



## Initial Consultation FAQ

### What is an Initial Consultation?

The initial consultation is a meeting at your home where I get to know you and your pet. It doesn't matter if I am pet sitting, transporting, or boarding, I still prefer to do this initial meeting in your home to understand your pet's natural personality. Once I have this benchmark for how your pet routinely behaves, I can better identify anything that may be cause for concern later down the road. This meeting generally last approx. 1 hour and it allows me to get the information I need about your pet and in return I can answer any questions you have about my services or company. (If we are unable to meet in your home, we can arrange another location)

### What type of information do I need to have ready at this meeting?

Here is the information I will be gathering and why:

- 1) Owners name, address, email, and phone number. I gather this information for many reasons: 1) Help me keep track of clients 2) Know where to come to watch your pet, drop off your pet, etc. 3) Should I need to call your vet, all of this information will better help us get the correct records 4) Communicating with you before, during, and after services are performed. I do not pass this information on to anyone else nor do I send you unnecessary emails or mail things to your home.
- 2) Information about your pet – I will be asking your pet's name, age, species/breed, any medical issues I need to be aware of and any behavioral problems I need to monitor.
- 3) Services dates and times. Chances are we may have emailed, texted or spoken on the phone about dates, but I always like to ask again at this meeting to make sure I have them 100% accurate.
- 4) Requested Care -What exactly will I be doing and when? This is where we will walk step by step through your pet's day, talking about feedings, potty schedules, cleaning schedules, medication, and outdoor time.

- 5) Medication needed – If your pet needs daily medication, we will talk about the medication, dosing schedule, and how best to administer it.
- 6) Vet Name and Number – In the event of your pet needing medical care, I need to be able to reach your vet to speak with them about how to proceed. Please have the name of the Vet's Office, address, and phone number ready at this meeting. In the event of a critical emergency, if I am unable to secure an appointment with your vet, I will take your pet to Emergency Vet Services.
- 7) Local emergency contact – If I have any questions about your pet, or any issue has come up, my first call will be to you. However, you will not always be reachable. I always ask for the name and number of someone local that you would trust to make medical decisions in your absence.
- 8) Method of access – If I will be coming to your home, how do I get in? Garage codes, house keys, etc.
- 9) Do you need additional services? I will ask if you need mail or newspapers retrieved, trash cans brought to the house or taken to the road, or any basic plant care.

A note about the Vet and Local Contact – Frequently people will mention that they will leave a list by the door with this information. I still prefer to get it ahead of time during our consultation. It is very easy in the hecticness of packing for this to get overlooked. In the event of an emergency, time will be of the essence and I need to quickly look up who to call and get moving. Neither you nor I want me wasting 20 minutes trying to track down a random piece of paper.

#### [What can I ask about Fur and Feathers Pet Sitting at this meeting?](#)

Anything you would like! I know you are trusting me with something very precious to you, and you need to feel comfortable you are choosing the right person for the job. I am happy to answer any questions you may have. We will also discuss which service package would best fit your needs.

This initial meeting is at no charge and does not obligate you to anything. This is simply a chance for us both to get to know each other better and make sure we find the best care possible for your pet.