

How To Hire A Professional Pet Sitting & Dog Walking Company

A PET PARENT'S GUIDE



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About Us

Who Is The Owner of Trusty Tails Pet Care?



Dear Friends,

My name is Heather and I am the owner of Trusty Tails Pet Care. I moved to Hoboken, NJ in 2000 and then to Glen Ridge, NJ in 2016 where I live with my husband, two children and two Kerry Blue Terriers (Blue and Lacey).

Years ago, I used to commute daily to New York City and had a dog walker come each day while I was at work. I was always envious of her job. Then, I started walking dogs in 2006 while working on my masters degree in education. Upon graduation, I opted not to become a teacher (sorry kids). I just loved my job way to much! I decided to remain a dog walker. Clients, neighbors and friends got to know me, they helped spread the word about Trusty Tails, the business continued to grow... and here we are today.

As the owner of Trusty Tails Pet Care, I am very proud of where we are today as a company. I hold the business to very high standards and am passionate about providing the best pet care around. Additionally, I am always looking for ways to improve our systems, technology, training and development for the team.

My clients, their humans and my staff are all a part of my family, as we have become very close with over the years. I am truly passionate about my business and proudly operate with true sincerity and integrity every step of the way. My team and I all look forward to getting to know you and your pets and building a

lasting relationship through the years!

All the best to you and your pet,

Heather Gaida

How and When was Trusty Tails Pet Care Started?

I used to have a corporate job in NYC and I had a daily dog walker who would come and walk my dog while I was at work. I always wanted her job-- I mean what could be better than working with animals all day. Eventually, I left the corporate world and went back to school for my masters.

While in school, I decided to walk my neighbors dogs. I understood what my neighbors were going through--lots of anxiety with hiring a dog walker to come into their home and to care for their dog each day. Before I knew it, I had a full schedule of pets I was caring for each day and the rest is history...

Since 2006, we've completed over 250,000 dog walks and pet sitting visits -- this is something I am especially proud of. I am thrilled you've downloaded my ebook and are considering using us for your dog walking and pet sitting needs.

What Makes Trusty Tails Pet Care Different From Other Companies?

When you become a member of the Trusty Tails family, we are fully committed to the health and well being of your pets while under our care. Here is a list of items that separates Trusty Tails Pet Care from other pet sitting and dog walking companies:

- Trained and Educated Team of Pet Sitters and Dog Walkers
- Online Scheduling System and Pet Profiles
- Predictable Billing

- GPS Tracking of Visits
- Pet Care Journal & Photos
- Backup and Support

Who Is The Team At Trusty Tails Pet Care?

We have a wonderful group of pet sitters and dog walkers loving and caring for customers of Trusty Tails Pet Care every day. We also have a talented Management and Support Team.

You can read more about our team on our [About Us](#) page of our website.

What Is the Hiring And Training Process at Trusty Tails Pet Care?

We don't allow just any one to become a pet sitter or dog walker with Trusty Tails. Being an animal lover with pet experience is not enough. Candidates must also have:

- A proven track record of success,
- Pass a personality test and background check,
- Make it through a series of interviews with our management team.

Then, candidates must:

- Complete on the job training with our Trusty Tails Staff Trainers,
- Pass an open book exam as well as an oral exam on our Training Manual and Process and Procedures Handbook.

Why Choose Trusty Tails?

We're A Full Service Pet Care Company.



- Locally owned and operated

- We offer a full service pet sitting company—dog walking, dog training, cat sitting, pet sitting, overnight care, boarding, grooming, and more.
- Recurring or infrequent pet care, we'll provide your pet lots of love, exercise and a great social time. We can also provide your pet with overnight care in your home, while you are away, as an alternative to a kennel, in-our-home or overnight in-your-home.

We're A Legitimate Business.



- We're **Fully Bonded & Insured**: This means your pets, keys, and property are all covered.
- Federal & State Licensed: We're up to snuff with the IRS.
- W-2 Employees for more accountability to you.
- Workman's Compensation relieves you of on-the-job liability.

Professional, Passionate Pet Lovers.



- Our hand-picked team of pet lovers are all pet owners past or present and have a passion for the work they do.
- All Staff are Screened, Background Checked & Trained. We want to ensure the safety of your pet and home.

Excellent Customer Service.



- We are here for you. The most important thing to Trusty Tails is our clients. And we love to hear from you. We answer our phones when you call and we respond to your emails when you write us. We're here to help make your life easier and your pet's life happier while you are away.

It's Easy, Organized, and Convenient.



- **Online Account:** Once you register in our online system, you can easily schedule your pet sitting needs at your convenience. Confirmation schedules are sent via email.
- **Billing:** Clean and organized, you are invoiced and the credit card automatically charged each Sunday evening for arrears.
- **Pet Profiles:** You manage your pet's care instructions so we can provide your pet the best care possible.
- **Same Day Bookings:** Have an emergency or last minute plans? No problem.

Accountability To You and Your Pet.



- **Pet Care Journals & Photos:** Status updates and photos are completed after every visit and emailed to you.
- **GPS Tracking:** You know when, where, and how long your pets were cared for.
- **Backup Care:** If your sitter calls out sick, we've got it covered . Visits are completed 100% of the time.

Backup & Support.



- If your sitter calls out sick, we've got it covered.
- If there is a blizzard and your sitter can't make it to town, our team works together to make sure we're there for your pet.
- Visits are completed 100% of the time.

Great Reviews.



- And if all that isn't enough, check out our reviews our [website](#), [Google+](#), [Facebook](#), or [Yelp](#)! We're happy to provide references too.

Interview Questions To Ask Dog Walking And Pet Sitting Companies

ou have just decided to hire a pet sitter. Before I decided to be a pet sitter, I was once in your shoes. I worked long hours and felt totally guilty about leaving my dog behind while and work and when I traveled - So I hired a dog walker.

I completely understand the anxiety behind all this. You want to make sure your pet sitter or dog walker is worth their weight in gold! How do you do this? I recommend you do your research and interview to find the right fit for you and your pet.



8 Questions To Consider When Researching a Pet Care Company:

1. Does the company have employees or independent contractors or is the person a hobby sitter?

Understand the difference between each of these options and most importantly who will hold the liability if something goes wrong.

2. Does the pet sitting company have back-up plans in the event of an emergency.

In fact, they will have a back-up plan for the back-up plan. They will leave no stone un-turned. They will discuss with you, in detail, exactly how they handle emergencies. Be prepared to ask many questions during your consultation. Who will come visit your pet if something happens to them? What do they do during a blizzard? Will they still visit your pet?

3. Is there a contract or binding agreement involved?

You should always have something in writing that outlines what services will be provided and when as well as the costs associated.. This allows both you and your pet sitter to be on the same page with what is required by you and your pet as well as what they guarantee to provide.

4. Is there a free consultation?

Any reputable pet sitter will be eager to help you find the best fit for your pets. They will come out, meet your pets and eagerly answer all of your questions.

5. What is the company's process for background checks and screening?

Do you really want this person in your home and with your pet? Who are they

really giving your keys to? All employees of any professional company are screened and given a background check. This is especially important when you trusting someone with access to your home and your loving pets. When staff are background checked, there is an added layer of safety and security.

6. How long has the company been in business and what is the background of the owner?

While a newer company may be just as dependable and trustworthy, you can't undermine the benefits of dealing with a company with longevity. They will definitely have more experience with all situations that may arise and should come with plenty of references.

7. How will the company keep you informed of your pet's status while you're away?

Find out if the pet sitter assigned to your pet will send you a text, email or photo while you're away. This shows they care and understand the uncertainty of leaving your furry family member at home.

8. How technologically advanced is the company?

This is important. In this day and age, we all expect the convenience of technology plus it can provide an added measure of security and just another way to assure that your pet is being taken care of. For example, does the company provide GPS tracking? With the click of a mouse, can you find out exactly what time your pet sitter arrived at your home?

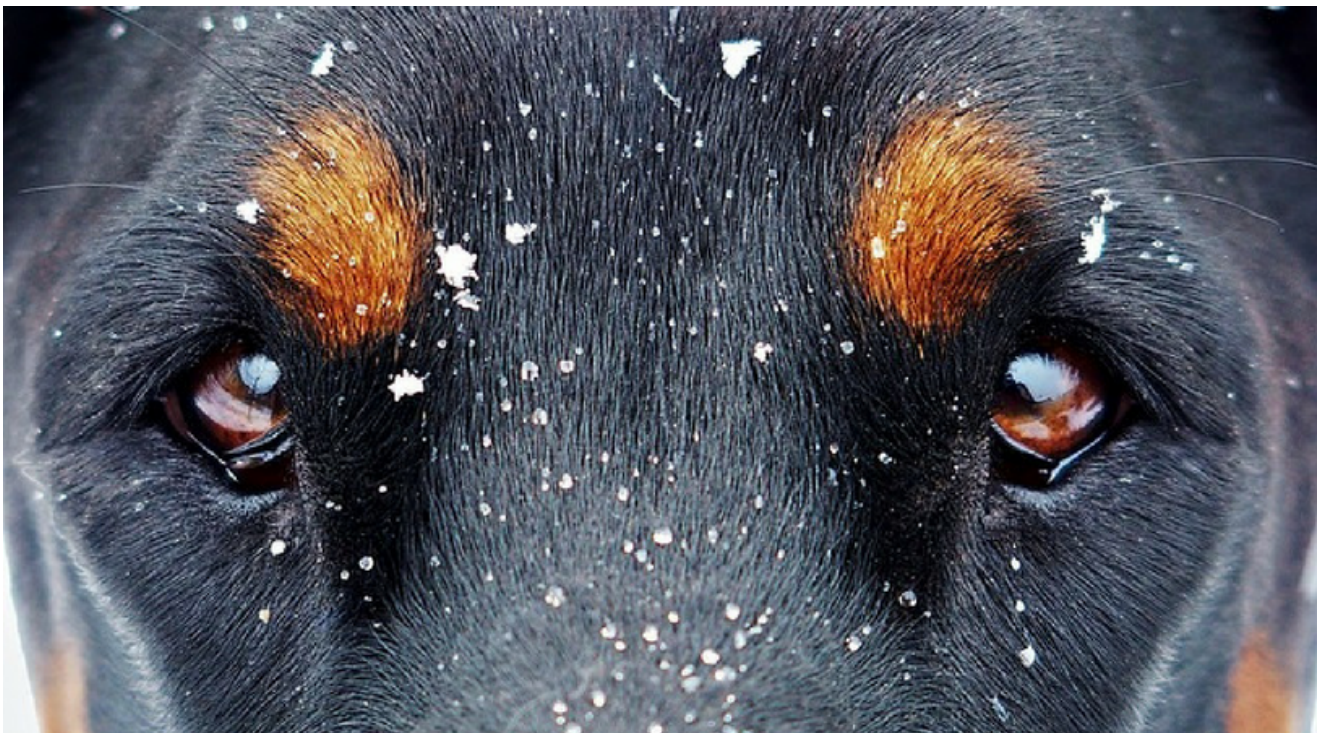
Make sure all your questions are answered thoroughly and to your satisfaction. After all, your pets are precious and you deserve peace of mind knowing they are cared for properly.

[Check Out Our Article On Our Website: *10 Interview Questions To Ask A Pet Sitting Company.*](#)

What Is Insurance And Bonding And Workman's Compensation?

And Why Should I Care?

Yes. We always want everything to go perfect when caring for your pet(s). We also know that accidents can happen and we want you to know we've got it covered.



When hiring a dog walking or pet sitting company, you should always ask if they are have insurance and bonding. For extra assurance, you can also ask for a copy of the insurance certificate as proof. You should also care whether your pet care company has staff that are covered under a Workman's Compensation Policy.

Not all companies have staff covered under Insurance, Bonding, and Workman's

Compensation. Just because they are a 'company' does not mean they have taken the proper measures to protect you, the client.

What Does Trusty Tails Insurance And Bonding Cover?

Insurance and Bonding covers things such as animal bites, lost keys, and property damage that could occur on the job.

All Trusty Tails dog walkers and pet sitters are employees and are fully Insured and Bonded under our company policy. We want everything to go perfect caring for your pet(s). We also know that accidents can happen and we want you to know we've got it covered.

Pet Bites – If your pet bites or injures a person or animal on a walk/visit.

Lost Keys – If a dog walker or pet sitter loses your keys, our insurance will cover new locks.

Property Damage – If property damage should occur.

Veterinary Care – If your pet needs veterinary care due to an accident.

Why Should I Care About Insurance And Bonding?

If your dog bites a another person or another dog while out on a walk with your dog walker, you want to be sure that your dog walker is properly covered. Otherwise, it could be a costly mistake on you could be considered liable for the damages.

What Does Trusty Tails Workman's Compensation Cover?

All Trusty Tails employees are covered under our Workman's Compensation Policy. Workman's compensation is a type of insurance that provides wage replacement and medical benefits to our employee should they be injured on the job.

Why Should I Care About Workman's Compensation Policy?

When you are hiring a pet sitter or dog walker without workman's compensation coverage, you are caring the liability of their mistakes or accidents. By having coverage under workman's compensation policy, an employee is relinquishing their right to sue you for the tort of negligence.

For example, if you hire an Independent Contractor, you are their employer and you are expected to cover them under a workman's compensation policy or ensure they have their own policy. Without such a policy, if they slip on ice and break their leg while walking your dog, they could sue you for damages with regards to their medical bills and loss of income.

Who Is Wearing the Liability?

When choosing whether or not to hire a dog walker or pet sitter. You always need to decide "Do I want to carry the liability of my pet sitter? Or do I want my pet sitter or dog walker to carry the liability?" Once you know this, you'll know whether or not you want to hire the person or company to pay for your pet.

Have Additional Questions About Insurance, Bonding & Workman's Compensation?

We'd love to hear from you and help answer any of your questions. Give us a ring at 201.446.1559 or reach out to us through our *contact us* form on our website.

Why Do Pet Owners Use Trusty Tails Pet Care?

Trusty Tails Pet Care has a staff of trained professional dog walkers and pet sitters who are available 7 days per week, 365 days per year.

Pet Owners Hire Trusty Tails Pet Care...

For Cat/Pet Sitting Because They:

- Feel guilty about leaving their pet home alone.
- Travel frequently and need overnight or daily care for their pet.
- May have an injury or illness that prevents them from walking their dog each day.
- Need the convenience of a professional company with staff available 7 days per week .

For Dog Walking Because They:

- Work during the day and need a reliable person to come each day to exercise their dog and ensure they receive a potty break.
- Have a busy schedule and need the convenience and ease of scheduling with a professional company who they know they can count.
- May have an injury or illness that prevents them from walking their dog each day.
- Want their dog to have some furry friends of their own and get some exercise too.

For Puppy Tails Care Because They:

- Work during the day and need someone to come in and check on their puppy while they are not home.
- Need help with routine relief breaks to ensure the puppy stays on a proper schedule for house training.
- Feel guilty leaving their puppy in a crate all day and want them to have some human interaction to break up their day.

For Overnight Pet Sitting Because They:

- Feel uncomfortable about boarding their pet at a kennel or cattery.
- Want personalized professional care just for their pet.
- Don't want to ask and burden friends and family to care for their pet.
- Have pets with special needs or don't have proper shots for boarding.

What Are The Services At Trusty Tails Pet Care?



Trusty Tails Pet Care offers an array of services from the recurring or occasional dog walking to pet visits and overnight care while you are away on vacation or other travel. You can count on us to be there for your pet when you can't be.

PET SITTING

Our Daily Pet Sitting Options Are:

Stopover Visits

This is the perfect pet sit if your dog or cat does not require sleepover care, but needs some love and affection because you're going away, we offer stopover visits. We're happy to stop by and walk, feed, and/or play with your dog or cat multiple times per day. If you are away for extended periods of time, we recommend at least 3 visits/walks per day for the health of your dog and at least once daily for cat sitting. We stay as long as it takes to make sure your dog or cat is cared for and loved properly while you are away, but typically, visits are 20-40 minutes.

Hourly Pet Care

Does your pet require supervision when you cannot be there? Does your pet just get into trouble? Or perhaps your pet is a senior and needs help or has seizures? We're happy to come stay with your pet in your home, just as a babysitter would, and watch your pet in the comfort of his or her home. Visits include administration of medication, shots, and injections. Hourly pet care requires a two-hour minimum.

Doggie Day Care

A dog walk just isn't enough? Your dog needs all day supervision and human interaction? No problem. We're here to help. Your pooch can stay with us for the day. We're happy to pick your dog up, have them hang out with us for the day, and bring them home at the end of the day. This service is available from 9 am to 6 pm Monday thru Friday.

DOG WALKING

Feel Guilty Your Dog Is Sitting Home Alone All Day?

Let us spoil your pooch in your absence with a nice dog walk! Working a long day in the office, not feeling well, or perhaps you have a late meeting or dinner with friends? Hire a dog walker to be there for your dog when you can't be. With Trusty Tails Pet Care, you will receive the best care for your dog.

Our Walks Include:

- 30-Minutes, 45-Minutes, or 60-Minutes
- Exercise and a potty break
- GPS time stamped map
- Pet care journal updates
- Photos of your dog

Here Are A Couple Helpful Links:

- [How Much Does a Dog Walk Cost?](#)
- [Top 10 Characteristics of a Professional Dog Walker](#)

CAT SITTING



Worried Your Absence Will Be Stressful To Your Cat?

Trusty Tails Pet Care helps to minimize this stress by providing emotional and physical care while you are away. We minimize your stress with the added comfort of knowing your cat is attended to by a professional and

knowledgeable cat sitter. We'd love to care for your cat while you are away.

Our cat visits are tailored to suit the needs of your cat and maintain their routine.

Our Cat Visits Include:

- Fresh food and water, scoop/change litter, playtime, brushing, and lots of love.
- 20-40 minutes, but we stay as long as it takes to make sure your pet is cared for
- GPS time stamped map
- Pet care journal updates
- Photos of your cat

Going Away For An Extended Period Of Time? Don't Want To Leave Your Cat Alone Overnight?

Book a sleepover with one of our sitters. They'll snuggle with your cat all night long. Why should they be lonely all night? Schedule overnights each night you are away or just one night in the middle of a week of daily visits to break it up for your cat.

Here Are A Couple Helpful Links:

- [What Happens During a Cat Visit?](#)
- [Why Hire a Professional Cat Sitter?](#)
- [Does My Cat Need a Sitter?](#)

PUPPY TAILS CARE

What Does A Puppy Sitter Do?

Let our Puppy Professionals care for your pup while you are away. We recommend visits be approximately 4-hours apart to ensure a solid, consistent routine.

Our Puppy Visits Include:

- Routine Relief Breaks
- Housebreaking
- Companionship
- Socialization
- Feeding
- Exercise
- Leash walking
- Basic commands
- And more

Here Are A Couple Helpful Links:

- [What happens during a Trusty Tails puppy visit?](#)
- [Helpful Articles for Puppy Owners.](#)



Download Our Free eBook

And Learn How to
House Train a Puppy

DOWNLOAD NOW!

OVERNIGHT PET CARE

Our Overnight Pet Care Options Are:

Private Boarding In-OUR-Home

Ditch the kennel. While you are away, your pet can stay safe and stress-free in a home with one of our pet sitters in a cage-free environment. Our sitters who board, stay at home or work from home, would love the extra company of your dog as a companion while you are away.

Overnight Pet Sitting In-YOUR-Home

Have a trusted sitter stay in your home with your cat and/or dog. Sleepovers are from approximately 8 pm-7 am. Dog Care Includes evening, late night, and morning dog walks. This pairs nicely with 'midday' dog walking or pet sitting visits.

The Almost Overnight In-YOUR-Home

Don't want your pet staying home alone, but don't want to board them or have someone staying overnight in your home? Book "The Almost Sleepover PM Visit". We'll arrive between 7pm-8pm and stay for 2 hours with your cat or dog. We'll feed, play, walk, and hang out with your pet so they're not alone in the evening. Then, schedule "The Almost Sleepover AM Visit" and we'll come back in the am for 1 hour and run through their morning routine.

Here Are A Couple Helpful Links:

- [How to Choose a Pet Sitter](#)
- [Why Choose a Professional Pet Sitter?](#)
- [Kennel Vs. In-Home Pet Sitting](#)

Will I Receive Daily Updates From My Trusty Tails Pet Sitter Or Dog Walker?


Will I Receive Status Updates About My Pet?

Yes. You will receive a status update after each visit you have scheduled. Your pet sitter will email you and update on your pet, what they did while they were there caring for them. They will also include a photo or two. Notes are sent via email directly from the scheduling system and can also be viewed in your journal log history in your online account.

A Sample Pet Sitter Note:

DETAILS	
Date	Tue, Jan 10, 2017
Service	Dog Walk - Night (7:00pm - 8:00pm)
Pets	Sinatra
Arrival Time	7:27pm
Departure Time	7:57pm

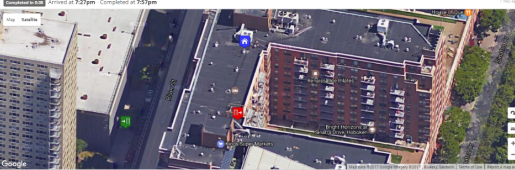
EVENTS	
Poop	Yes
Pee	Yes
Other Actions	Cold Walked Wiped Paws Drinking Bowl Cleaned & Water Refreshed Treat Given

PHOTOS	
	


12:00 PM

Completed at 7:27pm - Completed at 7:57pm

View Details



Comments (0)

 Good evening, Tint! Such a treat to see Simetra 3 times today! I was greeted with a wagging tail, he was super happy to see me. We had a nice walk through the park, the weather much better so we both really enjoyed ourselves. He did both number one and two. Once we got home I refreshed his water bowl and gave him a treat. Hope you had a great day! jazz

Your Name *

Your Email *

Comments *

Can I Meet My Trusty Tails Dog Walker Or Pet Sitter?

Can I Meet My Pet Sitter or Dog Walker?

Yes, we totally understand you may want to meet who will be entering your home and caring for your furry friend(s). We are happy to schedule a time for you and your walker/sitter to meet.

Please know we work together as a team and this sometimes means someone other than who you have met will be sent.



When Choosing A Dog Walker Or Pet Sitter, You Must Decide:

1.) Do you need an individual who can provide nanny like attention and bonding with your dog, but can often be unreliable or inconsistent?

2.) Do you require the help from a larger company, with a team of dog walkers and pet sitters, who many not get to know your pet on an individualized level, but are reliable and always work together to back up each other up, and will do just about anything for your pet?

When you hire Trusty Tails Pet Care, you are hiring a professionally trained team of sitters and dog walkers who are available as a team 7 days a week, 365 days per year.

How Do I Schedule a Meet and Greet?

It's easy! Once [registered](#) and an account is established with Trusty Tails Pet Care, you may schedule a meet and greet right away.

Our first meet and greet is complimentary. Each one scheduled after that is the cost of a visit as we may pay the sitter or walker for their time.

How Do I Communicate With My Trusty Tails Dog Walker Or Pet Sitter?



How Can I Correspond With My Pet Sitter Or Dog Walker?

You can correspond with your dog walker or pet sitter through our online scheduling system. When you send them a message through the system, it will automatically appear in their schedule for them to read and respond back.

Can I Have My Pet Sitter Or Dog Walker's Personal Phone Number And Email Address?

No. We do not provide personal contact information for our sitters. While our sitters love caring for your pets, they are not always available outside of your pet sitting needs. They may have another job, be in school, etc. Always call contact our office and you'll be sure to get an answer right away.

All that said, you are able to contact your sitter through our Online Scheduling System. This provides our office with the ability to respond when our pet sitters cannot.

How Do I Find Out More About Trusty Tails Pet Care?

Have Questions, How Do I Find Out More?

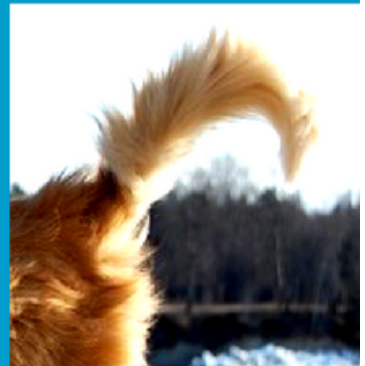
We're here to help and want to answer any questions you may have about finding the right pet sitter or dog walker for you and your pet.

- [Check Out Our FAQs](#)
- [Read Our Latest Blog](#)
- [Reach Out Through Our Contact Form](#)
- Call us at 201-446-1559



Professional, Passionate Pet Care

FIND OUT MORE



How Do I Become A Customer Of Trusty Tails Pet Care?

We are so excited that you've taken interest in Trusty Tails! We know that letting someone into your home and asking someone else to care for your best little furry friend is a huge responsibility and we don't take it lightly! You can trust us to love your pet just as our own. We look forward to getting to know you and your pet!

1. First, [REGISTER](#) and set up an account for yourself by entering your name and email address and create a username and password.
2. Next, [LOGIN](#).
3. Then, Enter your account profile information and instructions for the care of your pet.
4. Please provide us with as much pet care information as possible as these instructions are how we will care for your pet.
5. Welcome to Trusty Tails! You're all set! Now you can begin to set up your pet's care needs. We look forward to caring for and loving your pet as our own.

How Do I Schedule A Walk Or Visit For My Pet?

1. [LOGIN](#) to your account.
2. Click on "My Schedule" and set up your pet care needs.
3. An alert of your submission will be set to the Trusty Tails Office.
4. A Confirmation Email will be sent to your email once your schedule is approved.
5. You're all Set!

Frequently Asked Questions

Choosing a pet care company is a big decision and we're happy to answer as many questions as it takes to earn your trust. We listed out some of the most frequently asked questions on our [FAQs](#) page on our website.

Have more questions? Don't see what you're looking for on our list or in this ebook? [Contact Us](#) and let us know. We'll get right back to you.

Contact Us Today!

We want to hear from you. Reach out today and find out how Trusty Tails Pet Care can help!

201.446.1559

Contact Us

