



Recommended Quality Standards for Excellence in Pet Sitting

The mission of Pet Sitters International is to serve as **the** educational and support organization for professional pet sitters. That is what our *Recommended Quality Standards for Excellence in Pet Sitting* are all about. This inventory of values and principles sets the benchmark for professional pet sitters and serves as a set of guidelines for every PSI member to use in making decisions that will lead to improved business practices, increased professionalism, a high standard of ethics and, ultimately, to loyal clients who will contribute to a successful pet-sitting business.

- ★ The sitter exhibits courtesy and professionalism in all dealings with customers, staff and industry colleagues to positively represent the pet sitter and the pet-sitting industry.
- ★ The sitter is bonded and insured.
- ★ The sitter provides references.
- ★ The sitter visits the client's home before the first pet-sitting assignment to meet the pets and get detailed information about their care.
- ★ The sitter displays a positive attitude during the initial meeting and is comfortable and competent in dealing with the animals.
- ★ The sitter is courteous, interested and well informed.
- ★ The sitter provides literature to describe services and communicate fees.
- ★ The sitter provides a service contract that specifies services, fees and time allocated per visit.
- ★ The sitter wants to learn as much as possible about the animals in his or her care.
- ★ The sitter has adequate knowledge and experience in caring for pets and is clearly mindful of their safety and well-being.
- ★ The sitter takes precautions to make sure a client's absence from home is not detectable because of any careless actions or disclosures by the sitter.
- ★ The sitter phones to confirm or has the client phone to confirm that the client has returned home.
- ★ The sitter provides a service rating form for clients.
- ★ The sitter conducts business with honesty and integrity and observes all federal, state and local laws pertaining to business operations and animal care.
- ★ The sitter keeps regular office hours and responds to client inquiries and complaints promptly.
- ★ The sitter has a veterinarian on call for emergency service.
- ★ The sitter has a contingency plan for pet care in case of inclement weather or personal illness.
- ★ The sitter refrains from criticizing competitors.
- ★ The sitting service screens applicants for employment carefully.
- ★ The sitting service provides initial and ongoing training for its sitters.