



# IN-HOME PET CARE

hassle free ways to get the best care for your pet

**York Professional**  
Pet Sitting &  
Dog Walking





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# W E L C O M E !

In March of 2000, I started York Professional Pet Sitting and Dog Walking. As a lifetime pet parent and animal advocate, I recognized a need for pet services in our area with one goal in mind: to reduce the stress and health impacts of pets when they are without their owners.

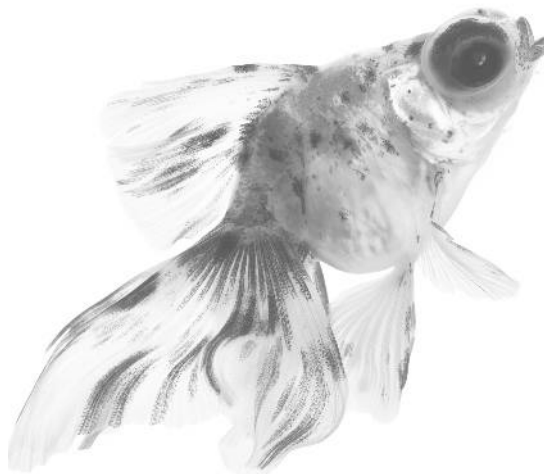
From day one, our commitment has been to serve our animal and human clients in a compassionate and safe manner. We believe that in-home pet care is a safer, healthier and more convenient option for you and your pet. To this end, we wanted to make sure you know what to look for when hiring an in-home pet-care provider. We wrote this eBook to give you all the facts and questions to ask.

We cannot possibly serve every pet. Many of the people who contact us, unfortunately, are outside of our service area. But we do want to make sure your pet is given the best care possible, so here is our effort to guide and help you.

We network with pet professionals of all types all around the world, sharing ideas to ensure that we are up to date with the latest information and training. We look forward to the future of Pet Sitting in Canada and serving you and your pets.

Morag Willcox

Owner and CEO





## **PET SITTING VS. DOG WALKING**

We are frequently asked about the difference between Dog Walking and Pet Sitting. Dog Walking is simply that: a daily Dog Walk with no additional services. Usually, these are Monday-Friday, mid-day visits while people are at work.

Pet Sitting refers to a broader range of services , and applies to a wide range of animals. Pet Sitting includes complete care of the pet and their home. Usually, this means in-home pet care for travel or illness.

At York Professional Pet Sitting and Dog Walking we offer a variety of customizable services, ranging from Daily Dog Walks and Potty Breaks, to High Energy Backyard Play, Cat Care, Vacation Care, and Home and Plant Care.



## **SCHEDULING**

A modern and professional pet care business should make things as easy as possible for their clients. Make sure your pet care provider has easy to access, 24/7 online scheduling so that your information is not lost, and a visit will not be missed.

York Professional Pet Sitting and Dog Walking services hundreds of clients every week, and we are constantly growing. Online scheduling enables us to be organized, ensuring we never miss a visit.

Our online system is secure, encrypted and 100% confidential. Ensure your pet care provider's is too!



## MEET AND GREET

Meet and greets are a very important part of the process of hiring in-home pet care. Before you hire a pet care company, you should be able to meet with them for two simple reasons: they will be coming into your home and looking after your beloved pet.

During the meet and greet, your pet care provider should:

- Review the information you have filled out online and make sure there is no missing information.
- Show you how to book a visit.
- Ask how your pet walks on the leash.
- Determine what special commands are preferred.
- Ask to be shown the location of litter boxes, scoops, baggies, leash, pet-appropriate towels, food and other required items.
- Find out how to operate their crate if needed.
- Cleaning instructions, alarm system operation, and house key testing.



## MIX AND MATCH YOUR SERVICES

Look for pet care services that will allow you to mix and match according to your needs, and those of your pet. You may want both Dog Walking and Pet Sitting services with a variety of duration in the same day if you are away on vacation, or have multiple pets.



# PET SITTING

Pet Sitting visits are for those who need someone to care for their pets while away. Whether that's at work, vacation, or illness, we are always here to help.

All animals have their own particular needs. Look for Pet Sitters who have experience caring for a variety of animal friends. The following should always be included in their service:

- Feeding.
- Fresh water and bowl clean.
- Potty break and/or playtime.
- Medication administration.
- Litter, tank or cage cleanings.
- Safety and wellness check.

Look for a pet care service that offers a range of visit lengths so you can customize. For example, a short visit in the morning, a long visit with a play time or dog walk before bed. Duration should range from fifteen minutes to an hour or longer if required.





# **BENEFITS OF PROFESSIONAL IN-HOME PET CARE**



Your pets are much happier when they can keep their routines. Taking them to a boarding facility or leaving them in a crate all-day when you have to leave, makes them scared and stressed. Your pet deserves individual attention.

York Professional Pet Sitting and Dog Walking strongly recommends professional in-home pet care. This will provide your beloved pet with individual attention in their own environment.

## **BENEFITS TO YOUR PET**

Being in their own familiar environment reduces stress.

Not traumatized by travel.

Maintenance of routine.

Better behavior due to receiving the attention they need.

Training techniques reinforced.



## **BENEFITS TO YOU**

Mix-and-match services to meet your needs.

No long-term commitments.

Reduced vet bills from exposure to illness or disease from other animals.

Peace of mind. your pet is in caring hands.





# DOG WALKING

Your dog is a member of your family. They should not be kept home all day without a break to stretch their legs, relieve themselves and socialize.

Look for professional Dog Walkers who will spend the majority of their visit walking, playing and being active with your dog.

Do not allow your dog to be walked in a group unless they are already used to it.

Look for professional Dog Walkers who are attentive to how your dog prefers to be walked. This includes knowledge of the various kinds of leashes, collars, head halters, and harnesses, and how to safely use them.

Your pet care provider should dry your dog off, and clean their paws before re-entering your home.

Providing fresh water a wellness check, and cleaning up after any accidents or messes is a must during every visit.





# **BENEFITS OF PROFESSIONAL DOG WALKING**



Crating your dog at home all day without relief can cause many behavior and health problems. Having had a walk, and playtime before you arrive home, your dog will not be hyperactive and begging to go out. It will also help your dog combat weight gain, immobility related joint issues, and other disruptive behaviors. Please use caution when using anything other than Professional Dog Walking Services. Your pet family deserves the best.

## **BENEFITS TO YOU**

Reduced vet visits from injury caused by inactivity and obesity.

Your dog will be better socialized and you will be more confident in her behavior around others.

Having had exercise and chance to relieve themselves, your dog will not be demanding to go out as soon as you arrive home from a long days work.



## **BENEFITS TO YOUR DOG**

Regular exercise ensures good physical and mental health.

Better behaved, no longer bored and inactive.

Improved muscle tone.

A break in a long day waiting for their family to come home.

Opportunity to relieve themselves, thus reducing bladder and kidney problems.





# **SAFETY AND SECURITY**

You should be able to expect nothing but the best when it comes to your pet family. York Professional Pet Sitting is an Award Winning business proudly maintaining A+ accreditation with the Better Business Bureau.

Look for a pet care company that has rigorous standards when it comes to your pets safety and health. Ensure your pet care service follows these procedures:

THEY SHOULD NOT let them off leash until the door or gate is closed.

THEY SHOULD do a walk around of your house to ensure there is nothing dangerous easily accessible to your pet.

THEY SHOULD be conscious of the heat and cold. So as not to expose them to dangerous temperatures, your pet should get enough play time in your home or backyard.

THEY SHOULD assess the fitness of your dog on every visit to ensure they are not ill or distressed or lethargic.



## **BONDED AND INSURED**

Any pet care company you consider should have Pet Sitting insurance, and any team members should be covered under it too. Look for a company that is bonded and uses a police background check as part of their employment process.

Accidents do happen, and since your property is our workplace, we want to make sure you are never liable for accidental injuries or damage.

## **BACKUP**

Your pet-sit or dog walk should never be missed. Every team member should have a backup. If they cannot make the visit at the agreed upon time for whatever reason, another professional team member must take over for that visit.

## **PET FIRST AID/C.P.R.**

All team members of your pet care company should be trained in Pet First Aid and CPR. We pride ourselves on continuing education through Pet Sitters International to keep up to date on the best practices for pet care.





# | Testimonial

"This is a great service, professional is in the name, and very appropriate. We have used their service for years, and the new feature, the app, is such a great update. You can get pics of your fur babies, such a nice component. Morag, Lorrie, and all the team being bonded and insured makes me very happy too. Thumbs up!"

LARISSA

"I did NOT want to leave my dogs alone overnight but circumstances were that a boarding kennel wasn't an option. Since we left on vacation I have had photos of my happy pups in their own home five times a day. Their eyes were sparkling and happy. I know they haven't had the upset of being left somewhere strange. I am a convert and no longer chained to the house. I am comfortable planning more time away from home because this is a great solution for my animals."

CINDY

"We have a very loving dog walker who has been amazing with my little guy who is now blind from diabetes so no stress is important for him. Morag runs a very professional company...would highly recommend!"

ELAINE







# Contact Us

[info@YorkProfessionalPetSitting.com](mailto:info@YorkProfessionalPetSitting.com)

WE ARE ALWAYS  
HAPPY TO HELP!

OFFICE HOURS MON - FRI  
8AM - 4PM

PET CARE HOURS 7AM - 9:30PM  
365 DAYS A YEAR

OFFICE CLOSED WEEKENDS  
AND STATUTORY HOLIDAYS

