

## **Emergency/Disaster Plan**

Remember—every client each trip should have a designated emergency contact person 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, enough bottled water for several days, medicine, and other pet supplies on hand as well as a pet crate for each pet, first aid kit, flashlights, extra towels and blankets. For details visit: [www.fema.gov/plan/prepare/animals.shtm](http://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 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 attempt to 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 cell 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.
3. If walk-in service is required, an additional charge may be incurred.
4. 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 medications and shot records kept with the crate. (Animal shelters will not accept pets without them.)
5. The scheduled service may be changed, interrupted, or altered due to circumstances.
6. If necessary, please return home as soon as possible. Call your Sitter 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 services. 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.

Reviewed 7/2017

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## **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 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 Relief Charge Sitter will be assigned emergency pet care responsibilities.
3. In either of the above situations, the scheduled service or Sitter may need to be changed, interrupted or altered due to the circumstances.
4. If necessary, your pre-arranged emergency contact will be notified to assist in providing service.
5. We will attempt to notify you that the contingency plan has been activated.
6. If our Sitters are unable to provide you with the 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 a personal emergency, a full credit for future pet sitting will be issued for any unused service and will be usable for up to a year. See Fee Schedule for details.

### **The Sitters Contact Information:**

**Office Phone: 253-661-7488 (SITT)—no texts please**

**Cell Phone: 206-979-6005, text messages ok**

**Direct Email: [jw\\_edson@msn.com](mailto:jw_edson@msn.com)**

**Website: [www.the-sitters.com](http://www.the-sitters.com)**

*If Jill is going to be out of town, we will notify you prior to her leaving and will provide the alternate Emergency Cell Phone number for our Assistant Manager who will be in charge while she is away.*