

Are you a smart consumer looking for the right pet care provider for your pet?

Whether a pet sitter or pet boarding facility, make sure you know who is caring for your family member. Enclosed you'll find a series of questions to ask when interviewing a potential pet care provider. Are there quite a few questions? You bet! But better to have asked too many rather than too few when it comes to your pet's safety.



The International Boarding & Pet Services Association (IBPSA) is dedicated to educating our IBPSA Members and providing the resources they need to create safe and responsible pet care environments. All IBPSA Members have access to safety programs and ongoing safety education.

All IBPSA Members must pledge to provide conscientious care, deal honestly and fairly, respect customer confidence, continuously learn more and improve services, and operate their business honorably.

To find an IBPSA Member near you, and for more information about our association, visit us online at IBPSA.com.



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What Questions Should You Ask When Choosing a Pet Care Provider?

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Questions to ask a pet care provider...

Is the pet care services provider a member of a professional trade association like IBPSA?

How long has the provider been in business?

If the provider is “away care”, that is a service not in your home such as a pet boarding or day care facility, pet salon, or a pet sitter’s own home, have you toured the premises to see if it is clean, sanitary, and secure?

What types of cleaning products does the provider use and are they pet safe?

If the provider is a pet care boarding or daycare facility, are there security fences around the boarding area?

Does the provider have an evacuation plan for both on-site and off-site evacuations?

Does the provider have a fire safety or abatement program? And, if so, how often is it checked?

If a pet boarding or daycare facility, does the provider have someone on-site at all times?

If the provider is “away care” are the premises climate controlled with air conditioning in the summer and heat in the winter?

What type of animal care education and training does the provider and, if applicable, the provider’s staff receive?

What is the provider-to-pet ratio. For example, how many pets will a pet sitter be caring for at one time or how many pets per employee does a boarding or daycare facility staff for?

If “away care”, does your cat have its own condo? Is the cat area away from dog activity and barking?

If “away care”, does your dog have its own run or suite, or will your pet be housed in a crate?

If housed in a crate, how frequently are the dogs let out for exercise and elimination?

If in a run, do the dogs have an indoor and outdoor portion?

Will your dog be with other dogs not related to your pet, and how much contact will there be with other dogs?

If dogs will be with other dogs, does your provider temperament test the dogs being put together?

Does the provider separate dogs being put together such as in daycare into groups by size, age, and temperament?

If you are not supplying food, what type of food will your pet receive?

Does the provider monitor how much your pet eats and if your pet’s eliminations are normal?

What if your pet requires medication while with the provider, how will those be administered?

What other services does the provider offer?

Can your pets go for a nature walk, play Frisbee or ball, and get a bath?

If your dog requires grooming, what options does the provider offer?

Does the provider have a dedicated grooming area for the pets to reduce stress during the process?

