



Lissa's In Home Animal Care

888-315-3789

www.lissasinhomeanimalcare.com

New Client Packet

Instructions:

Please print one copy of the New Client Packet, and complete using a pen. This packet can be printed one-sided or two, in black & white or color.

The New Client Packet includes:

- Veterinary Instructions & Release (Fill in amount, sign and return)
 - This lets your vet know it's OK for your pet to receive treatment if he or she becomes ill or injured.
- Emergency Guardianship
 - In the unlikely event you are unable to return, this form tells us to whom we should turn over your pet(s).
- Legal Considerations (Sign and return)
 - This contains legal topics, such as late payments and if your plants wilt while you are gone; as well as the cancellation schedule in case you need to cancel service.
- Pet Information Form
 - Please fill out one for each animal
- Animal Medication Log
 - Only required if your animal is to receive medications
- Contact Information
- Home Guide & Contact Information sheets for your Pet Sitter to complete
- Service Request (Fill out and print one for each trip or service period, sign and return)

Have These Items Ready for the Initial Interview:

1. Your signed documents
2. A key. We will provide a keychain and a code (no name will be put on your key)
3. A 2nd key that we can code with permanent ink (we can make this complementary spare).
4. Emergency contact information for yourself, and 2 other contacts
5. A list of items you plan to leave out during pet sitter visits (such as paper towel, medicines, etc.)
6. Veterinary contact & medical information (allergies, conditions).
7. Trip information, including Hotel and if you plan to have visitors while away.



Lissa's In Home Animal Care – Vet Release Agreement

In the event that any of my pets or large animals appears to be ill, injured, or at significant risk of experiencing a medical problem at the start of service or while in the care of **Lissa's In Home Animal Care** I give permission to **Lissa's In Home Animal Care** to seek veterinary service from a veterinarian or a veterinary clinic. My preferred veterinary services are listed on each individual Pet Information Disclosure. Other veterinarians or emergency care clinics chosen by the pet sitter are acceptable.

I ask **Lissa's In Home Animal Care** to inform the attending clinic or veterinarian of my requested total diagnosis and treatment limit of \$_____ per pet / all pets (most common values are \$200, \$1000, or unlimited). I understand that efforts will be made to contact me regarding any treatments, illness, injury, or potential problems as soon as the condition is deemed not life threatening and/or contact is possible. I understand that **Lissa's In Home Animal Care** providers work hard to prevent accidents and injuries, and that such problems may occur no matter how well a pet is cared for. I agree to allow **Lissa's In Home Animal Care** providers to use their best judgment in handling these situations, and I understand that **Lissa's In Home Animal Care** and its staff assume no responsibility for the actions and decisions of the veterinary staff, the health, or death of my pet(s).

I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered, including but not limited to diagnosis, treatment, grooming, medical supplies, and boarding. Such payments will be made within 14 days of the initial incident. I also agree to be responsible for all Special Service fees assessed by **Lissa's In Home Animal Care** for emergency transportation, care, supervision, or hiring of emergency caregivers, and will pay such fees within 14 days of each incident.

I further authorize **Lissa's In Home Animal Care** and my primary veterinarian(s) to share all of the medical records of all of my animals with veterinary clinics in an emergency in the interest of providing the best care for my ill or injured animal(s).

Every dog, cat, and horse at the site of service will be current (per my veterinarians recommendations) on its rabies vaccinations prior to the arrival of any caregiver. I will also make arrangements to guarantee that each animal will remain current on its rabies vaccinations throughout each service visit period.

I agree to notify **Lissa's In Home Animal Care** of any signs of injury or possible illness before any visit as soon as the condition appears. **Lissa's In Home Animal Care** reserves the right to cancel service at any location where a pet with a potentially infectious condition exists. **Lissa's In Home Animal Care** strives to provide clean, safe service to each of our clients. In doing so, **Lissa's In Home Animal Care** strongly recommends that each pet and large animal be vaccinated, dewormed, and protected from harmful insects according to veterinarian recommended standards.

This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time **Lissa's In Home Animal Care** cares for one or more of my pets. I understand that this agreement applies to all of the pets and large animals within the care of **Lissa's In Home Animal Care**. In signing this contract, I agree that I have the sole authority to make health, medical, and financial decisions regarding the animals that will be scheduled to receive service.

Client/Owner Name: _____

Client Signature: _____ Date: _____



Lissa's In Home Animal Care – Emergency Guardianship

Client's name: _____

Name of animal(s): _____

Emergency Animal Guardianship

In the unlikely event that you are unable to return and assume care of your animal(s), please list the name of the person(s) **Lissa's In Home Animal Care** should contact to take over the care of your animal(s) until final animal guardianship is determined by arrangements made in your will or other legal documents.

Please be sure that you have notified the person(s) below that you have listed them as your emergency animal guardianship contact and that **Lissa's In Home Animal Care** has been given their contact information.

Name: _____

Address: _____

Home phone: _____ Cell phone: _____

Relationship to you: _____

Pet owner's signature

Date



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Lissa's In Home Animal Care – Legal Considerations

For the purposes of this document, the terms Client, Owner, Pet Owner, and Customer are synonymous with the person contracting services for one or more domestic animals.

- A **signed Service Request** must be provided to your sitter before service is provided for any period.
- Deposit in full is due at time of reservation. **Reservations are not held** until payment in full is received by **Lissa's In Home Animal Care** or special arrangements are agreed upon by both parties in writing. A \$2 per visit late charge will be assessed to service that is not paid in advance. Reservations for not yet cleared PayPal payments will be honored.
- There will be a **\$20 service charge** for each returned check.
- Unpaid service may be cancelled without notice, including prior to or during the service period.
- Cancellation Charge Schedule effective 4//01/2013 (% applies to entire service period total):
 - **0 - 48 hours** prior to any service, and/or Holidays: Payment in full is charged (no refunds)
 - **2 - 7 days** prior to service: 20% of service total is due (equals an 80% refund)
 - **8 days** prior to service or more: No charge, refund in full.
- Reservations are made to plan sitter availability to clients. Therefore, clients returning home early will be required to pay for the reserved amount of time scheduled including travel time. Clients will not have to pay for scheduled Special Services not preformed.
- Lissa's In Home Animal Care** is not responsible for wilted, dead or otherwise unhealthy plants. **Lissa's In Home Animal Care** will work hard to follow your written directions as precisely as possible, but cannot be responsible if the results are not favorable. **Please place all indoor plants together on a waterproof surface in plain sight**, as your pet sitter is not responsible for water damaged areas or missed plants.
- Lissa's In Home Animal Care** is not responsible for damage to the home beyond the control of the Pet Sitter. This includes, but is not limited to leaks, electrical problems, and acts of nature. In these situations, the company will attempt to contact the customer and then the emergency contact before making a subjective decision on dealing with the problem. All repairs and related fees (including Special Service emergency service time and coordination fees) will be paid by the client, or fully reimbursed to **Lissa's In Home Animal Care** within 14 days.
- Lissa's In Home Animal Care** is not responsible for any damage to property of the client or others unless such damage is caused by the negligent act of the Pet Sitter. **Lissa's In Home Animal Care** agrees to remain fully insured through BIC or a comparable entity, including optional Special Property Endorsement (protects against theft, breakage, etc. as caused by an employee) or bonding. **Lissa's In Home Animal Care** accepts no responsibility for security of the premises or loss if other individuals have access to a client's home, or if the home is not properly secured.
- All other individuals that visit the home will leave a log of their visit.
- Lissa's In Home Animal Care** is not liable for any loss or damage in the event a burglary or other crime that should occur while under this contract. Pet Owner agrees to secure home prior to leaving the premises. **Lissa's In Home Animal Care** will re-secure the home to the best of its ability at the end of each visit. While keys are in the possession of a Pet Sitter, they will be either on the Sitter's physical person, or be properly stored an undisclosed location. **Lissa's In Home Animal Care** subscribes to insurance coverage through BIC for lost key lock replacements.
- Pet Owner must have legal rights to place the animals in the care of Pet Sitters, Kennels, and Veterinary Clinics. The Pet Sitter cannot service a home with "Visiting" pets or animals that do not belong to the resident of the service site without separate sets of agreement forms, including a Legal Considerations Agreement, accepted and signed by each rightful owner(s).

- The terms of this document apply to all the pets owned by the client, including any and all new pets that the customer obtains on or after the date this document was signed, at any and all locations the owner designates for service.
- Pet Owner is responsible for pet-proofing house and yard, and the security fences/gates/latches. **Lissa's In Home Animal Care** will not be responsible for the safety of any pets and will not be liable for the injury, disappearance, death, or fines of any pet with unsupervised access to the outdoors.
- Lissa's In Home Animal Care** is authorized to seek any emergency veterinarian assistance needed during visits, at the cost of the client, from any veterinarian as chosen by the sitter. However, the company is not responsible for the health/well-being of the animal.
- Pet Owner is responsible for supplying the necessary, safe equipment/supplies needed for care of their pet(s), including but not limited to a sturdy, well-fit harness (halter, collar, etc...) for walks or in case of emergencies, firmly affixed vaccination tags, a lead rope or leash, pooper-scoopers, litter boxes, food, cleaning supplies, medicines, pet food, and cat litter. Pet Owner authorizes any purchases necessary for the satisfactory performance of duties. Pet Owner agrees to be responsible for the payment of such items, as well as service fees for obtaining items, and will reimburse **Lissa's In Home Animal Care** within 14 days for all purchases made.
- Pet Owner will be responsible for all medical expenses and damages resulting from an injury to a Pet Sitter, or other persons, by the Pet. Customer agrees to indemnify, hold harmless, and defend **Lissa's In Home Animal Care** in the event of a claim by any person injured by the Pet.
- It is suggested that arrangements be made with someone to evacuate your pets in case of a disaster or weather related event/crisis/"Code Red". **Lissa's In Home Animal Care** will definitely try to see to your pets safety/care should such events occur, but cannot guarantee it.
- Future Services: I authorize this contract to be valid approval for services so as to permit **Lissa's In Home Animal Care** to accept all future telephone, online, mail or email reservations and enter my home without additional signed contracts or written authorizations.
- Lissa's In Home Animal Care** reserves the right to terminate this contract at any if the Pet Sitter, in his/her sole discretion determines that Owner's pet poses a danger to the health or safety of itself, other pets, other people, or the Pet Sitter. If concerns prohibit the Pet Sitter from caring for the pet, the Owner authorizes the pet to be placed in a kennel (or previously arranged locale), with all charges (including but not limited to transportation, kenneling, tranquilizing, treating, accessing, and liability) to be the responsibility of the Owner.
- Lissa's In Home Animal Care** agrees to provide services stated in this agreement in a reliable, caring and trustworthy manner. In consideration of the services as an express condition thereof, the client expressly waives and relinquishes any and all claims against the company and its employees, except those arising from negligence. Claims of negligence that involve a hired Independent Contractor, hired by **Lissa's In Home Animal Care**, will be the responsibility of the Independent Contractor and the company they represent. All hired Independent Contractors are required to carry liability insurance with optional coverage or bonding through a reputable company.
- Client agrees to notify **Lissa's In Home Animal Care** of any concerns within 24 hours of return.
- This agreement is valid from the date signed, and replaces any prior Legal Considerations agreements. Client agrees to any future **Lissa's In Home Animal Care** term changes relayed *verbally to the client*, mailed or emailed in writing to the client, or posted on our website under the heading Terms .
- The owner states that he/she as read this agreement in its entirety and fully understands and accepts its terms and conditions.

Client/Owner Name:

Signature: _____ Date: _____



Lissa's In Home Animal Care – Pet Information Disclosure

Please complete one Pet Information Disclosure form per pet or litter.

Owner:
Pet Name:
 Length of Time Owned: _____ Pet Type: Dog / Cat / Horse / _____
 Breed: _____ Sex: M/F Declawed: Y/N Neutered: Y/ N
 License #: _____ Microchip/Tattoo/Dog Tag #: _____
 Physical Description (if similar to another): _____ Birth date: _____ Or Age: _____
 Weight: _____ Or Size: _____

Feeding Instructions:

Feed apart from other pets/supervise
 Dispose of uneaten food
 Remove food after ____ Min

<input type="checkbox"/> Dry	Brand: _____ Measure with: _____ Amount: _____ Where to feed: _____	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure: _____
<input type="checkbox"/> Wet	Brand: _____ Measure with: _____ Amount: _____ Where to feed: _____	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure: _____
<input type="checkbox"/> Medication(s):	Amt: _____ Location: _____ Hide In Treat: _____	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure: _____
<input type="checkbox"/> Medication(s):	Amt: _____ Location: _____ Hide In Treat: _____	<input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Dusk <input type="checkbox"/> Night	Procedure: _____
<input type="checkbox"/> Water	<i>Water will be cleaned and filled frequently</i>	<input type="checkbox"/> Tap <input type="checkbox"/> Bottled <input type="checkbox"/> Filtered	Dish Location: _____ Water Location: _____
<input type="checkbox"/> Treats	Name: _____ Amt: _____ Location: _____	Notes: _____	

Pet's Living Area:

<input type="checkbox"/> NOT allowed outdoors at all <input type="checkbox"/> ONLY allowed outdoors on leash <input type="checkbox"/> Turn out, invisible fenced yard with collar <input type="checkbox"/> Turn out, secure fence: _____ <input type="checkbox"/> Turn out, no fence, but doesn't leave yard <input type="checkbox"/> NOT allowed indoors	<input type="checkbox"/> Allowed on furniture, counters, beds <input type="checkbox"/> Restrict pet area/crate only when pet is alone <input type="checkbox"/> Restrict pet area/crate at all times Restricted Area/Crate Location: _____ Other off-limit areas: _____
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Owner: Pet:

Emergency Care: **Placing Credit Card on file at vets office is recommended*

Vet Name: _____ Pet Allergies: _____
Clinic Name: _____ Vaccinations up to date on (month/yr): _____
Phone: _____ Heartworm test: Negative / Positive

Pet Medical History: (ongoing or reoccurring known illnesses/injuries, treatments & medications)

Temperament/Personality:

Pet Doesn't Like:

- | | | |
|---------------------------------------|--|---|
| <input type="checkbox"/> Baths | <input type="checkbox"/> Hot Days | <input type="checkbox"/> Sharing Food Dishes |
| <input type="checkbox"/> Toenail Clip | <input type="checkbox"/> Rain / Snow / Cold | <input type="checkbox"/> Loud Noise / Vacuum / Garbage Disposal / Thunder |
| <input type="checkbox"/> Massage | <input type="checkbox"/> New Animals | <input type="checkbox"/> All Humans |
| <input type="checkbox"/> Touch Ears | <input type="checkbox"/> Other family pets | <input type="checkbox"/> Strangers |
| <input type="checkbox"/> Sprays | <input type="checkbox"/> People near food dish | <input type="checkbox"/> |

Pet reacts to the above by:

Has Pet Ever:

- Attacked someone/bit someone
- Attacked another animal
- Injured self /escaped out of fear
- Injured self out of boredom
- Escaped from home,

Describe (even if mild, or under extreme/unusual situations)

Where does he/she like to escape to?
How can he/she be retrieved?

Commands: (Please circle commands we know, and underline commands we are working on):

Sit	No	Outside	Make Poo	Potty	Bad _____	Bath	In the House
Stay	Down	Walk	Food	Who's Here	Good _____	Move	Ride
Come	Lay	Don't Pull	Treat	Back	Drop [it]	Come-on	_____
Heel	Out	Walk Nice	Cookie	Naughty	Don't Touch	Off	_____

Allowed to go for rides in sitter vehicle? Y / N May play with sitter's personal pet(s) for socialization? Y / N

Favorite Games, Toys, and Activities:

Comments:

Client/Owner Name:

Signature: _____ Date: _____



Lissa's In Home Animal Care – Animal Medication Log

To be completed by the client:

Client's name: _____

Name of animal(s) to receive medication: _____

Name of medication/where kept: _____

Dosage instructions: _____

***Please note if you have a multiple animal household, a special indicator (unique color collar, etc. should be placed on the animal that should receive medication.) Please list the unique identifier here:**

Client signature: _____

To be completed by sitter:

Date	Time	Sitter's Name	Medication	Dosage	Notes





Lissa's In Home Animal Care – Contact Information

First Name:

Pet(s):

Address:

Directions:

Consultation:

Date	Time

First Sit:

Start		Time	
End		Time	

Second Sit:

Start		Time	
End		Time	

Scheduling: Tentative Reserved

References:

Emergency Contacts

(Alternate)

Name:

Phone:

Cell/Work:

Relationship:

Location:

Last Name:

Inquiry Date:

/ /

Method:

Returned Call:

Home Phone:

Cell Phone:

Work Phone:

Email:

Prior Sitter:

Referred By:

Contact Method: Home Phone Cell Email

Status:

Will Call Back

Interviewing Others Also

Service Type:

Vacation Periodic Daily

Frequency:

X per Day Week

Length:

_____ Minutes Per Visit

Rates Quoted:

Travel: \$ _____ Miles: _____ Mins: _____

Special Alerts

FLIGHT RISK, Describe:

OUT ON LEASH ONLY No Leash Outside

WATCH DURING FEEDINGS Separate Dishes

NO TREATS Pick Up Dish after _____ Mins

Other:



Lissa's In Home Animal Care – Home Guide

Owner:

Pet(s):

Locations:

Crated Area

Leash/Collar

Grooming

Food Dish

Food

Water

Tap Filtered Bottled

Water Dishes

Medications

Treats

Litter Box

Poop Scoop

Kitchen Waste

Outside Waste

Recycle Bin

Paw Towels

Paper Towel

Spot Cleaner

Broom/Vacuum

Put Mail

Indoor Plants

Outdoor Plants

Birdfeeders

Usual Vehicles & Visitors At Home:

Snow & Ice Care Instructions / Contacts:

Notes & Misc:

Key - MUST TEST

- Pet Sitter Has Use Code
- Will Mail Unlocked
- Drop off Client Present
- Will Leave Other

Describe Key:

Backup Entry:

Usual Visits

Length

Time Slot

- Morning
- Afternoon
- Dusk
- Night



Lissa's In Home Animal Care – Service Request

Pets

	Client Full Name or ID	
	Best Way to Contact Today	
	Contact At	

Service Begins

/	/	/
---	---	---

Time

--

Daily

Every Other Day

Weekdays

Service Ends

/	/	/
---	---	---

Time

--

Details	Visit Time	Length	Rate	Travel Fee	Cost/Visit	# of Visits	Total
Morning			+		X	=	
Afternoon			+		X	=	
Dusk			+		X	=	
Night			+		X	=	
Subtotal							
Additional Charges							
Discounts							
Grand Total Deposit Due							

How may we reach you while you are away?

Phone:

--

Email:

--

Trip Description/Hotel/Notes & Visitors Expected

--

Tasks

<input type="checkbox"/>	Email Log	
<input type="checkbox"/>	Walk Dog	
<input type="checkbox"/>	Feed	
<input type="checkbox"/>	Pill / Shots	
<input type="checkbox"/>	Injections	
<input type="checkbox"/>	Plants	
<input type="checkbox"/>	Clean Litter Box	
<input type="checkbox"/>	Take Out Trash	
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

Special Notes & Other Tasks

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Payment Method

--

Pay Date

--

This request **must be confirmed** by my pet sitter, and **a Signed Copy must be left for the pet sitter**. By submitting this request, I agree to all terms as stated on [our website](#).

Signature: _____ Date: _____