

Emergency/Disaster Plan

Remember--every client, every trip should have a designated emergency contact on file in our office. The contact person must be in town, have keys to enter your home...and know your pets current care routine.

It is also helpful to always have emergency pet food, water, medicine, and other pet supplies on hand as well as a first aid kit, flashlights, extra towels and blankets. For details visit: www.fema.gov/plan/prepare/animals.shtm



"Nanny for your pets • Caretaker for your home"

1911 SW Campus Drive #307
Federal Way, WA 98023-6473

A SERVICE OF EDSON ENTERPRISES, LLC

Inclement Weather (Ice, Freezing Rain, Snow, Windstorms, etc)

Clients with Service in Progress:

1. *The Sitters* will make every effort to drive safely to your home.
2. If we have prior notice of such weather conditions, we will make necessary preparations in your home to ensure that your pets have enough water, food and shelter in case service modifications become necessary.
3. The scheduled service (or Sitter) may be changed, interrupted, or altered due to circumstances.
4. If it is not possible to drive safely to your home, your pre-arranged emergency contact will be notified.
5. If walk-in service is required to get to your home an additional charge may be incurred.
6. Your Sitter will notify you that the contingency plan has been activated.

Clients with Scheduled Service Pending:

1. Please check with *The Sitters* prior to departure or scheduled service date to discuss the situation/options.
2. If necessary, your emergency contact will initiate service, and your Sitter will continue/complete service as driving conditions improve.
3. If you or we cancel service due to impending inclement weather, a full credit for future pet sitting will be issued for any unused service. See Fee Schedule for details.

Natural & Manmade Disaster (Earthquake, Flooding, Terrorist Attack, etc)

Clients with Service in Progress:

1. Assuming phone service is operational, you will be notified by your Sitter that a disaster has occurred (Please carry our phone numbers—we will update our voice mail with any pertinent messages.)
2. Your home and your pets will be checked as soon as possible. If road conditions are hazardous, your emergency contact will be notified. If walk-in service is required an additional charge may be incurred.
3. All pets in jeopardy will be taken to a safe location as soon as possible. Please have an available crate for each pet for transport, current pet photos and ID as well as medication and shot records readily available.
4. The scheduled service may be changed, interrupted, or altered due to circumstances.
5. If necessary, please return home as soon as possible. Call your Sitter immediately upon your arrival.

Clients with Scheduled Service Pending:

1. Please do not leave town during or after a natural or manmade disaster. Check with *The Sitters* prior to any anticipated departure to discuss the situation/options.
2. If you or we cancel service due to natural or manmade disaster, a full credit for future pet sitting will be issued for any unused service. See Fee Schedule for details.
3. Homes and pets for clients who are not presently in service will not be visited unless under special arrangement.

Updated as of 1/1/11

Client or Sitter Personal Emergency (Accident, Illness or Death in Family)

1. If you have a personal emergency and need *The Sitters* to care for your pets, we will make every effort on a short notice basis to provide services for your pet family. Please do not leave town until we have agreed to assume care. If you are already away when the emergency occurs, please make sure that we are contacted immediately and we are aware of your changing situation. Once we agree to provide service, we will continue caring for your pets until you notify us that you have returned home. You will be responsible for all charges for services provided per the current fee schedule as you prepare to leave or immediately upon your return.
2. If your pet sitter has a personal emergency while caring for your pets while you are away, we will ask our designated backup Sitter to cover your schedule. If the backup sitter is off or away, then the Owner, Assistant Manager or our Relief Charge Sitter will be assigned emergency pet care responsibilities.
3. In any of the above situations, the scheduled service (or Sitter) may be need to be changed, interrupted, or altered due to circumstances.
4. If necessary, your pre-arranged emergency contact will be notified to assist in providing service.
5. You will be notified that the contingency plan has been activated.
6. If our Sitters are unable to provide you with scheduled service, please assist in making other plans and confirm any changes with *The Sitters*.
7. Depending on circumstances, The Sitters will resume service as soon as possible.
8. If you or if we cancel service due to personal emergency, a full credit for future pet sitting will be issued for any unused service. See Fee Schedule for details.

The Sitters Contact Information:

Office Phone: 253-661-7488 (SITT)
Emergency Cell Phone: 206-979-6005

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