



Fall/Winter News, 2020-21

Dear Customers,

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

COVID 19 Preparedness



Acton Critter Sitters is COVID-certified by both the Commonwealth of Massachusetts and Pet Sitter International. Our dedicated staff are following all CDC, state, and town guidelines, and we will work with you to arrange for pet pickup and dropoff that maintains social distancing. If you have any concerns or questions, or would like to make specific arrangements for our visits with your pets, please contact our office.

Acton Critter Sitters is a Reader's Choice Award Winner!



Acton Critter Sitters has been honored with many awards this year: #1 Choice in Acton, Boxborough, and Stow, and Second Place Regional Favorite. Thank you to our many clients who supported us in this year's contest. We will do our best to continue to earn these honors!

Acton Dog Park Site Vote Scheduled for October 19, 2020



Dog owners and dog lovers: At long last, Acton's Board of Selectmen is expected to vote on a dog park location at its October 19, 2020 meeting. The Dog Park Committee is recommending the parcels at 348 & 352 Main Street, between Rt. 2 and Kennedy Landscaping, for the site. **If you would like a dog park in Acton, NOW IS THE TIME to speak up!** Please plan to attend the BoS meeting at 7 PM on October 19 (Zoom link <https://zoom.us/j/503918785>) or send an email voicing your support to Acton's Board of Selectmen (mail to: bos@acton-ma.gov). For more information, visit www.actondogpark.weebly.com; follow us on [Facebook](#), or email the committee at adpc@actonma.gov.

Refer a friend and receive a \$20 credit on your next invoice



Do you know someone who got a new pet during the pandemic? We are welcoming new customers and appreciate your referrals. If you refer a new customer to us and they schedule at least 5 visits, you will earn a \$20 credit towards your next invoice. AND your friend will have their \$20 registration fee waived. Just make sure they give us your name when requesting services. Thank you!

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>

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 breaks. **Our boarding and live-in slots are limited and fill up quickly 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.

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Clare, Katie & all the Critter Sitters