

Fall/Winter News, 2022-23

To our loyal clients,

Thank you for trusting us with your pets' care. After a long, hot, summer, suddenly it's time to prepare for cooler weather and the upcoming holidays. Here you'll find some news and helpful hints for this time of year.

Acton Community Dog Park Design Forum, October 26 – Mark your calendars!



Acton's Dog Park Committee, in partnership with [Dale Design, Inc.](#), will hold a Public Design Forum on Wednesday, October 26 at 7 PM in Acton Town Hall, Room 204 and over Zoom. This is your opportunity to provide input on the dog park's design and features, and to learn about the overarching Main Street Campus initiative. [Click here](#) for the 10/26/2022 meeting agenda, or [here](#) for the Zoom link to participate remotely. For more information and to check out associated events and fundraisers, follow the committee on [Facebook](#); visit www.actondogpark.weebly.com; or email the committee at adpc@actonma.gov. Want to get involved? Consider becoming Friend of Acton Community Dog Park. Email the Friends at acdpg@gmail.com.

Would you know how to help your pet in a medical emergency?



The Friends of Acton Community Dog Park has teamed up with [Four Footed Family](#) to offer another round of Pet First Aid & CPR classes. This time the class will be split over two nights: November 3 over Zoom then November 10 at Acton Public Safety Facility, both from 6:00 pm to 9:00 pm. Visit <https://www.fourfootedfamily.com/classes/> and look for the Acton Community Dog Park logo. A portion of your registration fee supports the Acton Community Dog Park.

Need to reach us on short notice? Text or call 978-674-9604



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 at 978-674-9604. We kindly ask that you **do not text or call your pet sitter**. Assigned sitters can change for any number of reasons; we want to make sure your message is received and handled as soon as possible, and that your invoice correctly reflects the services provided.

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 through the Portal!



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 keeps our whole team informed, stores all important notes in one place, and retains a log of all our exchanges so that errors can be avoided. Services scheduled through the Portal Scheduler get first priority, and sitters are urged to use the portal to post updates for you. We welcome – and read all – sitter ratings, which you can submit when a service is complete. A reminder to download the Time To

Pet app for your phone so you can schedule and connect with us even when on the go.

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>

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 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.

Holiday Scheduling



Now is the time to request services for the upcoming holidays and school breaks. **Our boarding and live-in slots are extremely limited and fill up quickly for the days around school breaks, 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.



Clare, Katie & all the Critter Sitters