

Meet & Greet Essentials.



Responsible pet care made easy.

This guide contains:

- 1. Meet & Greet Overview
- 2. Booking Details form
- 3. Pet Profile form
- 4. RSPCA Property Check Guide

This guide was written for both Pet Owners and Pet Sitters to go through and discuss together.

Meet & Greet Overview



Introduction

Meet and Greets are vital. The Meet & Greet provides the perfect opportunity to get to know your potential (human and canine) Clients / Sitter and determine if a stay or walk is a good fit. We've put together everything you need to know about Meet & Greets so you can continue to have good experiences & book the clients / book the Sitters who are right for you.

The purpose of Meet & Greets are:

1) To go over the Pet Owners care routine, habits, behaviour, and any medical requirements & who to contact in an emergency. We recommend you discuss all the questions on the pet's profile. It is to also tell Pet Owners more about the Sitters background, skills & experience and daily routine.

2) To do a property check together. You also need allow them a quick tour of your home (the home of where the pet/s will be staying) and backyard to check for any holes in the fence or other hazards. Pet behaviour and habits differ with different breeds and sizes and ages and your home and routine may not be suitable to all types of pets. It is the responsibility of both Pet Owners and Pet Sitters to go through this guide together to ensure there's no holes in the fence, no household chemicals are in reach of the pets, and if there are, patch holes up or remove issues out of harms way.



3) To introduce your pet to the Sitters pets. If you have a pet of your own, observe interaction between your pet and the visiting pet and how the pet interacts when introduced to your other household members. Try to determine whether there will be aggressive, destructive behaviour or escapism problems during the stay. Our online Accredited Pet Sitter course contains a guide for introducing Dogs.



After the Meet & Greet

If the Meet & Greet went well, then let the Pet Owner / Pet Sitter know in person or by messaging them if you're happy to go ahead with the reservation. Or, if you felt like the pet wasn't a good match for your yard or family, then let PetCloud know ASAP, as well as the Sitter / Pet Owner so we help them locate another Sitter who would be more suitable.

Booking Payments

All bookings and payments are done upfront by the Pet Owner online on PetCloud before the stay begins, this way premium insurance is activated for the stay. Pet Sitters are paid by PetCloud 1 day after the last day of minding into the Sitter's Paypal account. Pet Sitters then need to transfer the funds from their Paypal wallet into their linked bank account.

Human Trust & Safety

At PetCloud we have an ongoing commitment to trust & safety. Read these safety measures before deciding to meet up.



Pet Preparation List for Pet Owners

The following is a list of things Pet Owners need to do before the pet stay begins.

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Pet's full profile is complete including emergency contacts

Make sure you complete your Pet's full profile (which includes their Emergency contact person)

Before your Pet's stay begins, make sure you complete your Pet's full profile. Your chosen Sitter will need to know your Pet's Emergency Contact person while you're away, whether your pet is desexed, & what they eat. This is a 1 time set up only.

Dog Owners: Teach your dog basic commands & socialise them

Be sure your dog responds to basic commands and is well socialised around both other people and pets; if your dog has an aggression problem or is otherwise unruly, he/she may not be a good candidate for pet sitting. If you engage with a Trainer, ensure you ask them if they use only use "positive reinforcement" only - this is a trainer that rewards a pet for good behaviour and not one that yells or hurts them or uses choker collars.

Take them to the Vet to get Up-to-date vaccinations

Ensure your dog is up-to-date on vaccinations before taking them to the Pet Sitters home to stay. It is a measure of a quality service if companies do ask for vaccination proof as it guarantees your pet stays in a hygienic environment.

Apply Flea and tick control

Ensure your dog is de-flead & up-to-date on flea control treatments. Fleas can be prevented easily and effectively with a once a month topical solution or tablet.

This Prep List has been created with the assistance of Senior Vets at





Give Heart and Gut Worming

Ensure your dog is up-to-date on HeartWorm + Gut Worming (Gut / Intestinal Wormers are known as 'All wormers' but do not include Heartworm)

Ensure your dog is up-to-date on Heart Worm and also Intestinal Worming (this can be x2 different monthly tablet types purchased from Vets or supermarkets or Pet Stores)

Take your Pet to the Vet to have them Desexed or select a Sitter whose pets are desexed

Ensure that either your pet is desexed or you have selected a Sitter whose pets are desexed - you want to avoid returning home to a pregnant pet. Don't forget to add this to your pet's PetCloud profile. Sitters are not responsible if your pet is impregnated.

Microchip your Pet

Ensure your Pet is microchipped this can be done at the Vet. This makes contacting you faster if you pet escapes and end up at the pound or vet

Add an Engraved ID Tag to their collar

You can purchase aluminum or stainless steel ID Tags and get engraving done at any local shopping centre's Key cutting and Shoe repair store. This should have

- Your Pet's name
- Your mobile phone number

Add your pet's Council Registration Tag to their collar

When you register your dog for a council permit, you will be sent a plastic council registration tag with a number on it in the mail which you attach to your dog's collar. Cats aren't always required to be registered with councils so double check what your local council requires by Googling it online.

RSPCA ##



Shop for your pet's food
Shop for enough wet and dry food for your Pet and meaty bones to last the pet stay (+ 2 extra days)
Shop for toileting products
Puppy Pads, Poop bags, Poop Bag Dispensers or Kitty litter trays and kitty litter
Full body checks inc teeth and gums
Full body checks, including teeth and gums, paws and claws to ensure any early veterinary-related issues are identified and dealt with before the stay begins.



Pet Profile Form

The following Pet Profile Information <u>should already be completed</u> by the Pet Owner online on PetCloud. Check the Pet's Profile. If it is incomplete, please complete this form.

Pet Profile Information	
Pet name	
Date of birth	dd/mm/yyyy
Type of Pet	Dog, Cat, Bird, Other?
Breed	Important to know the dog's temperament
Has your dog been declared dangerous by your council?	Y/N (If yes, we do not allow dogs to be pet sat by Pet Sitters.
Gender	M/F
De-sexed	Y/N Sitters are not responsible if the pet accidentally gets pregnant.
Size and Weight	< 10 kg Small 11-25kg Medium 26-40 kg Large > 41 kg Very Large
Clear Photo Provided	Y/N (This will be used in the event they escape)
Microchipped	Chip Number:
RSPCA VIP tag	Tag Number:
Council Registration #	Number:
Has a Metal or Epoxy ID Tag with Owners Name & Phone on collar	Y/N – This is mandatory. Do not accept the Pet without this.
Routine & Habits	
What does your pet eat? And how often do they eat?	Ensure the Pet Owner knows to bring enough food for the pet for the duration of the stay + 2 extra days just in case of any travel delays.





Has your pet got any allergies?	Eg food allergies, grass seed allergies, flea allergies
Where does your pet usually sleep at night?	Own bed, laundry, Owners bed, lounge, floor, dog house, garage
When you're home where does your pet spend most of his/her time?	Inside / Outside
When you're out where does your pet spend most of his/her time?	Inside / Outside
Toilet trained?	Y/N
Where are they toilet trained for?	Grass outside / Inside on kitty litter or potty grass or puppy training mats
Energy Levels - How often is your pet usually walked per day? And how do they behave when walked?	
How long is your pet used to being left alone if the Sitter needs to go to the shops or if a storm breaks?	Fence Jumping or squeezing through Y/N Digging holes Y/N Destructive behaviour Y/N Barking/meowing/whining / howling Y/N Growling Y/N
6ft fence required?	Y/N
Gets along with Sitter's other pets?	Y/N Dogs Y/N Cats
Fine to stay with young children?	Y/N
Loves men?	Y/N
Loves women?	Y/N
Health & Vet Information	
Fully vaccinated? (C5)	Y/N
Vaccinated Certificate Sighted?	Y/N
Treated for ticks and fleas in the last 4 weeks?	Y/N





Regularly treated for heartworm?	Y/N
Regularly treated for gut worms?	Y/N
Any Health/Medical Issues to note?	Y/N
Currently on any Medications?	Y/N
Usual Vet Name and Contact Number	
Alternate contact name and number in case of emergency (of a friend or family or neighbour not travelling)	
Has Pet Insurance (aside from PetCloud's insurance)	If so, provide Insurer Name and Number
In case of emergency, the maximum spend I authorise any Vet Fees is	\$
Pet Owner Signature	

Daily photo updates will be uploaded to your PetCloud inbox by the Sitter.





Pet Packing List for Pet Owners

Please fill out this form with \checkmark x. The following is a list of items you need to supply your house or pet sitter in a big tote bag when you drop your pet off on the date the stay begins.

What to Pack
<u>Disposable Puppy Pads</u> or Cat litter tray with litter
A roll of poo bags and a <u>poo bag dispenser</u>
A <u>lead / leash</u> - (Make sure they are wearing a collar with an on it and a Council Registration tag)
Engraved ID Tag with your current address and contact numbers.
<u>Grooming Brush</u> , Nail Clippers, <u>Flea Shampoo</u>
Any medication they are on ie. antibiotics, insulin, <u>anxiety chews</u> , tablets
Flea and tick control + <u>heartworm</u> + stomach (<u>allwormer</u>)
Enough <u>Dry Food</u> & <u>Wet Food</u> for the Stay + 2 days extra just in case
Enrichment toys such as a smart <u>treat ball</u>
Dog Yoghurt Drops, <u>Pigs Ears</u> , Chicken dried tenderloins, or Dried <u>Liver Treats</u>
A soft plush comfort toy, a <u>squeaky toy</u> they can chew or fetch
A collapsible <u>silicone bowl</u> or canvas foldable bowl





A soft bed
A <u>car harness</u> or booster box with harness



RSPCA Property Checklist

Both Sitters and Pet Owners must take joint responsibility in ensuring the entire property is safe, secure, hazard-free, and escape proof. Every property and every pet is different. Be alert for other hazards that are not listed.

Your number 1 priority is ensuring visiting pets cannot escape.

Outside Checks for Dogs and Puppies - (Cats and Kittens should never be outside).

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	Security Check: Entry points to the backyard and front yard areas are securely blocked.
	Fence is Sturdy - Is the fence flimsy, poorly constructed or poorly maintained, or inappropriate for containing dogs (such as an electric containment system)?
	Fences are high enough and have no gaps below, through, or above - Is the fence high enough to prevent the dog escaping? Remember to consider the gate as well as the fence height; the height at the lowest point determines whether or not an animal can jump out.
	No Slopes enable pets to jump over - Does the slope of the land or adjacent furniture mathematical the fence less secure (facilitating escape either over or under the fence)?
	No Gaps between fence palings or under - Are there gaps or holes in the fence that may allow an animal to squeeze through? Dogs can be very determined to squeeze through gap between palings and spaces in wire mesh. Pay particular attention to gaps under fences. Ensure they are low enough to prevent the dog from escaping under.
	Gate Bolts or Latches in order - Do the gates have latches that are easy to use and can be the gates securely closed?
	Bodies of Water are fenced: Are there unfenced water features, such as a pool, fish pond dam? Many pool fences won't exclude a small dog or puppy, and they can drown if they accidently fall in and are unable to get out.
	Moving Cars: Do cars back out through the dog containment area? If so, how will the dog kept safe from the moving vehicle?
	Rocks and Seeds and Poisonous Plants or Litter: Are there other potential hazards in the yard, such as macadamia nuts, palm tree seeds, poisonous plants, or garden rocks?
	Shade and Shelter: Is there adequate shade and shelter to protect the animal from the ful force of the sun throughout the day and/or to escape adverse weather during thunderstorn





Remember, shade areas move throughout the day. It is important that shade is available ALL day long.
Access to food: The pets have access to food throughout the day. To avoid ants, the bowl is placed in a shallow tray of water.
Cozy Sleeping Spot - The pet has access to somewhere comfortable to sleep
Toileting area - The pet has access to the yard or to puppy pads, potty grass, kitty litter
Enrichment Toys - Pets have access to toys where they have to forage or work to get a treat. Fresh raw meaty beef or lamb bones plus squeeky and soft comfort toys.
Drinking Water - The pets have access to a full water bowl all day
Escape proof - You have walked around the entire perimeter of the property to check there are no means of escape.

Indoor Checks for Pets - (Cats & Kittens must be kept indoors 100% of the time).

Security: entry points to the pet's area must be securely blocked at all times
Cords: Are there potential hazards indoors, such as electrical cords and curtain cords?
Toxic Food: Toxic food is out of reach such as chocolate, garlic, onion, grapes, sorbitol, macadamia nuts
Toxic substances: Washing powers, cleaning products, and alcohol are out of reach from the pet
Latches - Are latches on the windows/doors secure? Could the cat/kitten dog/puppy potentially wiggle them open?
Screens - Are screens used to create a barrier? If so, screens must be in a good state of repair.
Bars - Are security bars used to create a barrier? If so, the spaces between the bars must be small enough that a cat/kitten dog/puppy cannot squeeze through or become trapped.
Windows - Are there high, relatively inaccessible windows that remain open but may be accessed by a cat via furniture, such as bookshelves?





Doors - Are there certain doors that must remain closed to keep the cat/kitten dog/puppy secure? Will children or other family members remember and reliably stick to these rules?
Everyday household items - Are there normal household items that may become a hazard for playful pets, particularly if they are bored? Sharp objects, candles, and fish tanks are obvious hazards.
Ventilation - If the house is relying on doors and windows to be closed to keep the cat/kitten dog/puppy secure, will the room be too hot/stuffy in summer?
Access to food: The pets have access to food throughout the day. To avoid ants, the bowl is placed in a shallow tray of water.
Cozy Sleeping Spot - The pet has access to somewhere comfortable to sleep
Toileting area - The pet has access to puppy pads, potty grass trays, or kitty litter.
Enrichment Toys - Pets have access to toys where they have to forage or work to get a treat. Fresh raw meaty beef or lamb bones plus squeeky and soft comfort toys.
Drinking Water - The pets have access to a full water bowl all day
Clean and Hygienic - the overall standard of hygiene and cleanliness at the property, including the disposal of waste materials; to a level that is appropriate to accommodate humans and pets.

I have done a full property walk through and walked around the perimeter. The above information is true and correct, all residents of the property are aware of the above information. My pet has been introduced to the Sitter's own pets. I hereby agree to the PetCloud terms and conditions.	Pet Owner Signature: Date:
I have done a full property walk through and walked around the perimeter. The above information is true and correct, all residents of the property are aware of the above information. My own pets have been introduced to the Owner's pets. I hereby agree to the PetCloud terms and conditions.	Sitter Signature: Date:





Questions Pet Owners typically ask during a Meet Greet

- What previous experience have you had in minding pets?
- What dog breeds and types of pets do you have experience in minding?
- Will there be other pets or children will be present when the pet stay takes place?
- How often will you be home with my pet? Do you have other full time work commitments? Are you home on weekends?
- Have you done PetCloud's online Pet Sitter Training course?
- Do you have references or reviews?
- Why do you like being a Pet Sitter?
- Are you insured? (with PetCloud every Sitter is insured, as we pay for all our Sitters nationally to be insured)
- How often do you answer your phone if I need to contact you?
- Where will you be taking my dog for a walk during the stay? Are there parks or beaches?
- What do you normally do in the event of a Veterinary emergency?
- What would you do if my pet escaped in order to recover them?
- How far away is your nearest Vet located and are they 24hrs?
- Do you have a car and license in event of emergency or trips to the groomers?

Observation: Watch your pet's interaction with the Sitter and or their pets. Do they seem to get along? Get your pet sitter to take your pet for a short walk and say a few basic commands like 'sit', 'stay', 'leave it', 'lie down' and do they come when the sitter calls their name? You are trying to assess whether they handle/control your pet when out in public situations.





Booking Details

Pet Owner Name:		Arrival Time	[Date Time]
Phone Number:		Depart time	[Date Time]
Address	If applicable		
Booking Services Requested			
Daily photo undates	will be uploaded to your PetCl	oud inhox by the	Sitter

Notes:





House Sitter / House Visits Form

Pet Owners: Please fill out this form with \checkmark x and provide instructions for your house sitters before your booking begins so they understand your expectations. When you go away, it is a helpful document to leave for your sitter.

I have made sure that
Your bed has fresh sheets, blankets and pillows and house is smelling fresh
That all locks are secure and work.
Made neighbours aware that you will be staying/doing house visits
I have completed my Pet's full profile on PetCloud, including Emergency Vet contact details, and my authorised Vet Spend limit.

Access
House Alarm Pin is:
Security Company Name and Phone number is:
The house keys and garage remote can be found:
Security Cameras exist: yes/no

Could you please?
Daily top up my pet's water/food
Pick up dog mess from the yard
Bring in the mail



Put the bins out for collection on
Water indoor/outdoor plants every
Draw the curtains and turn lamps on every evening to make house look lived in

You are welcome to
Use the WiFi. The Username is: Password:
Use the TV/Cable TV Main buttons to press on remote/s:
Use the washing machine
Use the dishwasher
Eat food left in fridge.
Tea/coffee left in the cupboard.

Before you go could you please
Activate House Alarm:
Leave the keys and remote in the same spot
Strip the bed and wash and hang sheets to dry
 Wipe the benches and give the floors a mop/a vacuum Cleaning products are located: Mop is located: Vacuum is located:
Empty the indoor bins
Lock all the doors and gates



Key Contacts
A contact name and number of a key person not on holidays with me is:
Handyman: https://hireahubby.com.au/ https://www.homeimprovementpages.com.au/ http://www.jimsbuildingmaintenance.com.au/

Special Requirements	
	Swimming Pool: Pool maintenance contact:
	Water Garden System:
	Pond Water System:
	Hot Water System: Plumber Contact:
	Solar Power System: Electrician contact:
	Lawn Sprinkler System:
	Gas System: Gas Company contact:



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Key features of pet minding properties

There are **two key property criteria** to consider when selecting a pet minder if your pet is going to live at the minder's home: **security** and **safety**.

Each pet minding situation needs to be individually assessed, and both the pet owner and pet minder must assume shared responsibility for the security and safety of the pet being minded.

Pet security while being minded is of paramount importance. Animals that escape are at high risk of being injured or permanently lost.

- Pet behaviour unpredictable: Although pet owners know their pets well and should have a good idea about how to securely contain their animal, they cannot always predict how their animal will react in an unfamiliar environment and in their absence. When animals are placed in a new environment, they are often nervous and eager to return home. Pets that would not normally attempt to leave their familiar home, despite poor fences or other available escape routes, can transform into creative escape artists when first placed in an unfamiliar environment. For this reason, a pet minding premises must be equally or more secure than the pet's own home. If there is any possibility for escape, then the property is unsuitable.
- > Security needs differ: Different animals have different security needs; a property that is perfectly secure for one pet may not be for another. For example, a Chihuahua may not need high fences, but it will be important that gaps under the fence/gate or between the palings are too small for the animal to squeeze through. Those small gaps will not be important for containing a Great Dane, but the height of the fence/gate at its lowest point will be of concern.
- Personal circumstances: A pet minder's personal circumstances may also influence security; although a dog may be perfectly secure in the yard, forgetful children or neighbours who access the yard may fail to close the gate properly. Similarly, a cat may be perfectly secure indoors until the children run through its room and leave the door ajar, or fail to close the door properly after stopping in to give it a cuddle.

Therefore, the security of a pet minding property depends on many things: the type of animal being minded, the age, size, and temperament of the animal being minded, and the circumstances of the pet minder (family/friends/existing pets). **To ensure pet security both of the following are important**:

- **Pet owners must inspect the property** of a potential minder to be confident that it will safely contain their pet (remember, even pet minders who come highly recommended may not necessarily meet the security needs of every pet).
- Pet minders must ensure that their property is escape-proof by installing adequate equipment, such as child-proof latches and double gate systems, and by taking other necessary precautions to mitigate risk, as dictated by their particular circumstances.







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Pet safety while being minded is another important consideration.

Untidy, chaotic homes can be hazardous for inquisitive pets in unfamiliar surroundings. Pet minders and pet owners alike should be vigilant about ensuring/demanding cleanliness and tidiness. These are personal qualities that provide an important clue to the level of care that will be offered to a pet. Pet minders are conducting a business at home, and it is reasonable to expect similar standards for cleanliness and tidiness that would be applied to any other commercial business property.





➤ Inadequate ventilation and overheating can also pose a safety issue for animals that are locked inside a room or house (as all felines should be, as well as some puppies). If the premises is not screened and windows and doors must be locked to ensure the animal's security, it is important that the area is adequately ventilated—for example, by air conditioning—to prevent heat stress.



Unsecured bodies of water—including pools, dams, and unemptied bath tubs—can present a drowning hazardous for pets. It is important to ensure that access to such areas are blocked off at all times.





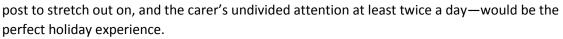


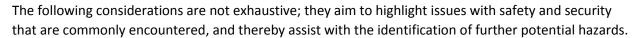
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RSPCA Qld's property guide for cats and kittens

Cats and kittens must be kept inside at all times, in either the whole house or one area of the house. Window and door openings to the cat's area must be securely blocked at all times. Cats should only be able to access the outdoors in situations where there is a properly constructed cat enclosure with its entry/exit point in the cat's fully secured inside room.

Cats and kittens do not need the run of the whole house, and in fact, many timid felines would *hate* that. For many cats and kittens, a whole room to themselves—with a view, a scratching





Both the pet minder and pet owner should objectively appraise the designated cat minding area.

Together, they are more likely to identify all potential escape routes and hazards and find acceptable solutions.



- Are screens used to create a barrier? If so, screens must be in a good state of repair.
- Are security bars used to create a barrier? If so, the spaces between the bars must be small enough that a cat or kitten cannot squeeze through or become trapped.
- Are latches on the windows/doors secure? Could the cat/kitten potentially wiggle them open?
- Are there high, relatively inaccessible windows that remain open but may be accessed by a cat via furniture, such as bookshelves?
- Are there certain doors that must remain closed to keep the cat/kitten secure? Will children or other family members remember and reliably stick to these rules?









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THINGS TO CONSIDER FOR SAFETY

Are there normal household items that may become a hazard for playful pets, particularly if they are bored? Electrical cords, candles, curtain cords, and fish tanks are obvious hazards. Bath tubs left full of water and open toilet bowls can also become a potential drowning hazard, particularly for very young cats.



➤ If the house is relying on doors and windows to be closed to keep the cat/kitten secure, will the room be too hot/stuffy in summer?



It's worth remembering: just because the resident cat has never tried to sit on the lid of the fish tank, choke themselves on the curtain cords or squeeze through the small hole in the window screen, it doesn't mean that these things will not create problems for other cats.



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RSPCA Qld's property guide for dogs and puppies

Dogs and puppies need a safe and secure area of yard with adequate shelter that allows them to escape the sun in hot weather and stay protected during the fiercest storm. For many dogs and puppies, a well-protected yard—with a water bowl, somewhere comfortable and protected to sleep, some toys, and exercise every day—would be the perfect holiday experience. Ideally, the dog would get to spend some family time indoors as well as fun time outdoors every day.



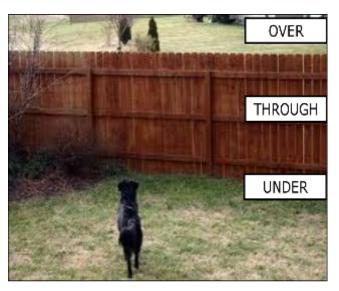
The following considerations are not exhaustive; they aim to highlight issues with safety and security that are commonly encountered, and thereby assist with the identification of further potential hazards.

Both the pet minder and pet owner should objectively appraise the designated dog minding area.

Together, they are more likely to identify all potential escape routes and hazards and find acceptable solutions.

THINGS TO CONSIDER FOR SECURITY

- Is the fence poorly constructed or poorly maintained, or inappropriate for containing dogs (such as an electric containment system)?
- ➤ Is the fence high enough and low enough to prevent the dog from escaping over or under? Remember to consider the gate as well as the fence height; the height at the lowest point determines whether or not an animal can jump out.







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Does the slope of the land or adjacent furniture make the fence less secure (facilitating escape either over or under the fence)?



Are there gaps or holes in the fence that may allow an animal to squeeze through? Dogs can be very determined to squeeze through gaps between palings and spaces in wire mesh. Pay particular attention to gaps under fences.







> Do the gates have latches that are easy to use and can effectively keep the gates closed?





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THINGS TO CONSIDER FOR SAFETY

- Are there unfenced water features, such as a pool, fish pond or dam? Many pool fences won't exclude a small dog or puppy, and they can drown if they accidently fall in and are unable to get out.
- ➤ Do cars back out through the dog containment area? If so, how will the dog be kept safe from the moving vehicle?
- Are there other potential hazards in the yard, such as macadamia nuts, palm tree seeds, poisonous plants, or garden rocks?
- ➤ Is there adequate shade and shelter to protect the animal from the full force of the sun throughout the day and/or to escape adverse weather during thunderstorms? Remember, shade areas move throughout the day. It is important that shade is available ALL day long.
- Are there potential hazards indoors, such as electrical cords and curtain cords?
- ➤ If a dog or puppy is to be kept indoors, is there adequate ventilation in the secured area on hot days?

It's worth remembering: just because the resident dog has never tried to eat the garden rocks, use the BBQ to launch over the fence, or squeeze past a broken fence paling, it doesn't mean that these things will not happen with other dogs.

