

Policies and Procedures of Caring Comfort Pet Services, LLC

Initial interview: Meet Aunt Bobbie!

This meeting is required for all new clients and recommended for potential clients who would like more information before scheduling any services. I like allowing 30-45 minutes for this meeting so it will give us time to become acquainted, discuss or review the care your pet family requires, update any necessary documents, and possibly perform a routine activity such as a walk or brushing. For homes with anxious pets, a second visit may be necessary. There are no fees charged for these meetings.



Safety for all: Contagious Diseases

Be assured every precaution is taken to ensure the safety and health of your pet while in my care. Throughout the day I do interact with other pets and may visit other pet households. Because of this, I take precautions to reduce the possibility of transference before entering your home and interacting with your pet. This precaution will not account for your pet's exposure in pet-rich environments such as dog common areas; sidewalks, dog parks, etc., while in my care.

If your pet is displaying signs of illness prior to the start of a requested service, you must notify me as soon as possible. Services will require a veterinarian's clearance and may require cancellation and/or rescheduling.



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Safety for all: Annual Care Services:

For the safety of all my pet families, I do require all pets in the home to be current with their annual veterinary care services. A printed or digital copy of their current reminders or vaccination history showing this information will be necessary and will need to be refreshed annually. Doing so allows me to make the best effort to ensure that every pet is protected from sharable pathogens and parasites.

Requirements for dogs:

Rabies	Rabies, also required by NC law	1-year or 3-year
DHP	Distemper-hepatitis-parvo	1 year or 3-year
Bordetella	Kennel cough	annual
Stool screen	Fecal or intestinal parasite screening	annual
Heartworm and Flea prevention	Both of these parasites are sharable with in neighborhoods EVEN IF PETS ARE INDOOR ONLY	Prescription label or product packaging required

Requirements for cats:

Rabies	Rabies, also required by NC law	1-year or 3-year
FVRCP	Feline viral Rhinotracheitis, <u>Calici</u> virus, Panleukopenia	1-year or 3-year
Flea prevention	Fleas can be transient and shared on clothing	Prescription label or product packaging required

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Acknowledgment: Required deposit:

For all pet sitting jobs (overnight and stop-ins), a 50% deposit will be required no later than

5-days (*five*) after the dates of your service are confirmed, to hold your requested dates. Upon completion of the service, the total of the deposit will be applied to the cost of your service and the balance remaining will be due on the last day of the scheduled service. Accepted forms of payment for deposit are : cash, Zelle, check, or Venmo. If your check is returned unpaid, then services will not be scheduled until deposit plus bank fees are received in another accepted form of payment. If you fail to make your deposit, your requested dates will not be held and may be booked with another family.

Acknowledgment: Cancellation Policy:

Deposits made for pet sitting services are non-refundable.

If a scheduled pet sitting service (overnights or stop-ins) is cancelled 72 hours or more before the start of the service, then a credit in the amount of the deposit made for the service will be applied to your account for use on future services. If the cancellation is made less than 72 hours before scheduled start of service, then deposit is forfeited and no credits will be issued.

Holidays: These dates are highly requested for my care services. Please remember to book in advance if your pet family will be needing services for these dates. If you do need to cancel, please do so as soon as possible so another pet family may have the chance to receive care

for those dates.

Any sitting service scheduled during a holiday (*up to 5 days before and up to 5 days after the holiday*) that is cancelled 14 days or more prior to start of service, will have the deposit

made for that service posted as a credit to your account. If cancellation of this service is less than 14 days from the start of service, then deposit is forfeited and no credits will be issued.

Observed Holidays for this policy: New Years, Easter, Memorial day, July 4th, Labor day, Thanksgiving, and Christmas.

Any deposits issued towards your account have no expiration.



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Provide current emergency contact information:

In the event of an emergency in your absence, you must have one trusted contact you will allow to enter your home. This is more in the event something happens while I have stepped out on an errand or in the event something should happen to me while your pet family is in my care. This contact should have a key, necessary codes, and knowledge of your pet's care routine. Should an event like this take place, you will be notified by me or an agent on my behalf. This is also important should inclement weather arise and roads become shut down, as it ensures there will be someone to care for your pet. Weather is usually not a concern for me as long as roads remain open. I will make every effort to get to your pet.

Secondly, your veterinarian's contact information will be required. In the event of an emergency, every effort will be made to have your pet cared for at their vet office. However, if they are unable to be seen at their veterinarian, your pet will be taken to the Emergency Hospital or Urgent Care to receive treatment. It is imperative we have a way to communicate so I may keep you informed; phone, texting, email, What's app are all acceptable.

Cameras:

Cameras are everywhere these days and I do not mind them. I only ask your respect in making sure that there are none in bathrooms or in the room where I will stay. Any footage or pictures obtained of me during my stay with your pet is not permitted to be published or shared in any form or fashion without my written consent. Alexa/Google type devices are fine too as long as your pet cannot make requests, LOL!

Visitors:

Please be sure to schedule any contracted work before or after our scheduled time. This will decrease extra stress on your pet(s) and reduce the possibility of them escaping. I also recommend you refrain from having friends/family visits while you are away. Visitors, even if well known, can lead to elevated confusion and stress with your pet. Having too many people coming and going also increases the opportunity for your pet to accidentally escape. Any damages or losses occurring by persons visiting your home during our service time is not the responsibility of Caring Comfort Pet Services, LLC. **Anyone coming into your residence without my prior notification will be treated as trespassing.**

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Keys and property access:

Be sure I have all the necessary tools for access to your home for your pets care. This will be keys, door codes, gate codes or clickers, and if necessary, alarm codes. I do not recommend hidden keys or remote home access. These are not reliable and may put your pet at risk of missed care. If hidden keys are insisted upon, Caring Comfort Pet Services, LLC will not be held liable for stolen/missing keys or property damage or loss from their use for access. If I will be with your pets on a consistent basis, you are welcome to have me hold a key. These keys are with me at all times.

Injury and indemnification:

Caring Comfort Pet Services, LLC is solitary and is not affiliated with other businesses or persons. Caring Comfort Pet Services, LLC or, acting agent, Bobbie Canada, does not assume responsibility and has no liability for any injuries your pet(s) may sustain, or property damage your pet(s) may cause while in their own home, on their property or outside of the home off their property. This includes your pet causing injury to other pets or people or damage outside the home. Should your pet(s) injure Bobbie Canada in any way that results in medical treatment, you, as the pet(s) owner will be responsible for any medical bills incurred.

Confidentiality:

Business or service-based conversations may be recorded.

The privacy of your home, pet family, and our relationship is of utmost importance to me. Any information you have provided is kept securely and is never sold or promoted to any third-party entity. In professional courtesy, nothing we discuss is shared on any platform or with other persons, and is kept in the strictest confidence. The reason for your absence from home or your expected return dates will not be divulged to anyone.



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Fear Free Service Provider:

Providing services to your pet family using Fear Free practices and techniques means that your pet will not be pushed to have a service completed. If your pet has high anxiety or FAS (Fear, Anxiety, Stress) we will work together to develop a plan to make these services more acceptable to your pet. Sometimes the introduction of a high reward treat helps and you may be asked to provide it to your pet while their service is being completed. There are times when your veterinarian may need to join in on the development of a plan to help relieve your pet's stress, particularly if we, ourselves are not making progress. I will not complete a service just for the sake of getting it done. Pets do have a choice for deciding if they want to participate, and there is a point where 'no' just means no.

Basic Care Services performed in your home include:

 Pet-A-Cure (nail trimming)	\$25
 Nail smoothing (Dremel, dogs only, inc. trim)	\$30
 Ear cleaning	\$25
 Stop-in visits	\$50/day
 Overnight camping	\$75/night
 Shaving of foot pad hair	\$20



Stop-in's:

These visits are 1 -2 times daily for the duration of scheduled service. Arrival times can vary up to an hour allowing for traffic or other delays. These visits typically last 45-60 minutes each. Fee is non-adjustable and is the same for 1 or 2 visits/day.

Overnights (Camping with the kids):

This service is a 24-hour service with overnight snuggling care included. These visits help your pet maintain a more regular routine thereby allowing them to suffer less stress with change. Home security is an added bonus!



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Medically prescribed home care services:

These services have been prescribed by your pet's veterinarian for you to perform at home. For these services to be performed by Caring Comfort Pet Services, LLC, there must be a prescription on all medications with directions for administration or instructions on their use in treatment. All prescribed treatments will be recorded, logged, and submitted to your pet's veterinarian for review. Fees for these services are discussed at the time of scheduling them.

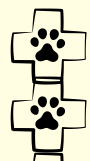
Please note: your veterinarian may charge an interpretation fee for any diagnostics run in the home. Interpretation fees are paid to your veterinarian directly and are separate from the fees paid to Caring Comfort Pet Services. I do not give medical interpretation or offer treatment advice based on results. Updates/results are provided to your pet's veterinarian within 24 hours. These services are marked with an asterisk (*).



Blood Glucose; curve or spot check *

Application of FreeStyle Libre

(application only, must be supplied)*



Blood pressure check*

Injections



Oral or topical medication administration

Wound treatment



Subcutaneous fluids administration

Demonstration of administering ongoing treatments (ie., insulin, immunotherapy, etc..)

(any services not listed here can be discussed)



Acknowledgment of Policies

Please initial next to each section title to acknowledge that you have read the related policy information (*please print, initial, sign and return to Aunt Bobbie*)

_____ **Pg.1:** Interview and Safety concerning contagious disease policy

_____ **Pg.2:** Current health record of annual care services and vaccinations policy

_____ **Pg.3:** Deposits and cancellations policy

_____ **Pg.4:** Emergency contact, camera, and visitor policy

_____ **Pg.5:** Keys/property access, injury and indemnity, and confidentiality policy

_____ **Pg.6:** Fear Free policy, basic services (*abbreviated list*)

_____ **Pg.7:** Medically prescribed home care services policy

I have fully read, understand, and agree with Caring Comfort Pet Services policies in relation to providing services for my pet family. Any questions, concerns have been satisfactorily answered with necessary detail.

Client signature_____

Date: _____

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CONTACT AUNT BOBBIE:



www.caringcomfortpetservices.com



caringcomfortps@gmail.com



or



336-847-8234



***- "I look forward to
meeting you and your
pet family!"***

-Aunt Bobbie