

Pet n' Vet



support services

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www.petnvetss.com

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Dear valued new client,

Thank you for your interest in Pet n' Vet Support Services (PVSS).

Our **commitment** is to work with you to ensure the health and well-being of your pets. Our **goal** is to provide a positive experience for you and your pet, and we believe that begins by starting off on the right foot (and paw)! With that in mind, please read the following information and take the steps outlined below.

If you have any additional questions after reviewing this information, please do not hesitate to contact us at the phone number or email address above.

About PVSS

PVSS specializes in pets that may have special needs, may be a bit older, or may have advanced medical needs that require treatments and testing under the indirect supervision of your veterinarian. We also provide loving care for pets that require more basic support and attention, such as walks, meals, overnight care, and companionship when their family is out of town. All of the members of our team work or have worked in veterinary hospitals and have been trained in the veterinary field. Some of us may have even worked at your veterinary hospital at times as a contracted relief technician.

We look forward to working with you and your pets. To make this a positive experience, it is important that you (1) understand our Policies and Procedures, and our Service Contractual Agreement; and (2) provide PVSS with some basic information about you and your pets. The following instructions will help you get started in this process:



First Step: Learning About You

Visit our website: www.petnvetss.com, click on "Forms", and print out the following forms that apply to your services needs: **Pet Information, Household Information, Contractual Agreement, Policies and Procedures, and Veterinary Authorization. The Treatment/Testing Authorization if required.** (Please let us know if you would prefer to have a New Client packet be mailed to your home). The PDF file can be filled in prior to printing or completed on-line and emailed back to us. The signature and initials can be filled in during our first meeting (Get Acquainted Meeting).

Please be as detailed as necessary when filling out the documents and please complete a **Pet Info** sheet for **each** pet. Please note, we do not "exclude" pets. If your pets are under our watch, they are under our care, and the more we know about your pets, the better—and safer—the experience will be for all concerned. If your pet has bitten, we may to know. Animals must be congenial for pet care. If they are aggressive please explain in detail, so we can evaluate and address the individual situation.

Once your forms are completed and a deposit has been made, it is time to proceed to step two.



Second Step: Getting Acquainted

Schedule time for the Get Acquainted Meeting (30 mins). Make sure you have completed the New Client forms, have mailed or emailed them back to us, and are ready to sign and date them. Of course, we can address any remaining questions or concerns at this time.

The purpose of this visit is to meet you and your pets, review our forms, answer any remaining questions, and pick up keys. This allows us time to interact with your pets so that they are comfortable with us and we are comfortable caring for them in your absence. It also is a time to familiarize ourselves with your home/pet routine. Likewise, this visit gives you time to feel comfortable with PVSS caring for your pets and home. If a deposit has not already been made it will need to be done at this time for half of the balance due. This is a lot to complete in a half-hour, so we ask that you be prepared prior to our arrival so we can stay on schedule and make efficient use of our time together.



Third Step: Making Final Preparations

A few last-minute preparations can make a big difference in pet care. We ask that you leave everything necessary to care and treat for your pet in one easily visible area, such as the kitchen counter. Remember, it is our job to be prepared for whatever may occur. As a checklist, consider the following:

Food & Plenty of it!	Food and Water Bowls	Litter and scoop	Cleaning supplies	Towels for wet pets
Treats	Leash	Medications	Vacuum	Dish Soap
Utensils	Toys	Dish towel	Mop	Garbage bags
Can Opener	Newspapers for pups	Paper towels	Broom/dustpan	Watering can for plants

Please make sure you have plenty of food, litter, and medication for your pets. Buy an extra bag to have on hand and have a refill for medication ready if medications are running low. You never know when you're going to be delayed and "extra" suddenly becomes necessary. Make sure your dog has a collar that fits. Please place ID tags on all collars. Please clean the food and water bowls prior to your departure.

A few final recommendations:

- Our daily house visits also consist of an interior and exterior walk-through to check for possible break-in, damage, or a "present" that your pets may have left for your return. If there is an area of the house that is off limits, please shut the door.
- Most pet visits consist of early morning and evening visits. We would appreciate it if you would leave a light on or provide a timer light so we don't have to walk into a dark house.
- Chew toys help dogs while you are away. Bubbles, feathers, and cat nip are favorites for cats. Leave an article of clothing you've recently worn where your pets sleep for a security blanket.
- Please clean out your fridge before leaving and wash any dishes in the sink. Please remove kitchen trash and adjust your thermostat for the comfort of your pets or advise us to do so accordingly.

We look forward to creating a caring relationship with you and your pets.

Sincerely,

Josh Millerd, Licensed & Insured
Owner/Founder