



PSI's Quality Standards for Excellence in Pet Sitting

**"Excellence" isn't just a word at Pet Sitters International.
It's our way of doing business.**

Founded in 1994 as the first international association for professional pet sitters, PSI is proud of the standards it has established in the industry. Patti Moran created the company with three key principals: Professional Excellence, Outstanding Service and High-Quality Standards. Now, more than decade later, these core beliefs are still the heart of the way PSI does business. As a result, the association has grown into the world's largest organization for professional pet sitters. PSI prides itself on maintaining long-term, interactive relationships with our ever-expanding network of members and the pet owners they serve. Maintaining PSI's Recommended Quality Standards is the single-most important tie that binds a pet owner to a "quality" caregiver. These fundamental guidelines are the criteria that set apart and identify pet sitters as dedicated professionals.

PSI's Recommended Quality Standards for Excellence in Pet Sitting

The mission of Pet Sitters International is to serve as the educational and support organization for professional pet sitters. That is what our Recommended Quality Standards for Excellence in Pet Sitting are all about. This inventory of values and principles sets the benchmark for professional pet sitters and serves as a set of guidelines for every PSI members to use in making decisions that will lead to improved business practices, increased professionalism, a high standard of ethics and, ultimately, to loyal clients who will contribute to a successful pet-sitting business .

- The sitter exhibits courtesy and professionalism in all dealings with customers, staff and industry colleagues to positively represent the pet sitter and the pet-sitting industry.
- The sitter is bonded and insured.
- The sitter provides references.
- The sitter visits the client's home before the first pet-sitting assignment to meet the pets and get detailed information about their care.
- The sitter displays a positive attitude during the initial meeting and is comfortable and competent in dealing with the animals.
- The sitter is courteous, interested and well informed.
- The sitter provides literature to describe services and communicate fees.
- The sitter provides a service contract that specifies services, fees and time allocated per visit.
- The sitter wants to learn as much as possible about the animals in his or her care.
- The sitter has adequate knowledge and experience in caring for pets and is clearly mindful of their safety and well being.
- The sitter takes precautions to make sure a client's absence from home is not detectable because of any careless actions or disclosures by the sitter.
- The sitter phones to confirm or has the client phone to confirm that the client has returned home.
- The sitter provides a service rating form for clients.
- The sitter conducts business with honesty and integrity and observes all federal, state and local laws pertaining to business operations and animal care.
- The sitter keeps regular office hours and responds to client inquiries and complaints promptly.
- The sitter has a veterinarian on call for emergency service.
- The sitter has a contingency plan for pet care in case of inclement weather or personal illness. The sitter refrains from criticizing competitors.
- The sitting service screens applicants for employment carefully.
- The sitting service provides initial and ongoing training for its sitters.