

An aerial view of a rooftop patio with a wooden dining table, lounge chairs, and people interacting with dogs. A woman sits in a lounge chair with a pug on her lap, another woman lies on a chair holding a white dog, a man sits on a striped bench with a large golden retriever, and another person sits on a purple beanbag chair taking photos. The patio has a glass railing and potted plants.

## BECOMING A SIDELICK PET SITTER: A PRACTICAL GUIDE

Start your pet sitting journey  
with confidence by learning Pet Sitting Basics.

### TRAINING MATERIAL: COVER THE THE BASICS!

So you're interested in becoming a pet sitter with Sidelick and that's great. Being a pet sitter is a big responsibility – but an equally rewarding experience.

To ace your application, go through this reading material as thoroughly as you can. You will need to pass a quiz around the topics you're about to learn, so give it your best!

Once you pass the quiz, our team will review your results and get in touch.





A warm welcome,  
from our team.

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Sidelick & You



Dear Applicant,

We are thrilled to welcome you into the Sidelick community!

You are just a few steps away from becoming a trusted Sidelick pet sitter.

Pet sitting is not an exact science and there's a lot of material to cover – it would be unrealistic to think we can cover it all in short document. However, we wanted to take a minute to reflect on the heart of the matter – our company's core values: trust, transparency and shared love for pets.

These values guide everything we do, they're what makes the Sidelick experience unique for pet parents who book our services.

As a pet sitter, you will become the best ambassador of our values and we hope you will enjoy shining greatly by allowing them to reflect on your skills.

Always remember that our community stands by your side and will assist you all along your pet-sitting journey.

We hope you'll find this pet sitting handbook useful for your onboarding. Again, congratulations on making it this far. Let's keep pets happy and safe together!

**The Sidelick Team**

[contact@sidelick.com](mailto:contact@sidelick.com)



“

**I've been a pet sitter with Sidelick for two years now. It's one of the most rewarding experiences I've ever had. You get to meet extraordinary pets and their humans, you build connections over time and learn that trust is earned, not due. Pets can tell!**

”

Maya, Beirut

### What differentiates us?

Sidelick exists to offer pet parents peace of mind, away from outdated care channels like kennels and boarding facilities. We rely on a trust bond that is built among our team, sitters, and customers to create a community of pet enthusiasts.

The Sidelick experience offers personalized care towards pets, full transparency for pet parents, and a cage-free and loving home environment for the pet to live in. For extra safety, we also have a partnership with a pet insurance company.

### Only 20% of applicants get accepted into Sidelick.

That is because we have a very thorough onboarding process to make sure that pets will be safe in our care. For extra safety and transparency, customers can read reviews from previous customers on each sitter's on-line profile on Sidelick.com

Sidelick has been pet sitting countless dogs and cats since 2018.

We trained more than 200 pet sitters and counting! The community isn't just about the sitters, but also about all the pet parents that contribute to our success.





## OUR MISSION & PHILOSOPHY

Committing to raising a pet is about making daily actions which determine how healthy the outcome of the human/pet relationship turns out. It is a long-term choice that comes with many responsibilities, such as providing a suitable environment for the pet's wellbeing and consistently meeting its needs. This can be time-consuming, and has to be done over 12+ years (the average pet's lifespan), so it is not uncommon for pet owners to fail to deliver, especially in urban environments. The latter are evolving in ways that shape faster lifestyles, inducing smaller living spaces and less time for owners to care for their pets, hence affecting their overall quality of life...

# About Us

So what do busy people resort to nowadays when they're travelling more often or staying longer hours at work? Traditional solutions like kennels/boarding facilities exist, and pet hotels are becoming more popular as well. The problem with these options is that most of them are caged/limited, unsafe, unreliable, and can be a traumatizing experience for the pet and the pet parent.

You can read more about it [here](#).



**Sidelick's aim  
is to revolutionize  
pet parent support.**

### HOW?

By offering peace of mind via quality care. We address the need of all pet owners to rely on a solid, trusted local community of pet enthusiasts in a cage-free, positively social environment – a home, away from home.

### WHO CAN BE A PET SITTER?

Anyone, above 18, who is patient and loves pets can apply to become a Sidelick pet sitter. We're looking for pet lovers who spend most of their time at home – who really are motivated and able to look after busy pet parent's pets.

Freelancers, people who work from home, and part time workers as well as students can offer most Sidelick services. People who have full time/part time jobs cannot offer dog boarding. But don't be too bummed if you're a full time worker - you can always be a sitter who only offers pet boarding during the weekends/holidays.

True animal lovers who believe in positive reinforcement are more than welcome to apply! By positive reinforcement, we mean rewarding pets when they show good behavior, and ignoring any bad behavior, or dealing with it in a non-traumatizing manner.

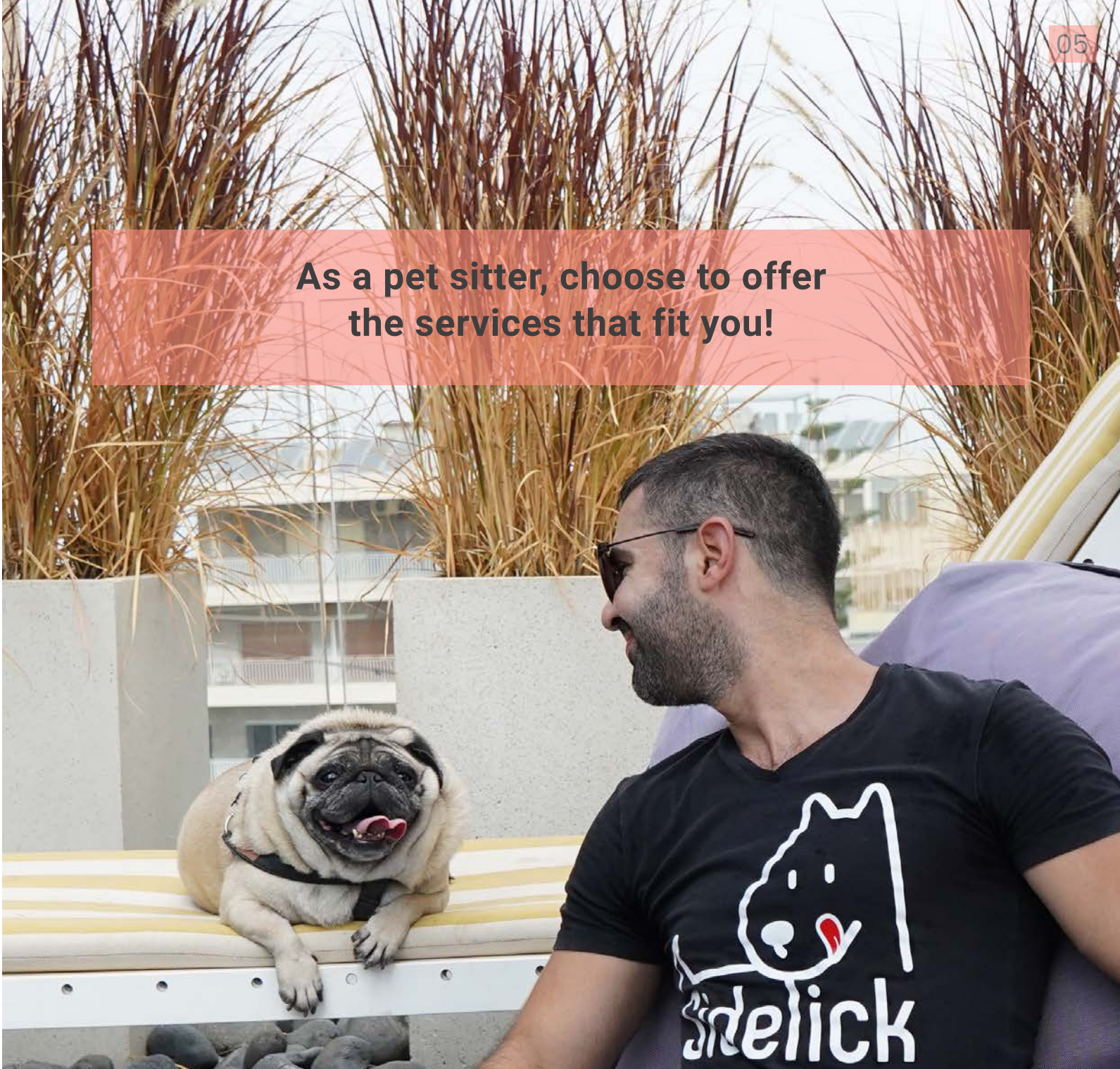




WHAT SERVICES  
DO WE OFFER?



As a pet sitter, choose to offer  
the services that fit you!



DOG  
WALKING



CAT & DOG  
BOARDING



PET  
DAYCARE



DROP-IN  
VISITS





# Dog Walking

## Go on fun adventures

This service entails the pet sitter going to the pet parent's house and walking the dog in his/her neighborhood. Here, you would check in and take the dog for a walk, pick up the poop, send live updates and fill a report when you check out. Dog walks are neighborhood based and are done at the time agreed upon.

**By default, this service is a 30 min walk and is customizable depending on dog breed, size, and energy.**  
It is priced per 30 mins of dog walking.

### OBJECTIVES

You're on your way to a dog walking mission. These are your objectives:



Walk the dog for 30 minutes



Spend the dog's energy



Allow the dog to pee/poop according to the routine schedule

### LOGISTICS

In order to pick up the dog, you'll need to have access to the pet parent's home. As per your agreement during the meet-up, you will either:

- 1) Be handed the key to the apartment. Understand that this is a big responsibility and that it needs to be returned upon the end of the booking.
- 2) Need to coordinate with the building's concierge or a neighbor, who will grant you access to the apartment.
- 3) Be greeted by the pet parent, who isn't walking the dog himself for whatever reason (work, injury, etc.)



Obviously, you need to be very respectful of the pet parent's home environments and only focus on picking up and returning the dog. Avoid entering the space further than the entrance.

### DRESS CODE

Wear comfortable clothes and shoes. Avoid sandals and flip-flops; you need to be able to keep pace with the dog(s) you're walking. For their own safety, female dog walkers might want to avoid outfits that are too revealing. Make sure you have poop bags on you before leaving your home.



HARNESS CHECK



COMFY SHOES



POOP BAGS







# Dog Walking

## General guidelines

### PUNCTUALITY

You absolutely need to be punctual. Customers book your services because they want to keep their dog's routine. Dogs have a biological clock that allows them to consistently pee/poop on a schedule. If you're a few minutes late, the dog may have not been able to hold it and one of the walk's major purpose is defeated.

### CHECK-IN

As soon as you make contact with the dog, make sure to check-in in the group to inform the pet parent and Sidelick that the walk is starting.

### HYGIENE/CLEANLINESS

You must be aware of what to expect of the dog, according to the checklist. The pet parent will mention the expectations of the walk, so you need to make sure that it meets these expectations. You don't want to return a dog that needs to poop at home! Dogs generally like to sniff a little bit before they can do their business so give them opportunities to

do so. Make sure you pick up poop and properly dispose of it after they're done! If you walked on a rainy day or in a muddy area, it is your responsibility to gently wipe the dog's paws.



### PULLING

A good walk comes from a confident dog walker, on a loose leash. However, some dogs like to pull, so you need to expect this. You are not professional dog trainers to be able to fully correct this undesirable behavior. However, we compiled a list of do's and don'ts we expect you to abide by.

### DO'S

- ✓ Stop walking when the dog pulls. Stay completely still and resume walking when the dog makes a step backwards. This method is slow but works on the long run.
- ✓ Reward good behavior with treats, especially when the dog is heeling by your side.
- ✓ Become unpredictable, letting the dog follow you.

### DON'TS

- ✗ Yell at the dog.
- ✗ Get angry.
- ✗ Jerk on the leash.
- ✗ Blame the pet parent.

### CHECK-OUT

Once you're all done, 30 minutes into the walk, you can drop the dog back home. When you're safely back, untie the leash/harness, make sure the dog has access to water and shut the door behind you. Just check-out on the group, and you're done for this walk!



### SAFETY TIPS

#### MAKE SURE OF THE DOG'S COLLAR/HARNESS GOOD FIT.

They need to be properly put on in order to avoid accidents. Some dogs are escape artists, so this point is critical to the good unfolding of the mission. Insert your hand in the leash handle and hold it firmly all along the walk..

#### KEEP YOUR HANDS FREE.

Have a light-weight backpack on you, so you could carry everything you'll need.

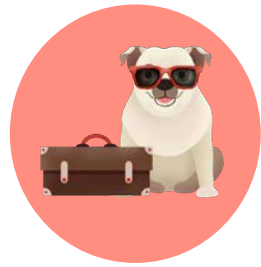
**ALWAYS WALK YOUR DOGS ON THE SIDEWALK**, away from cars. Walks must be on-leash at all times; you should never untie the leash before getting back to the pet parent's home.

**SWITCH SIDEWALKS** if the dog you're walking is not friendly to other dogs, cats, children, or strangers and you see one. Danger prevention is 99% of the job.

**KEEP YOUR EYES ON THE DOG** and make sure he/she doesn't pick up/eat anything from the street.

Poison was reported in many areas and would be catastrophic to deal with.

**TAKE WATER BREAKS** if you feel the dog is tired and is panting a lot. Prefer walking in shaded areas when it's too hot.



# Pet Boarding

Host furry babies!

## WHAT IS IT?

Pet boarding is when a cat or a dog spends a night or more at the sitter's house. Pet parents could be away for work, travel, or just need their pet out of the house for any reason (pest control in their home, events, etc.).

## WHAT YOU'LL NEED

For a pet boarding mission, pet parents will need to provide:



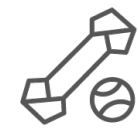
**The pet's food and treats** since we do not want to change the pet's eating habits



**Bowls**



**Bed**  
(if any)



**Toys**



**Litter Box**  
(for cats)



**Leash**  
(for dogs)



**Something from home**

## SETTING UP A DOG BOARDING MISSION

Hi Jana. We have a male French bulldog, Stitch, who needs boarding from **Pet parent:** the 20th till 25th of March (5 nights). Are you available during that period? If yes, what is needed from our part?

Hi Hannah, I would love to look after Stitch! I too have a male French bulldog!! Jacob is very friendly, but we should plan a **Pet sitter:** Meet and Greet first! It's important to assess the dynamics between our doggies, and to discuss everything else.

**Pet parent:** Oh yes, he loves everyone! He was heavily socialized when he was a puppy. Sure, let's meet and just judge their chemistry then!

**Pet sitter:** That's relieving! Yes, let's meet on Tuesday around noon time at Bread & Pets. I see it is close to both of us.

Upon reception of the dog's items listed previously (bowls, toys, etc.), make sure to list them in writing to avoid forgetting anything when returning them.

## HOW IS IT PRICED?

This service is **priced per pet per night**.

⚠️ Knowing what type of pet boarding missions to accept can be tricky. It depends on your home environment, your experience, if you have pets, and whether they're friendly or not.

## DURING THE MISSION

- You are required to respect the dog's routine as per the pet parent's recommendations in the checklist.

- You are expected to send updates every 3 to 4 hours (pictures, videos) and be transparent about the pet's behavior.

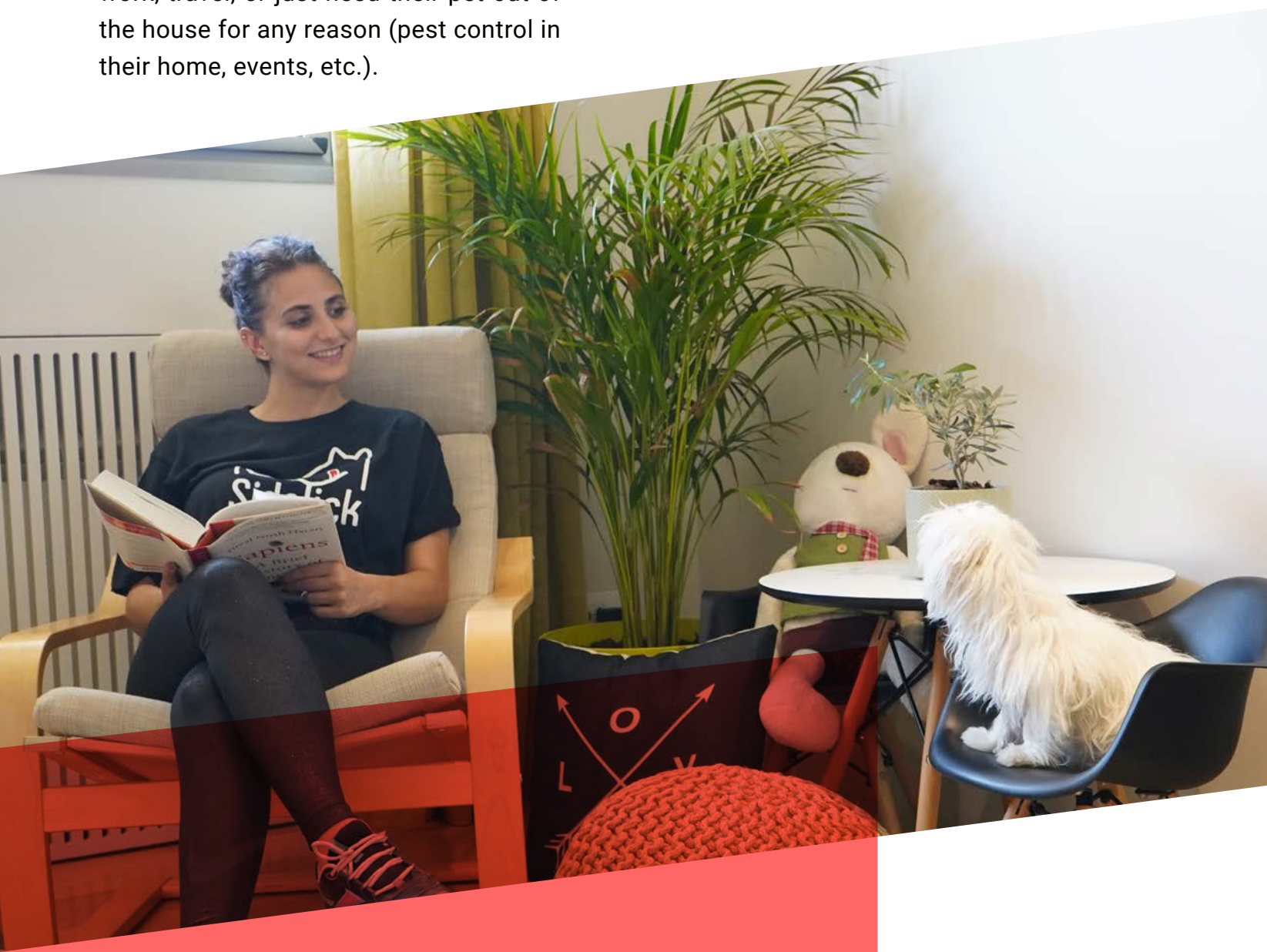
- The pictures need to be clear, not blurry and ideally show the pet having a good time, not bored or sleeping in a corner...

- Pets should be monitored at all times and never left unattended.

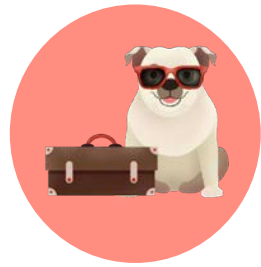
## INTRODUCING DOGS

If you have a dog yourself, you will want to introduce him to your guest dog. Even if you have already introduced the dogs during the Meet & Greet and even if both dogs are friendly, it is best to re-introduce them to each other on neutral grounds. Meet the pet parent on the street, a couple of hundred meters away from your home and walk with both dogs towards your apartment (with the pet parent).

Once you are home, there can be a short transition period until the pet parent leaves.







# Dog Boarding

## General guidelines

### THE FIRST NIGHT OF BOARDING

When the pet parent leaves, you'll be on your own with the dog. The first night of boarding is very delicate because dogs can feel lost in a new environment. It is your responsibility to monitor the dog, especially at the beginning, and to try making it feel comfortable. Every dog is different, so keep a close eye on your guest. On the first night of boarding, be ready for the following undesirable behaviors:

- Dogs with anxiety can cry, whine or bark if you are not next to them
- Dogs can pee/poop in a new environment
- Unattended dogs can chew furniture / make a mess. Don't leave them alone!
- Dogs can escape, so make sure that all accesses are locked (windows, balconies, garden)
- Allow the guest dogs to sleep in your room, at least the first couple of nights, until they get to know environment. You can try to get them to sleep in another segment of the house, but expect some crying, whining or barking.

- If you already have a dog, prevent accidents by hiding toys/bones which can cause jealousy between pets. Only give access to toys during supervised playtime and feed separately.

### KEEP DOGS TIRED!

As a general rule, remember that a tired dog is a happy dog.



Always spend a dog's energy by going on long walks and extending playtime. This is the best way to keep a dog busy and happy!



# Cat Boarding

## General guidelines

### WELCOMING CATS HOME

Cats are extremely sensitive to a change of environment. To smoothen the transition, here is how we recommend you proceed:

- Keep the cat in the crate and place it on the ground in a closed room for 15 minutes. This will allow the cat to sniff the room and calm down. Place the litter, food and water bowls in that room.

- Open the crate and keep the cat in one room at first. If the cat hides, it's normal; you want to slowly build the cat's trust. Monitor the food bowl levels and use of the litter.

- Gradually give access to the cat to new rooms, until they have access to the whole space.

- If a cat is aggressive and hisses at you, it is obviously stressed. Do not force yourself and give it time and space.



### MAIN TASKS

While caring for a cat, your tasks are the following:

- Keeping the cat safe. Cats can easily escape your home if you are not cautious. Make sure all doors and windows are locked. Do not give them access to balconies.
- Making sure they have access to their litter, food and water bowls at all time.
- Cleaning the litter at least once a day.
- Replacing the litter crystals if they are too old. Typically, small adjustments once a week and total replacement every two weeks.
- Reporting to the pet parent and Sidelick



### SAFETY TIPS

- Keep the cat safe by keeping external doors and windows closed
- Separate cats from dogs if you have a dog in your home
- Monitor the cat's good appetite, drinking and use of the litter. Some cats can have a decrease in appetite when placed in new environments.
- Monitor the cat's behavior and report anything atypical or a sudden change in attitude.





# Pet Daycare

Host pets daytime!

## WHAT IS IT?

Pet parents will leave their pet in your care during their working hours or other commitments. By default, this service is from the morning till late afternoon. However, timing is flexible and depends on the customer and yourself. It can be booked for cats or dogs, but is mostly common for dogs, as they are more prone to separation anxiety and need more energy management.

## HOW IS IT PRICED?

It is priced **per pet per day**.

## INFORM YOUR HOUSEHOLD

Dog boarding, Cat boarding and Daycare are services in which you will be hosting pets in your own home. Before the mission starts, you need to make sure that your household is ready for hosting:

**1 - Inform all your household members of the upcoming mission.** Boarding is a team effort and everyone needs to be okay with it! (Parents, siblings, roommates, etc.). Make sure that no one has allergies and that all household members will contribute to keeping the space safe for pets.

**2 - Pet proof your home.** If you don't have resident pets, double check for safety hazards (unsafe electrical wiring, small objects that can cause choking, safe storage of chemicals/cleaning products, proper closing of windows/doors, etc.).

## SETTING UP A DOG DAYCARE MISSION

Hello Leah, are you available to watch Bloom from 10 am till 4 pm tomorrow? I have to be at the office and she can't be left alone anymore; she is scratching the doors and ruining the furniture!

Sure, Anthony! I'll make sure to spend Bloom's energy really

**Pet sitter:** well – long walks, high jumps, and more! By the time you'd be back, she'd be exhausted.

**Pet parent:** Amazing! I'll drive her to yours on my way to work. Thanks a lot!

“

**Daycare is a great, fun opportunity for people who love pets and work from home. You can build your network of customers while enjoying the company of a different dog every day. Expect some physical activity with daycare!**

”







# Drop-in Visit

## General guidelines

### WHAT IS IT?

It's when you drop into someone's home for a small period of time. This service is usually booked by pet parents who have pets that can't be left alone for long hours, or multiple cats.

### HOW IS IT DONE?

By default, the pet sitter would go on a 30-minute visit, which is enough to clean the litter, make sure there is enough water, feed the pets, and engage with them. If a dog is there as well, sitters would give him/her a potty break. The length of the visit can be customizable as per agreed with the customer: several visits per day, or a longer visit for instance.

It is priced **per 30 mins visit**.

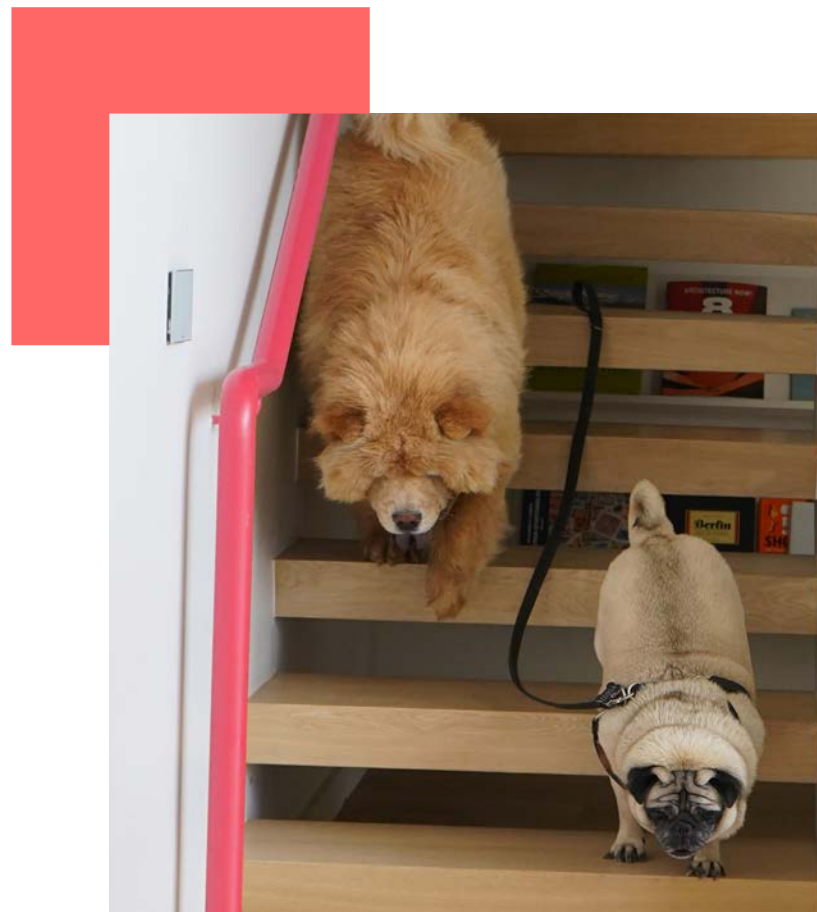
### WHY DROP-IN?

Pet parents who use this service the most usually have several cats. They would prefer someone dropping into their homes to check on the cats rather than boarding them at a pet sitter's.

Why? To some, it is preferable that cats stay in their environment since they are sensitive to environment change and can get stressed moving. This also depends on the cat's personality and on how it was brought up.

### LEGAL FRAMEWORK

- Before any Drop-in visit mission, the pet parent will be required to sign a legal waiver granting you permission to access their home in their absence. Ask the pet parent to lock all their valuables prior to the mission in order to take zero risks.



- The waiver only allows you to visit the pet parent's home, which is why you cannot bring anyone along. You should perform the drop-in visit by yourself.

- If you come across someone unexpected at the pet parent's home, inform the latter of the situation.

### PUNCTUALITY

You need to be punctual because the pet parent may have warned the neighbors or concierge of a specific time at which you are allowed to access their home.

### LOGISTICS

In order to pick up the dog, you'll need to have access to the pet parent's home. As per your agreement during the meet-up, you will either:

- 1) Be handed the key to the apartment. Understand that this is a big responsibility and that it needs to be returned upon the end of the booking.
- 2) Need to coordinate with the building's concierge or a neighbor, who will grant you access to the apartment.
- 3) Be greeted by a resident, who isn't looking after the pets for whatever reason.

Check-in: Open the door with caution, making sure none of the pets seizes the opportunity to escape. As soon as you make contact with the pets, check-in in the group to inform the pet parent and Sidelick that the drop-in visit is starting.

### MAIN TASKS



Making sure the pets are safe and well



Refilling the food and water bowls



Cleaning the litter



Making sure the pets have access to their litter, food and water bowls at all time.



Playing and engaging with the pets



Reporting by sending pictures and videos to the pet parent and Sidelick

### CHECK OUT

Make sure to inform the customer of your check-out, 30mins after the start of your visit.

Don't forget to lock the main door after leaving!





# OPTIMIZE YOUR PROFILE

## BUILD AN ATTRACTIVE PROFILE

Your online profile is the first impression that pet parent will have of you. It's also what helps them choose among sitters. So, how to make your Sidelick profile more attractive?

To begin with, it is important to focus on the trust factor, so we recommend you put your all in drafting a detailed bio, where you:

- Talk about yourself (age, interests, etc.)
- Your occupation
- Your history with pets
- Why you're on Sidelick.com
- What you promise when a pet is placed under your care



When writing your motto, choose a catchy one that best describes what it'll be like for a pet to spend time at yours. For example:

“  
**Eat. Play. Love.**”

Regarding the amenities that you offer, try to be as precise as possible. Some pet parents will want to know if you have other pets, if you have children in your household or if you offer a garden. They can filter their search results based on your answers, so help them out!

Next, fill your page with at least 5 heart-warming pictures of you and your fluffy companions, or of any that you've hosted before. It's also important to show a few pics of your home environment, where the pet would be staying.

For best results:

- Have your own pictures (not taken from the internet)
- Choose pictures with good lighting
- Appear in most of the uploaded pictures
- Make sure all pictures are well-cropped

The screenshot shows a Sidelick profile for a pet sitter named 'SIM'. The profile includes a header with navigation links (ABOUT, BLOG, CONTACT, BECOME A SITTER, LOGIN) and a main banner image of a woman standing next to a horse. Below the banner is a 'GALLERY' section with five images: a dog, a cat, a diploma from 'School Canada', a woman with a cat, and a bookshelf. To the right of the gallery is a sidebar with 'DOG EXPERIENCE' (22 years), 'CAT EXPERIENCE' (22 years), a 'Typically replies within 13 hours (45 mins)' badge, and buttons for 'SEND MESSAGE' and 'BOOK NOW'. Below the gallery is a 'PRICING' section with three icons: 'Dog Boarding' (50000 LBP /night), 'Cat Boarding' (30000 LBP /night), and 'Pet Daycare' (45000 LBP /day). Below pricing is an 'ABOUT ME' section with a bio. At the bottom is a 'SKILLS & AMENITIES' section with a grid of icons and text: 'HAS CHILDREN 6-12 YEARS OLD', 'ACCEPTS LONG STAYS', 'ACCEPTS PUPPIES', 'CAN ADMINISTER INJECTED MEDICATION', 'CAN ADMINISTER ORAL MEDICATION', 'KNOWS FIRST AID/CPR', 'HAS SENIOR DOG EXPERIENCE', 'AT HOME DURING THE WEEK', 'LIVES IN AN APARTMENT', 'LIVES IN A HOUSE', 'LIVES IN A NON-SMOKING HOUSEHOLD', 'PROVIDES DAILY EXERCISE', 'HAS CATS', 'HAS DOGS', 'HAS A FENCED GARDEN', 'HAS A SWIMMING POOL', 'PROVIDES POTTY BREAKS', 'CAN PICK UP PETS', and 'CAN PROVIDE 2 TO 4 POTTY BREAKS A DAY'. Red callout boxes with arrows point to specific elements: 'Display beautiful pictures' points to the gallery; 'Offer competitive prices, especially as a new pet sitter' points to the pricing section; 'Share stories about you and pets' points to the 'ABOUT ME' bio; and 'Differentiate yourself from other sitters!' points to the 'SKILLS & AMENITIES' section.





# Meet & Greet

## Set a meetup!

Once a pet parent messages you, the next step is to organize a Meet and Greet.

It is your first meeting with the pet parent and the pet, which will set the tone of the mission.

It is critical to the success of the mission, because the pet parent needs to meet the person who will be caring for his/her pet, and test the chemistry and interaction between the pet and sitter. As for sitters, they need to be comprehensive regarding what it takes to care for this pet, and honest in assessing whether they can do it or not. You will also need to be able to judge the pet's health and cleanliness, and whether you can allow it into your home, especially if you have other pets there (flea treatment, up to date vaccinations, and hygiene).

Please note that you should determine your deal breaker questions. It's important for you to have one or more to be able to immediately assess whether or not you could host the pet. It's best for it to be done before the meet and greet to gain time and allow the customer to look for a more suitable match.

These are very important recommendations to keep in mind before any Meet and Greet:

- Smile!



- Treat this meeting as a semi-formal meeting, so look presentable

- Be sociable with both: humans and pets

- Earn trust; let the communication be two-sided

- Be transparent; answer all your customer's questions honestly and accurately

- Ask the right questions by filling the pet sitter checklist (covered in the next segment) yourself to show professionalism and care

- If you have dogs of your own or any in your care, it is crucial for them to meet with the potential dog on neutral grounds, before they enter your house. A Meet and Greet is a good opportunity to do so, depending on the personality of your dog.

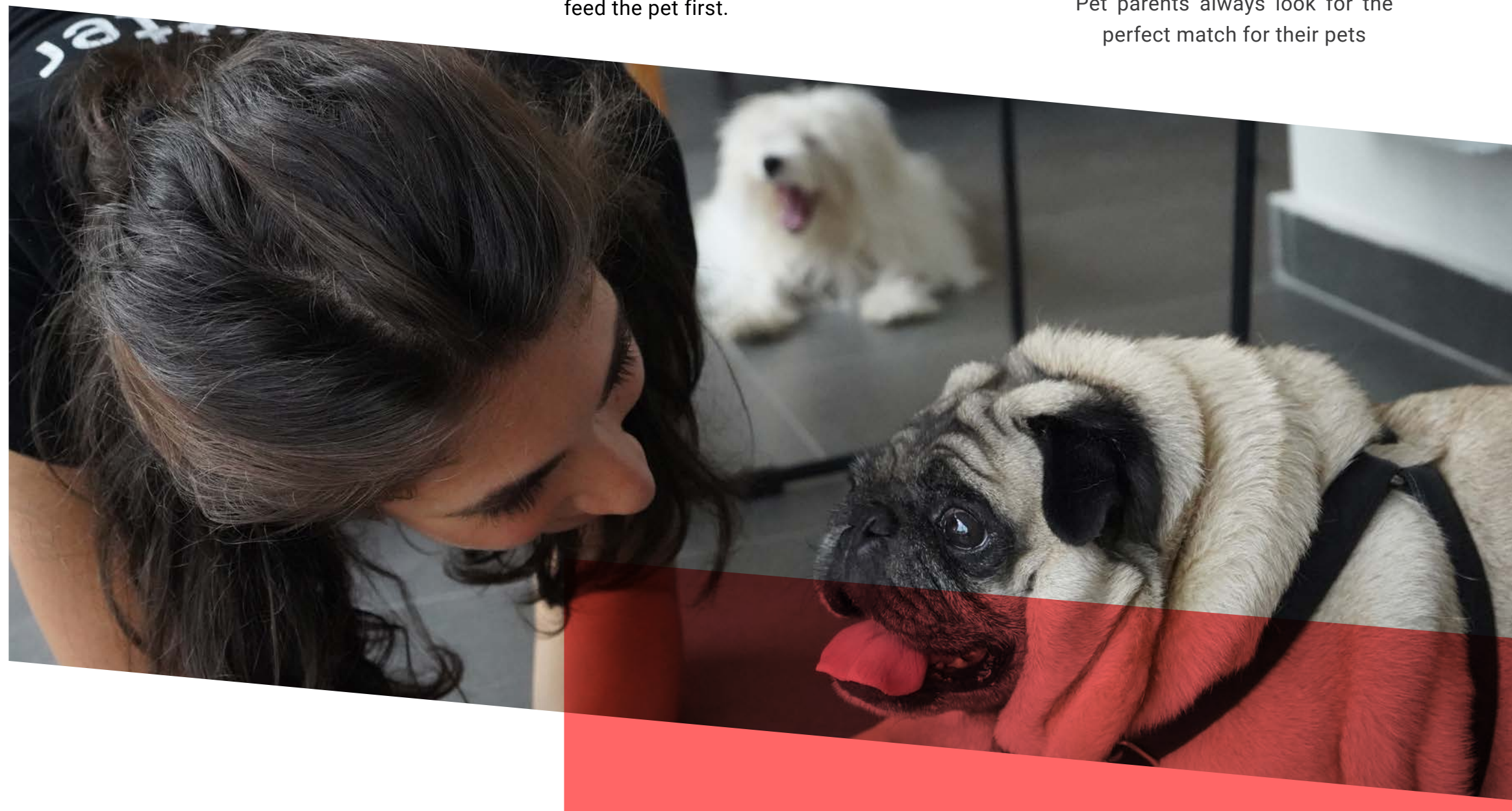
- Ask to see the pet's up to date health booklet and double check it's up to date

- As a plus, you can get treats with you, but it's best to ask the parent if you could feed the pet first.

Remember that Meet & Greet doesn't mean that the mission is 100% confirmed, it is still part of the screening process. Pet parents can meet with several sitters before deciding on the most suitable sitter for their pet and his/her needs. Pet sitting is also about chemistry, so no hard feelings!



Pet parents always look for the perfect match for their pets











# Pet Sitters on the job!

## ATTITUDE & COMMUNICATION

The key to being a top pet sitter is being proactive, responsive, and respectful. Communication is key in building trust between you, your customer, and Sidelick – and it's preferable for it to be fun, light and polite.

All the communication between you and the customer MUST happen on the Sidelick platform, or in the group Sidelick created. This allows us to monitor live situations, assist you and mitigate any issue.

We recommend you keep the following recommendations in mind when you start a pet sitting mission.

## ON BEING PROACTIVE

- Don't wait until the pet parent asks you about his/her pet. Do send an update minutes after the pet's arrival into your home, or the minute you take pets out.

- To impress your customers with transparency and to gain trust, follow the Sidelick policy that advises updates to be sent every 3-4 hours (daytime) of the pet sitting mission.

- Even though pets tend to feel lost and anxious during the first few hours/days of their stay, it's advisable you spend their energy, provide support, and shower them with love instead of waiting for them to adapt alone.

- Try to engage the pets and tickle their brains instead of just watching them throughout the pet sitting mission – and don't forget to send footage!



Communication is a key component for pet sitters

## ON BEING RESPONSIVE

- Top pet sitters answer their messages within minutes, so keep this standard in mind when you start pet sitting.

- In some cases, pet parents can be anxious or could assume the worst when they're away from their furry babies. So being responsive as a pet sitter will give pet parents peace of mind and lower their stress levels!

- An example would be: You're at the beach (away from your phone) with a dog you're pet sitting, and while both of you have fun, the dog's parent calls you

and gets worried that you aren't picking up.

Coming back to a phone that was bombarded with 10+ missed calls will not be very fun for you either...

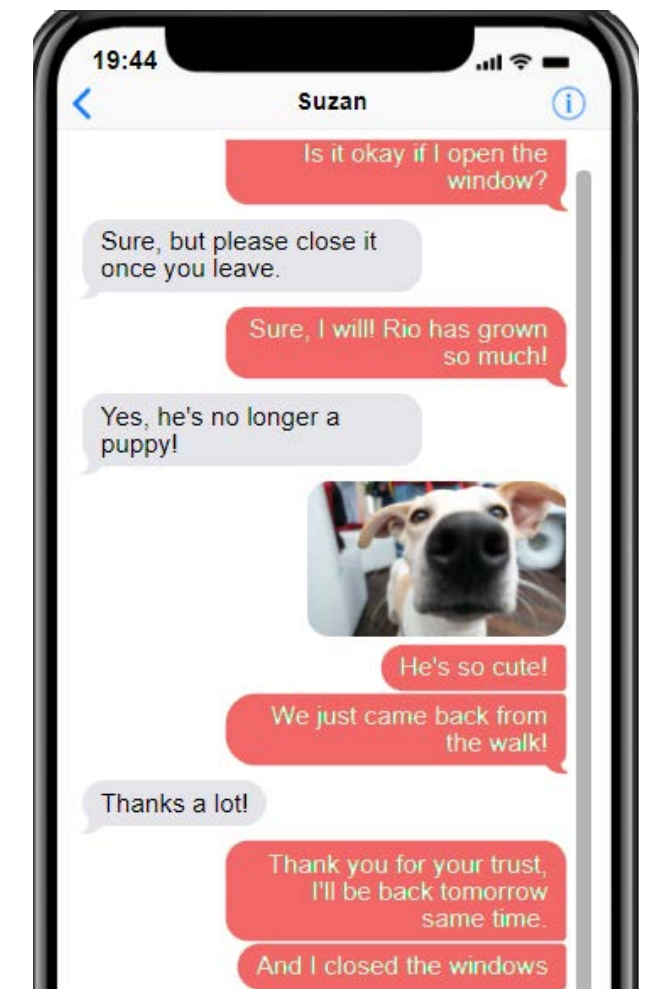
To prevent the above, try your best to have your phone on ring – with you, always, when hosting pets.

## ON BEING RESPECTFUL

- Respecting the pet parent's rules, dos, and don'ts, routine, etc.

- Asking for the pet parent's permission before taking the pet out, feeding it treats that were not provided by him/her, and the like.

- Communicating with the customer in a respectful manner, even in times of conflict or disagreement.







## Prevention and Safety Measures

Pet sitting sure is fun, but it's a great responsibility first. So how can you keep all the pets in your care safe, as your business grows and you start hosting multiple pets? (With Sidelick, you can only host up to 3 pets, including your own, at the same time.)

### WHEN TO SEPARATE PETS?

The **golden rule** when having more than one pet under your care is supervision: never leave pets unattended. If you absolutely need to leave the house for a short period of time, make sure to separate the pets in different wings of the house.

To be on the safe side, even after a successful meetup on neutral ground, you should keep in mind the option of separating the dogs if you sense any weird behavior. Please keep in mind the following:

- To begin with, if the dogs greet each other in wiggly arcs and are acting playful, then they're on the right track!

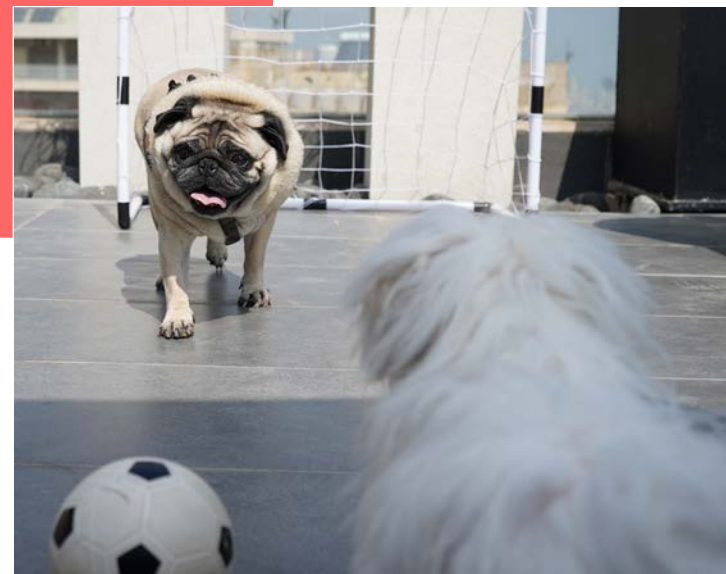
- But if you see dogs in a frozen position while exchanging solid stares, and if a dog seems nervous or intimidated, separating them would be your best bet.

- You could also use baby gates to create wings in your apartment.

- Remember that even if the dogs are having a blast, they can snap at the sight of their meals, treats, or toys. Food aggression and toy possession are topics you would have already asked pet parents about when you filled the checklist, so you'd be familiar with the dogs' backgrounds.

- Some pet parents do not know that their pets might behave differently in a new environment. Please be careful and separate dogs during feeding time and keep toys away from them when they're in the same area.

Keep an eye on pets  
at all times!



### PREVENTION IS KEY

When it comes to handling such a delicate matter, pet sitters are required to do everything possible to prevent any accident from arising.

- If hosting a puppy, it is recommended not to host bigger dogs at the same time. Difference in size matters, as puppies' bones are still fragile and a playful jump from a bigger dog might harm them.

- Senior dogs, injured dogs, or pets with special cases would necessitate special and intensive care. So please state whether you are up for that on your profile.

- Having more than one pet that is not neutered can also be problematic... you would not want an unwanted pregnancy to happen under your care.

- Please be prepared and keep an eye on the pets you'd be hosting. People are trusting you with their babies! - so cater a safe space for them to be while their parents are busy and away







# Emergencies

## How to deal with them?

At Sidelick, we try to avoid accidents as much as we can. But we also know that with pets, it usually isn't a matter of IF an accident is going to happen, it's a matter of WHEN it will. So how to act when faced with an emergency?

- Run to the nearest vet and inform Sidelick of the incident on the way
- Call Sidelick's 24/7 emergency support number to assist you until you reach the vet's
- Wait for the vet's assessment and Sidelick's involvement to inform the pet parent
- Take the pet parent's consent BEFORE putting the pet under surgery or performing any medical intervention. This is very important, because only the pet parent would know about the pet's health record such as an allergy to anesthesia, etc.



**OUR HOTLINE**  
**+961 81 665 441**

Once the pet comes out of the vet's care, it's advisable for you to:

- Express your sincerest apologies to the pet parent
- Make sure to learn from the incident and to take all necessary precautions to prevent it from happening again

## WHAT ARE EMERGENCIES?

In some rare occurrences, emergencies can happen. As a pet sitter, you need to be prepared and ready for it.

There are two types of pet sitting emergencies:

1. Pet Health emergencies
2. Pet Escape emergency

## PET HEALTH EMERGENCY

In order to avoid this, it is best to prevent it by checking the pet's vaccination and health records during the meet & greet. If all is in order, this would rule out emergencies that are not due to accidents.

Accidental health emergencies can happen, which is why you need to know where the closest veterinarian to your home is and have a transport route planned out. Logistics are stressful to figure out in an emergency so the more you know ahead of time, the better.

## ENVIRONMENTAL TOXINS

Be aware of household and environmental hazards, toxins or poisons to avoid any potential problems.

Many common people foods are dangerous and even toxic to pets such as garlic, chives, onions, onion powder, grapes, raisins, fruit pits and seeds, avocados, chocolate, walnuts, macadamia nuts, salt, caffeine, candy, alcohol, dough, hops, and potato as well as tomato stems.

## WHAT SYMPTOMS TO LOOK FOR?

Common emergencies that require immediate attention can be any one or more of the following: trauma, poisoning, seizures, foreign object ingestion, restlessness or panting, severe pain or vocalizing, hemorrhagia, difficulty breathing, extreme lethargy, dizziness, weakness, collapsing, inability to stand, difficulty urinating, not eating or drinking in 24 hours, repeated vomiting or diarrhea, and any symptoms of bloat as described above. When in doubt, ask.



## WHAT TO DO?

If it's a pet health emergency, stay calm and contact the closest veterinarian to your home. Make your way towards the clinic and follow their instructions. They can guide you with good first aid response. You should then call the Sidelick hotline to inform about us the status.

## PET ESCAPE EMERGENCY

This is very preventable and will hopefully never happen if all safety measures are properly taken. However, if a dog escapes its harness during a walk or a cat escapes from a window left open, you need to immediately notify Sidelick by calling our hotline.

Gather your family, friends and neighbors to set up a search party. Small pets usually stay in a 3 km radius around the home from which they escaped (in the first 48hrs). Sidelick will also dispatch a search team to try and assist in the rescue effort, but it is critical that you launch the search in your area.





# Sidelick & You

## We're a Team!

Once you're onboard, you will get to know that we're one team, and that there will be very close communication between you and the Sidelick staff. We will be reaching out to:

- Coordinate weekly/monthly packages
- Coordinate logistics
- Monitor the pet sitting mission and make sure all is up to standards
- Offer support in the face of any issue
- Play the role of the referee: mitigating any conflict that might arise between you and a customer



The same that is requested in your relationship with the pet parent will be appreciated with the Sidelick Team. It would be healthy to have a positive attitude in the communication process, and to be calm and patient when handling any unexpected issue.

By becoming a Sidelick pet sitter, you are the face of Sidelick. You are expected to hold a high level of ethics and to honor all your commitments. For instance, if you agreed to a dog walking mission, you cannot decide to bail or to cancel it without warning Sidelick well in advance.

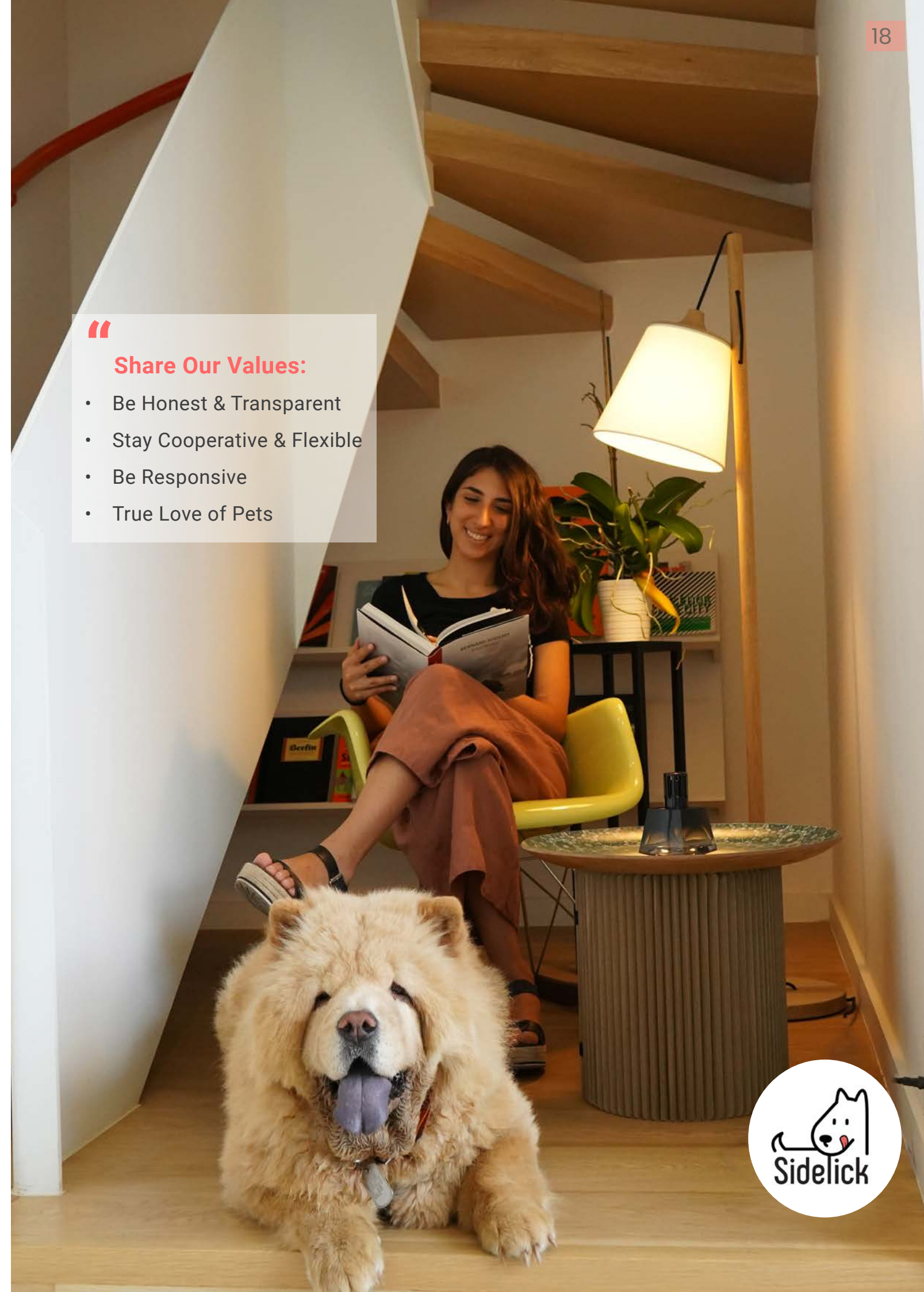
You also need to understand that you will be dealing with customers, which mean you need to remain polite and courteous. Even if you are visiting their home, you should not act like you own the place and delicately ask for permission to use the space (bathroom, air conditioning, etc.). Customers will have the opportunity to review your performance, and you will need to accept criticism. Thankfully, we know that if you give it your best and abide by our guidelines, your reviews will be excellent.

Finally, please remember that we are in this together, with a shared vision: to support pet parents in their life-long mission towards their pets.

“

### Share Our Values:

- Be Honest & Transparent
- Stay Cooperative & Flexible
- Be Responsive
- True Love of Pets





# CONGRATULATIONS FOR MAKING IT THIS FAR!



## YOU'VE COVERED THE BASICS!

The life of a pet sitter constantly presents new challenges and new situations, but everything we've covered in this document will come in handy. You'll need to show some common sense and a good sense of communication in order to become a successful pet sitter.

Send us a message to inform us that you're ready to take the quiz, or take it directly by clicking [here](#). Wishing you the best of luck in your endeavor with us!

You can always get in touch with us!

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THE SIDELICK TEAM

