



Spring/Summer News, 2024

Dear Pet Owners,

Thank you, as always, for being a loyal customer. We hope you will take a few minutes to read through this year's *Spring/Summer News*, packed with important updates and tips to help you (and us) take the best care of your pets. As always, if you have any questions or concerns, please contact our office.

Rate increase effective July 1, 2024



For the first time in 2 years, we will be raising our prices effective July 1, 2024. This modest rate increase will help us to offset the impact of inflation on our expenses, and to fairly compensate our staff, ensuring continuity of care for your precious pets. And even pet sitters need some rest, so requests for next-day service submitted after 10 PM will be subject to a \$5 same-day service charge.

[You can find our updated rate sheet here.](#)

Acton Voters – Please support the Dog Park at Acton's Annual Town Meeting, May 6 & 7



Acton's dog park committee has applied for a \$100K Community Preservation Act grant to help fund park construction and accessibility features. While substantial funds have already been procured to build the park, these additional monies will help significantly narrow the price gap that has resulted from inflation and other unforeseen costs.

We are asking Acton residents to attend Acton's Annual Town Meeting, Monday & Tuesday, May 6 & 7, and to VOTE YES on Article 9, Community Preservation Program, Item K: Acton Community

Dog Park. Reminder: CPA funds are already "in hand" so a YES vote will not increase your taxes. And if any attendee speaks up to oppose the funding, please consider approaching the PRO microphone to defend the request. Your voice, and your vote matter!

Acton's Dog Park Committee and the Friends of Acton Community Dog Park continue the work needed to bring the dog park project to fruition, and the public is always welcome to attend meetings, make suggestions, or contribute time or energy. For more information, visit actondogpark.weebly.com, or visit the dog park table at the Goward Playground 10th Anniversary Celebration (behind Acton Memorial Library) on Saturday, May 11 from 3 – 5 PM, and at the Acton-Boxborough Farmer's Market, Sunday, July 14 from 10 AM – 1 PM at the Elm Street playground in Acton.

Thanks for the Tips!



Recently, several clients have asked how to tip their sitter(s) for their services, and they appreciate it! If you are paying through the portal, you will see an "Add a Tip" button to the right of the invoice you are paying. Tips are automatically allocated percentage-wise across your sitter(s) according to the number of services each sitter has provided. If you want to specify how your tips are allocated (for example, if one sitter provided especially outstanding service), please contact our office with that information when you are paying your invoice. If you are paying by check, simply include a note along with your payment, specifying the tip amount and how you would like it to be distributed. Our hard-working sitters thank you!

Tick Time!!



The warm weather is finally here, and the ticks are out and about.

- 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>.

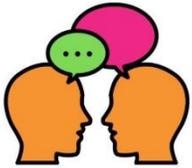
HOT STUFF!!



Warm weather can be dangerous for pets if you don't take proper precautions.

- **Never, never, ever** leave a pet in a car in warm weather, not even for short periods.
- When temperatures soar, avoid walking dogs on hot pavement which can burn their paws.
- Keep pets hydrated and avoid walking dogs during the hottest time of day.
- Be aware of foods commonly found at barbecues, that can be poisonous to your pets.
- Check out the [ASPCA's Hot Weather Safety Tips](#) for more information.

Communicating is Key



We are delighted that many of our clients have developed close relationships with their sitters. Some sitters have shared their personal contact information with their regular clients. However, we remind you that we cannot guarantee a particular sitter will be providing your services and ask that any important information about your schedules or your pets be communicated to our management team through the usual channels.

- **Please call or text 978-674-9604 for same-day requests, changes, or time-sensitive issues.**
- Do not include service requests or changes in notes to your sitters or in sitter reviews, and do not request services through your sitter(s). Any of those requests can be easily missed by our office. Only Acton Critter Sitters managers are responsible for scheduling. Requests and changes should be communicated through the portal, email, and/or text as previously noted.
- We ask (and prefer) that you share general comments with us and your sitter(s) through the Conversation/Chat tool in the portal, rather than text. This helps our management team stay informed about your pets' care and well-being.

Best Practices for Scheduling Services



While we are committed to caring for your pets 365 days a year, we are also resource-constrained like many businesses these days. To ensure that you can get the service you need, please plan ahead as much as possible:

- Request services as soon as you know that you need them.
- Services requested through the portal's scheduling tool receive first priority.
- Please reserve text messaging for short-notice requests and high-priority issues.
- Schedules for the following day are completed by 6 PM the prior evening, and weekend schedules on Friday morning. Requests that come in after those times are filled on an "as available" basis and the time(s) you request may not be available. Requests for next-day service submitted after 10 PM will be subject to a \$5 same-day service charge.
- Email is checked only sporadically on evenings and weekends. For last-minute requests or changes, please TEXT 978-674-9604. We will do our best -- but cannot guarantee -- last-minute service requests.
- Summer boarding and live-in care is limited, in high demand, and filling up for the summer. Again, please request services as soon as possible. A list of other local service providers is available on our website: actoncritisitters.com

Enjoy your Spring and Summer. Thank you for being an Acton Critter Sitters customer!