



## **Lil' Chick Pet Sitters Code of Ethics and Pledge of Professional Conduct**

As members of the National Association of Professional Pet Sitters and Pet Sitters International, all Pet Sitters at Lil' Chick follow this Pledge of Professional Conduct:

### **Pledge of Professional Conduct**

The Pledge of Professional Conduct is designed to guide members in the conduct of business, which shall represent the highest standards of ethical behavior and humane attitudes towards animals and people.

As a member of the National Association of Professional Pet Sitters and Pet Sitters International, I hereby pledge:

### **Conduct**

- To respect my fellow professional pet sitters and to treat Independent Contractors, employees, clients, and competitors with honesty and integrity;
- To refrain from saying, writing, or doing anything which would defame my competitors or bring embarrassment or dishonor to the pet sitting industry;
- To operate my pet sitting business in a professional manner and to enhance the pet sitting industry within the community.

**Service**

- To deliver skillful, safe, compassionate care to all pets entrusted to my supervision;
- To keep all client information confidential;
- To safeguard the client's residence by taking all reasonable precautions.

**Education**

- To learn as much as possible about my career as a professional pet sitter so that I can provide superior service to each client;
- To support and encourage responsible pet ownership with my customers as well as my community;
- To continually improve my knowledge of the pet sitting profession by participating in educational opportunities.

**Legal**

- To comply with all local ordinances relating to the care and keeping of animals; and to obey all regulations, Federal, State, and local, which pertain to pet sitting businesses;
- Not to promote a product or service in connection with NAPPS and Pet Sitters International without the written consent of the Board of Directors of the Association.

**Reputation** - I will work hard to build the good reputation of my business and the pet sitting industry by conducting my business with honesty, integrity and professionalism. I will comply with all Federal, State, and local laws in both business and in animal care.

**Client Protection** - I will carry and renew pet sitting business insurance. I will carefully screen employees before hiring them, and I will be responsible for their conduct by insuring and bonding all employees. I will hire independent contractors carefully, by ensuring they are insured and adhere to other ethical practices in business and animal care.

**Caring services** - I will provide reliable and compassionate care to all pets entrusted to my services, and I will do my utmost to safeguard client's homes and pets. I have and will provide a contingency plan for pet care services in case of personal emergency or inclement weather.

**In addition follows the inventory of values and principles as set in the Recommended Quality Standards for Excellence in Pet Sitting .**

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 carefully and insures they are insured and bonded.