



# Winter News, 2018-19

Dear Customers,

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

## Want to make Acton's dog park a reality? Here's how you can help:



Dog owners and dog lovers: Acton's Dog Park Committee wants your opinion about where our dog park should be located. Please take just a few minutes to look over the site options and cast your vote at <https://www.surveymonkey.com/r/9N9Z37W>. Voting ends December 1.

We also need your support at Acton's Board of Selectmen's meeting on Monday, December 17, 7:00 PM in Acton Town Hall, Room 204. If you cannot attend the meeting, please send an email of support to [bos@acton-ma.gov](mailto:bos@acton-ma.gov) no later than December 12, and copy the Dog Park Committee at [adpc@acton-ma.gov](mailto:adpc@acton-ma.gov). And ask your dog-friendly friends to do the same!

## Winter Holiday Scheduling



Now is the time to request services for the upcoming holidays and school break. **Our boarding slots are already booked up for the weekends following Thanksgiving and Christmas**, but we will continue to provide other services as usual. Service requests for Thanksgiving, Christmas, and New Years *must be made at least a week ahead of time* so we can plan to have enough staff available. And 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.

## Using the Portal to 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 and use the SCHEDULE or CONVERSATION/CHAT features. This helps our team stay efficient and 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.



## 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; coats for dogs who have 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>.

## Snow Removal & Lighting



Sitters need safety, too. Please make arrangements for clearing your walkways of ice and snow, especially when you will be away overnight or longer, and provide outdoor lighting for night time visits to avoid slips and falls.

## Same-Day Requests or Changes? TEXT US!



We are unable to check email when we are out caring for critters, 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.

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



Welcome to Winter! Stay warm, stay in touch, and let us know how we're doing.

*Clare, Katie, Kelsey & all the Critter Sitters*