



Spring News, 2019

Dear Pet Owners,

A heartfelt THANK YOU to each and every one of you for trusting us with your pets' care, and for all of those wonderful reviews and client referrals. Welcome, also, to the many pet families who have joined us over the past year. We hope you will take a few minutes to read through this year's *Spring News*. As always, if you have any questions or concerns, please contact our office.

Rate Adjustments Effective June 1, 2019



Each year we survey other area pet sitting services to ensure our rates are competitive. In order to fairly compensate and retain quality staff, we are making some price adjustments this year, while fees for some services will remain the same. We know this impacts you and we don't make this decision lightly. As a reminder, fees cover not only pet care by experienced and caring staff, but also fund the "extras" not offered by other services -- our online portal, background checks, insurance, online bill pay, and more -- that provide you with superior service, convenience, and peace of mind.

View our updated [2019 Rate Sheet](#) and [Scheduling & Billing Policies](#)

Acton Dog Park Committee Update -- Public Forum June 25 @ 7 PM!



Acton's Dog Park Committee is working hard to find suitable locations and will have news to share soon! If you would like to see one or more secure and accessible dog parks in Acton, please **mark your calendars** and **attend the Public Forum on Tuesday, June 25 @ 7PM** at Acton's Public Safety Facility. For updates, follow their activities on Facebook: <https://www.facebook.com/ADPCActon/>. If you are interested in having input into the design and helping to make it happen, volunteers are needed! Contact the committee at ADPC@actonma.gov or come to one of their meetings. Calendar, agendas and minutes are available on their town web page at <http://www.acton-ma.gov/604/Dog-Park-Committee>.

It's Tick Time!!!



The warm weather is here and the ticks are out ☹️

- If your pets aren't protected against heartworm and ticks all year long, now is the time to start treatment. Consult with your veterinarian on what would work best for you and your pet.
- To help prevent Lyme and other tick-borne illnesses, conduct frequent tick checks on your pets... and yourself!
- For information about ticks and Lyme disease, visit <https://www.cdc.gov/lyme/index.html>.

Weekend, Holiday, and Same-day Scheduling Guidelines



While we are committed to caring for your pets 365 days a year, we ask that you plan ahead as much as possible. We all need a little down time, and our staff members need a chance to plan their schedules. Summer services are especially in demand, so please notify us of your needs as soon as possible.

- Please use the portal to request services whenever possible. Portal requests are given first priority and are filled before all other requests.
- While serving clients during the day, we cannot check our email frequently, so please text or call our mobile line at 978-674-9604 for same-day requests, changes, or concerns. We will respond as soon as possible. We make every effort to honor same-day requests and changes, including on weekends, but because of staffing restrictions and timing, it may not always be possible. Extra fees apply for same-day service requests.
- Our business office is closed on Saturdays and Sundays. We check the portal, emails, phone messages, and texts as often as possible, but we may not be able to respond immediately.
- Holiday requests should be made at least a week ahead of time, especially for major holidays such as Memorial Day, July 4th, and Labor Day, as well as for school vacations.
- Weekend requests should be made by 12 PM (noon) on Fridays. We cannot guarantee weekend service for requests made after that time.

Off-leash guidelines



For the safety and protection of your pets, all off-leash dogs must have proven, reliable recall abilities AND wear identification tags with your contact information.



We always appreciate your reviews on Facebook, Yelp, and Google. Follow us on Instagram, too!

Thank you!

Clare, Katie, Kelsey, and all the Critter Sitters