



Position Statement

Minimum Service Standards for Pet Sitting Services

Responsible pet care means providing quality care to all clients and pets in the custody of the professional. ACPSN, as a professional organization, must assist members in setting minimum service standards and the minimum number of daily visits for pet sitting assignments.

In consideration of the service standards, ACPSN has sought guidance from practicing professionals, our regional representatives, and prior communications from professionals and pet parents regarding the safety, physical and emotional well being of the animals. It is not the intent of ACPSN to direct the business practices of members with this supplemental policy, but rather to promote an informed decision making process for members in developing business policies and service contracts.

Position:

A member of the All Canadian Pet Services Network who provides pet sitting services to cats and small animals (caged or crated) shall provide a minimum of one (1) visit in each 24 hour period during the absence of the pet parent.

A member of the All Canadian Pet Services Network who provides pet sitting services to dogs shall provide a minimum of three (3) visits in each 24 hour period during the absence of the pet parent.

During dog sitting services, the member will endeavor to provide visits with no more than 10 consecutive hours between visits.

Exceptions:

Where the pet requires medication or special care, the member will provide services in accordance with the requirements of the animal or the direction of a veterinarian, within the minimum guidelines stated above.

Where the pet parent has provided alternate care for their animal through arrangement with other personnel (friends, neighbours, etc.) the member will ensure that the minimum requirements are met by the combined visits and shall abide by other applicable Standards or Policies of ACPSN with regards to the additional persons.

Where the pet parent has specifically requested services which do not meet the minimum requirements above, the member will educate and inform the pet parent of this policy and the potential hazards associated with decreased visits. Though not recommended, the member may, at their discretion, amend the service agreement to reflect the client's request and waiver of liability. The member is advised to seek advice of the All Canadian Pet Services Network in doing so.