

Acton Dog Park Update



Dog owners and dog lovers: Acton's Board of Selectmen is now reviewing the Dog Park Committee's site recommendations, but a date for a decision is yet to be determined. The Dog Park Committee hopes a decision will come in time for design and construction to commence in 2020.

To make the park a reality, emails of support to Acton's Board of Selectmen are needed (mail to: bos@acton-ma.gov). The committee also needs volunteers with experience in grant writing, fundraising, publicity, design, project management, and construction. Email the Dog Park Committee at adpc@acton-ma.gov, and follow their progress on [Facebook](https://www.facebook.com/actondogpark) or at the town's website: <http://www.acton-ma.gov/604/Dog-Park-Committee>.



Clare, Katie, Kelsey & all the Critter Sitters