

Home Occupation Application
Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio
Residential R-3 Zoning District

Application & Overview

Home Occupation Application Form 1
Cover Letter to the Zoning Board 2

Core Narrative Documents

Statement of Use 3-4
Operational Plan 5-6
Neighborhood Compatibility 7-8
Noise Mitigation Plan 9-10
Animal Welfare & Safety Plan 11-12
Site & Yard Use Description 13

Compliance & Clarifications

Compliance Statement 14
“Not a Kennel” Clarification Statement 15-16
Home Occupation Ordinance Cross-Reference 17-18

Supporting Materials

Neighbor Support Letter 1 (Sturgill) 19
Neighbor Support Letter 2 (Marcus) 20
Neighbor Support Letter 3 (Edwards) 21
Neighbor Support Letter 4 (Mika) 22
Neighbor Support Letter 5 (Lehner) 23
Neighbor Support Letter 6 (Bennett) 24
Neighbor/Professional Support Letter 7 (Jessica Wyatt, RVT) 25
Client-Resident/Local Business Support Letter 1 (Marla Evans Agency) 26
Client-Resident/Local Business Support Letter 2 (Ace Hardware) 27
Licensed Professional Support Letter 1 (Wolfman’s Canines) 28-29
Licensed Professional Support Letter 2 (Speak! For The Unspoken) 30
Licensed Professional Support Letter 3 (Australian Cattle Dog Rescue Association) 31
Local Business Support Letter 1 (Bubbles and Bows) 32

Additional Supporting Documentation

Registered Veterinary Technician License 33
Canine and Feline CPR and First Aid Certificate of Completion 34
Business Insurers of the Carolinas Certificate of Insurance 35
Pet Sitters International Membership 36
Certified Professional Pet Sitter Certification 37
PSI’s Global Standards for Professional Pet-Sitting and Dog-Walking Businesses 38-42
International Boarding & Pet Services Association Membership 43
IBPSA Infectious Disease/Cleaning Standards 44-58

City of Sunbury

Zoning Department

Joe St John, Mayor

Daryl Hennessy, Administrator
Dana Steffan, Director of Finance

PO Box 508
Sunbury, OH 43074
740-965-2684 OFFICE
740-965-9633 FAX
www.sunburyohio.org



Date: January 22, 2026

CERTIFICATE OF USE/OCCUPANCY APPLICATION

BUSINESS NAME	Little Critters Pet Sitters LLC	
BUSINESS ADDRESS	125 Harrison Street, Sunbury, Ohio 43074	
BUSINESS PHONE AND E-MAIL	740-272-1907	info@LCpetsit.com
OWNER	Jen Fashing	
OWNER ADDRESS	125 Harrison Street, Sunbury, Ohio 43074	
OWNER PHONE AND E-MAIL	380-245-7631	jenfashing@aol.com
PERCENTAGE OF OWNERSHIP	100%	
NUMBER OF EMPLOYEES	1, Self	
DATE BUSINESS TO BEGIN	ASAP	
HOURS TO BE OPEN	Variable	
TYPE OF BUSINESS	S Corp	
SIZE OF BUILDING OR PORTION OF BUILDING BEING USED (square footage)	Up to 20% of 1,256 SQ FT (home) and 50% of 720 SQ FT (garage)	
NO. OF PARKING SPACES LOCATED ON PREMISES	5	

ADDITIONAL SUBMISSION REQUIREMENTS

1. Applicant must provide copies of all applicable inspection reports: (State, County, Local, Fire Dept.)

FEES:

- Single Employee: \$100.00
- More Than One Employee: \$300.00

The undersigned is either the property owner or a duly authorized agent of the property owner and verifies the information provided in this application is correct.

January 22, 2026

Signature of Owner/Applicant

Date

APPROVED _____

DATE _____

January 22, 2026

To: Planning and Zoning Commission for the City of Sunbury, Ohio

Re: Home Occupation Application – Little Critters Pet Sitters LLC

Property Address: 125 Harrison Street, Sunbury, Ohio 43074

Zoning District: Residential R-3

Dear Members of the Zoning Board,

My name is Jen Fashing, and I am the owner and operator of Little Critters Pet Sitters LLC, a small, in-home pet care business operating within my primary residence at 125 Harrison Street in Sunbury, Ohio. I am submitting this Home Occupation Application and accompanying documentation for your review and consideration.

Little Critters Pet Sitters LLC is proposed to provide limited, supervised, in-home pet sitting services in a residential setting. The business is not a commercial kennel or boarding facility. Care is provided on a small scale, with no more than ten (10) client dogs at any given time, and is designed to closely resemble a typical household environment rather than an institutional or high-traffic operation.

The enclosed materials are intended to clearly outline how the business operates in a manner that is compatible with a Residential R-3 zoning district, including detailed information regarding:

- Daily operations and supervision
- Noise mitigation and animal management practices
- Yard use and fencing
- Traffic and parking impacts
- Animal welfare and safety protocols
- Measures taken to preserve neighborhood character

No exterior signage is used, no structural modifications have been made to the residence, and all activity is conducted in a way that prioritizes safety, cleanliness, and minimal neighborhood impact. Client visits are limited to scheduled meet-and-greets, drop-offs, and pick-ups, with frequency varying based on client needs.

I appreciate the Board's time and consideration of this application. My goal is to continue operating responsibly, transparently, and in compliance with the City of Sunbury's zoning requirements while providing high-quality care for animals in a controlled residential setting.

Please do not hesitate to contact me should you require any additional information or clarification.

Respectfully submitted,



Jen Fashing, RVT, CPPS

Owner, Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio 43074
(380) 245-7631 / jenfashing@aol.com

Statement of Use

Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio
Residential R-3 Zoning District

Business Overview

Little Critters Pet Sitters LLC is a small, owner-operated, in-home pet care business conducted within the primary residence located at 125 Harrison Street in Sunbury, Ohio. The business provides limited, supervised pet sitting services in a residential environment and is operated in a manner consistent with the intent and character of a Residential R-3 zoning district.

The operation is designed to replicate a typical household setting rather than a commercial or institutional animal facility. It is not a kennel, boarding facility, or animal shelter, and does not operate as such.

Scope of Services

Services provided include:

- In-home, family-style pet sitting and care
- Overnight care for client dogs
- Supervised outdoor time within a fenced yard
- Basic enrichment and routine care consistent with household pets

At no time are more than ten (10) client dogs present on the property.

Hours of Operation

Hours of operation are variable, based on the needs of the animals in care. Because the business is conducted within the operator's primary residence, supervision and care occur throughout the day in a manner consistent with normal household activity. No late-night or early-morning client traffic is generated beyond standard residential patterns.

Client Visits and Traffic

Client visits are limited and occur by appointment only. These visits include:

- Initial meet-and-greets
- Scheduled drop-offs
- Scheduled pick-ups

The frequency of client visits varies and is managed to avoid congestion or disruption. There are no walk-in services. Client traffic is comparable to typical residential visitation and does not result in a continuous or commercial flow of vehicles.

Use of Property

- The proposed home occupation is conducted within the residential structure. All core business activities—including feeding, housing, supervision, enrichment, rest, and overnight care—occur indoors.
- Brief, supervised outdoor access within the fenced yard is incidental and necessary for animal welfare and is consistent with ordinary residential use of the property.
- Outdoor access is limited in duration, does not involve commercial activity, and does not alter the residential character of the property.

- No outdoor runs, structures, or commercial modifications are present. No exterior signage is displayed.

Neighborhood Compatibility

The operation is structured to minimize any potential impact on surrounding properties. The business:

- Maintains the residential appearance of the home
- Generates minimal traffic
- Implements noise management practices
- Uses no exterior signage or lighting
- Does not involve retail sales or on-site employees

The home continues to function as a private residence, with the business conducted as an accessory use.

Compliance Statement

Little Critters Pet Sitters LLC is intended to operate in compliance with all applicable local ordinances governing home occupations and animal care. The business prioritizes responsible management, safety, cleanliness, and neighborhood compatibility.

Prepared by: Jen Fashing, RVT, CPPS
Owner, Little Critters Pet Sitters LLC

Operational Plan

Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio
Residential R-3 Zoning District

Purpose

This Operational Plan outlines how Little Critters Pet Sitters LLC is intended to function as a small-scale, in-home home occupation within a Residential R-3 zoning district. The procedures described below are designed to ensure responsible animal care, minimal neighborhood impact, and ongoing compliance with local zoning and animal welfare standards upon approval of the Home Occupation permit. *Operational practices are informed by recognized industry best practices, including the Pet Sitters International (PSI) Global Standards for Professional Pet-Sitting and Dog-Walking Businesses, which are included as supporting documentation.*

Supervision & Staffing

- The business is owner-operated and supervised throughout the day, with dogs managed in a safe, controlled environment during brief, routine absences consistent with normal household activity.
 - During brief absences, dogs are secured indoors in designated areas and monitored as appropriate through established routines and management practices.
- No outside employees are present at the residence for routine operations.

Animal Capacity

- At no time will more than ten (10) client dogs be present on the property.
- The number of dogs in care is intentionally limited to ensure individualized supervision and reduce noise, stress, and activity levels.

Daily Care Routine

Daily operations follow a structured yet residential routine, including:

- Scheduled feeding times appropriate to each dog's needs
- Regular potty breaks and supervised outdoor time
- Rest periods throughout the day
- Basic enrichment activities such as toys, quiet play, and structured interaction
- Activities are intentionally staggered to prevent overstimulation and maintain a calm household environment.

Overnight Care

- Overnight care is provided within the residence.
- Dogs sleep indoors in designated areas appropriate to their needs (crates, dog beds, or quiet rooms as required).
- Nighttime routines emphasize calm behavior and rest.

Outdoor & Yard Use

- The fenced yard is used for brief, supervised outdoor breaks only.
- Dogs are taken outside in small groups or individually.
- Outdoor time is limited in duration and scheduled during reasonable daytime hours.
- No dogs are left outside unattended.

Noise Management

- Dogs are supervised during all active periods.
- Group dynamics are monitored to prevent overstimulation.
- Rest periods are incorporated throughout the day.
- Any vocalization is addressed promptly through supervision and management.

A detailed Noise Mitigation Plan is provided as a separate document.

Cleaning & Sanitation

- Interior spaces are cleaned daily.
- Waste is promptly removed and disposed of in sealed containers.
- Bedding, bowls, and common areas are sanitized regularly.
- Regular sanitization of common outdoor areas used for brief, supervised access
- Cleaning products used are pet-safe.

Client Scheduling & Traffic

- All client interactions are scheduled in advance.
- There are no walk-in services.
- Drop-offs and pick-ups are spaced to prevent overlap.
- Client traffic is comparable to normal residential activity.

Emergency Procedures

- Emergency veterinary care plans are in place.
- Client contact information is maintained and readily accessible.
- The owner has training and experience in veterinary care and emergency response.
- In the event of an emergency, appropriate veterinary and safety protocols are followed.

Compliance Statement

Upon approval of the Home Occupation permit, Little Critters Pet Sitters LLC will operate in compliance with all applicable local ordinances governing home occupations and animal care, with a focus on responsible management, safety, cleanliness, and neighborhood compatibility.

Prepared by: Jen Fashing, RVT, CPPS
Owner, Little Critters Pet Sitters LLC

Neighborhood Compatibility

Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio
Residential R-3 Zoning District

Purpose

This Neighborhood Compatibility & Impact Statement describes how the proposed home occupation is designed to operate in a manner that is consistent with the character and expectations of a Residential R-3 neighborhood. The intent is to demonstrate that the use will remain low-impact, residential in appearance, and compatible with surrounding properties.

Residential Character

The residence at 125 Harrison Street will continue to function primarily as a private home. No changes are proposed that would alter the residential appearance or character of the property.

- No exterior signage is displayed
- No commercial lighting or exterior modifications are used
- No outdoor structures related to the business are present
- All operations occur indoors or within a fenced yard

The home maintains the appearance and function of a typical single-family residence.

Traffic & Parking Impact

Client interaction is limited and occurs by appointment only. Activities include:

- Meet-and-greets
- Scheduled drop-offs
- Scheduled pick-ups
 - The frequency of these visits varies but is managed to avoid overlap or congestion. There are no walk-in services, and client traffic is comparable to ordinary residential visitation.

Parking associated with client visits utilizes existing off-street residential driveway parking accommodations and does not interfere with neighboring properties or street access.

Noise & Activity Levels

Animal-related activity is managed to minimize noise and disruption. Measures include:

- Limiting the number of client dogs to no more than ten (10) at any given time
- Structured daily routines with built-in rest periods
- Supervised and limited outdoor activity
- Prompt response to vocalization

A detailed Noise Mitigation Plan is provided as a separate document.

Odor & Cleanliness

Odor control and sanitation are maintained through:

- Daily cleaning of interior spaces
- Prompt removal and proper disposal of waste
- Regular laundering and sanitation of bedding and equipment
- Regular sanitization of common outdoor areas used for brief, supervised access
- Use of pet-safe cleaning products

These practices ensure that no odors are detectable beyond the property boundaries.

Yard Use The fenced yard is used only for brief, supervised outdoor breaks. Dogs are not left outdoors unattended, and outdoor activity is limited in duration and conducted during reasonable hours. The yard is not used for extended outdoor housing.

Business Scale & Intensity

The proposed home occupation operates at a deliberately limited scale:

- Owner-operated
- No on-site employees
- No retail sales
- No customer waiting areas
- No deliveries inconsistent with residential use

This limited scope ensures the business remains an accessory use to the residence rather than a primary commercial activity.

Compatibility Conclusion

The proposed home occupation is designed to integrate seamlessly into the surrounding Residential R-3 neighborhood. Through controlled operations, limited traffic, noise management, and preservation of residential appearance, the business is intended to remain compatible with nearby properties and community standards.

Prepared by: Jen Fashing, RVT, CPPS
Owner, Little Critters Pet Sitters LLC

Noise Mitigation Plan
Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio
Residential R-3 Zoning District

Purpose

This Noise Mitigation Plan outlines the measures that will be implemented to minimize and manage animal-related noise associated with the proposed home occupation. The goal is to ensure that the operation remains compatible with the surrounding Residential R-3 neighborhood and does not create excessive or ongoing noise.

Operational Approach to Noise Prevention

Noise management is integrated into daily operations through structured routines, supervision, and environmental controls. The business is designed to function in a manner consistent with a typical residential household with pets, rather than a commercial or kennel-style facility.

Preventative Measures

The following strategies are intended to reduce the likelihood of excessive barking or vocalization:

- Limiting the number of dogs in care to no more than ten (10) client dogs at any given time
- Careful evaluation of group compatibility and temperament
- Staggered activity and rest periods to prevent overstimulation
- Indoor housing for overnight and rest periods
- Calm entry and exit procedures
- Avoidance of prolonged outdoor group activity

Supervision & Response Protocol

- Dogs are supervised throughout the day as part of normal household occupancy.
- During brief, routine absences, dogs are secured indoors in designated areas.
- Any vocalization is addressed promptly through intervention, redirection, or adjustment of activity levels.
- Persistent noise triggers are identified and managed on an individual basis.

Outdoor Noise Control

- Outdoor time occurs only within a fenced yard.
- Dogs are taken outside individually or in small groups.
- Outdoor activity is fully supervised and limited in duration.
- Outdoor time is scheduled during reasonable hours.

Environmental Controls

- Dogs are housed indoors during nighttime hours.
- Interior spaces are arranged to promote calm behavior.
- Windows and doors remain closed during higher-activity periods when appropriate.
- No amplified sound or outdoor equipment is used.

Neighbor Communication

- The owner encourages open communication with neighbors regarding any concerns.
- Reasonable steps will be taken to address concerns if they arise.

- Noise management practices are reviewed and adjusted as needed.

Compliance Statement

Upon approval of the Home Occupation permit, Little Critters Pet Sitters LLC will operate in compliance with applicable local ordinances related to noise and home occupations and is intended to maintain neighborhood compatibility.

Prepared by: Jen Fashing, RVT, CPPS
Owner, Little Critters Pet Sitters LLC

Animal Welfare & Safety Plan
Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio
Residential R-3 Zoning District

Purpose

This Animal Welfare & Safety Plan outlines the standards and procedures that will be followed to ensure the health, safety, and well-being of animals in care as part of the proposed home occupation. The plan is intended to demonstrate responsible animal management practices that align with community expectations and applicable regulations upon approval of the Home Occupation permit.

Care Standards

Animal care is provided in a controlled, residential environment designed to reduce stress and promote calm behavior. Care practices prioritize:

- Individualized attention
- Predictable routines
- Appropriate rest periods
- Safe, clean living spaces

The limited scale of the operation allows for close observation and proactive management of each animal.

Animal Capacity & Group Management

- No more than ten (10) client dogs are present at any given time.
- Dogs are grouped or separated based on size, temperament, energy level, and compatibility.
- Dogs requiring separation, quiet space, or additional supervision are accommodated accordingly.
- High-arousal group activity is avoided.

Health & Intake Requirements

To protect the health of all animals in care:

- Dogs must meet established vaccination and health requirements prior to acceptance, *informed by recognized industry best practices, including the vaccination standards outlined in the International Boarding & Pet Services Association (IBPSA) Infectious Disease and Cleaning Standards, which are included as additional supporting documentation.*
- Owners are required to disclose medical conditions, behavioral considerations, and special needs prior to care.
- Dogs showing signs of illness or distress are managed appropriately and, if necessary, isolated from other animals to prevent exposure.

Supervision & Containment

- Dogs are supervised throughout the day as part of normal household occupancy.
- During brief, routine absences, dogs are secured indoors in designated areas appropriate to their needs.
- Crates, gates, and separate rooms are used as needed to ensure safety and calm behavior.
- Dogs are never left outdoors unattended.

Outdoor Safety

- Outdoor activity occurs only within a fully fenced yard.
- Yard use is limited to brief, supervised potty breaks.
- Dogs are taken outside individually or in small, compatible groups.
- Outdoor time is scheduled during reasonable hours.

Cleaning & Sanitation

- Living areas are cleaned daily.
- Food and water bowls are washed regularly.
- Bedding and soft surfaces are laundered as needed.
- Waste is promptly collected and disposed of in sealed containers.
- Common outdoor areas used for brief, supervised access are regularly sanitized.
- All cleaning products used are pet-safe.

Emergency Preparedness

- Emergency veterinary care plans are maintained.
- Client contact information and veterinary details are readily accessible.
- The owner has training and experience in veterinary care and emergency response.
- In the event of an emergency, appropriate veterinary and safety protocols are followed without delay.

Incident Management

- Any injury, illness, or behavioral incident is documented.
- Clients are notified promptly if an issue arises involving their pet.
- Corrective measures are implemented as needed to prevent recurrence.

Compliance Statement

Upon approval of the Home Occupation permit, Little Critters Pet Sitters LLC will operate in compliance with applicable animal welfare standards and local ordinances, with a focus on safety, cleanliness, and responsible animal care.

Prepared by: Jen Fashing, RVT, CPPS
Owner, Little Critters Pet Sitters LLC

Site & Yard Use Description

Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio
Residential R-3 Zoning District

Property Overview

The property located at 125 Harrison Street, Sunbury, Ohio is a residential dwelling within a Residential R-3 zoning district. The residence serves as the primary home of the owner and is proposed to host a small-scale home occupation as an accessory use. No structural modifications or additions have been made or are proposed in connection with the home occupation.

Interior Use of Residence

- All animal care activities occur inside the residence.
- Dogs are housed indoors for rest, feeding, and overnight care.
- Designated interior areas are used to separate dogs as needed for safety, rest, or compatibility.
- No areas of the home are converted into commercial kennels or boarding rooms.
- The residence maintains the appearance and function of a typical household.

Yard Description & Use

- Outdoor yard use is incidental to the residential use of the property and is not a location where business services are performed.
- The property includes a fenced yard.
- The yard is used solely for brief, supervised outdoor breaks.
- Dogs are taken outside individually or in small, compatible groups.
- Outdoor time is limited in duration and conducted during reasonable hours.
- Dogs are not left outside unattended.
- The yard is not used for extended outdoor housing.

Noise & Visual Considerations

- No outdoor equipment, runs, or enclosures are used.
- No exterior lighting or signage related to the business is installed.
- The property's exterior appearance remains unchanged and residential in nature.

Parking & Access

- Client visits are scheduled and limited.
- Parking utilizes existing residential parking accommodations.
- No additional parking areas or driveways are required.
- Traffic associated with the home occupation remains minimal and comparable to residential use.

Compliance Statement

The proposed home occupation is intended to operate in a manner consistent with Residential R-3 zoning requirements, preserving the residential character, appearance, and use of the property upon approval of the Home Occupation permit.

Prepared by: Jen Fashing, RVT, CPPS
Owner, Little Critters Pet Sitters LLC

Compliance Statement

Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio
Residential R-3 Zoning District

Statement of Compliance

This Compliance Statement is submitted in support of the Home Occupation Application for Little Critters Pet Sitters LLC, a proposed in-home pet care business to be operated as an accessory use within a Residential R-3 zoning district at 125 Harrison Street, Sunbury, Ohio.

Upon approval of the Home Occupation permit, Little Critters Pet Sitters LLC will operate in compliance with all applicable local ordinances governing home occupations, noise, parking, and animal care. The business is structured to maintain the residential character of the property and to minimize impacts related to traffic, noise, and visual appearance.

The operation will:

- Remain owner-operated
- Limit animal capacity to no more than ten (10) client dogs at any given time
- Conduct all activities indoors or within a fenced, supervised yard
- Use no exterior signage or commercial lighting
- Schedule client visits by appointment only
- Maintain appropriate standards for safety, cleanliness, and animal welfare

The proposed home occupation is intended to function in a manner consistent with the City of Sunbury's zoning requirements and community expectations for residential neighborhoods. All core services are conducted within the residential structure, with any outdoor access limited to incidental, supervised residential use.

Prepared by: Jen Fashing, RVT, CPPS
Owner, Little Critters Pet Sitters LLC

“Not a Kennel” Clarification Statement

Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio
Residential R-3 Zoning District

Purpose

This clarification is provided to distinguish the proposed home occupation operated by Little Critters Pet Sitters LLC from a commercial kennel, boarding facility, or animal shelter. The intent is to clearly explain how the proposed use differs in scale, structure, and impact from those regulated uses.

Definition & Distinction

A kennel or commercial boarding facility is typically characterized by:

- High-volume animal capacity
- Continuous intake and turnover
- Purpose-built kennel runs or enclosures
- On-site employees and shift-based staffing
- Significant outdoor activity and group housing
- Elevated traffic, noise, and operational intensity

Little Critters Pet Sitters LLC does not operate in this manner.

Key Distinguishing Characteristics

The proposed home occupation differs from a kennel in the following ways:

- Limited Scale
 - Animal capacity is capped at no more than ten (10) client dogs at any given time.
- Residential Environment
 - Dogs are housed indoors in a normal household setting rather than in kennel runs, cages, or commercial enclosures.
- Accessory Use
 - The business operates as an accessory use to a primary residence and does not replace or alter the residential function of the home.
- No Kennel Infrastructure
 - There are no indoor or outdoor kennel runs, no outdoor housing structures, and no commercial modifications to the property.
- Owner-Operated
 - The business is owner-operated with no on-site employees or shift staffing.
- Limited Outdoor Activity
 - Outdoor time is brief, supervised, and limited to fenced yard use for potty breaks only.
- Minimal Traffic
 - Client visits are scheduled, infrequent, and comparable to typical residential visitation.
- Noise Management
 - Noise is actively managed through supervision, structured routines, and limited group activity.
- Incidental Outdoor Use Only
 - Outdoor access is limited to brief, supervised potty breaks and is incidental to indoor residential care, not a separate or primary business activity.

Regulatory Intent The proposed use aligns with the intent of home occupation regulations by:

- Maintaining residential character
- Minimizing external impacts
- Operating at a scale appropriate for a neighborhood setting
- Avoiding the operational intensity associated with kennel or boarding facilities

Clarification Conclusion

Based on its limited scale, residential setting, operational structure, and impact mitigation measures, Little Critters Pet Sitters LLC is not a kennel, boarding facility, or commercial animal operation. It is intended to function as a compliant home occupation consistent with Residential R-3 zoning requirements upon approval.

Prepared by: Jen Fashing, RVT, CPPS
Owner, Little Critters Pet Sitters LLC

Home Occupation Ordinance Cross-Reference

Little Critters Pet Sitters LLC
125 Harrison Street, Sunbury, Ohio
Zoning District: Residential R-3

The following cross-references the applicable Home Occupation restrictions with the proposed operation of Little Critters Pet Sitters LLC to demonstrate compliance with City of Sunbury zoning requirements upon approval.

1. Conducted Within Residential Structures

a. Ordinance Requirement

- i. The home occupation shall be carried on solely within the confines of the residential structures and architecturally compatible accessory buildings customarily associated with residential use.

b. Response

- i. All core business activities—including housing, feeding, supervision, enrichment, rest, and overnight care—are conducted within the residential structure. Brief, supervised outdoor access within the fenced yard is incidental to residential use, necessary for animal welfare, and consistent with ordinary household pet care.

2. Signage

a. Ordinance Requirement

- i. Only one non-illuminated sign not exceeding three (3) square feet may be erected.

b. Response

- i. No exterior signage is used or proposed.

3. Floor Area Limitation

a. Ordinance Requirement

- i. The home occupation shall occupy not more than twenty percent (20%) of the dwelling unit floor area or fifty percent (50%) of any garage or accessory building.

b. Response

- i. The proposed home occupation utilizes less than twenty percent (20%) of the total floor area of the dwelling. Limited use of the garage may occur in a manner consistent with residential use and will not exceed fifty percent (50%) of the garage floor area, if applicable. No accessory buildings are used for the business.

4. Employees

a. Ordinance Requirement

- i. No non-resident employee shall work on the premises.

b. Response

- i. The business is owner-operated. No non-resident employees work on the premises.

5. Parking

a. Ordinance Requirement

- i. All parking demands shall be met off-street and outside of the front yard.

b. Response

- i. Client visits are limited and scheduled by appointment only. Parking associated with the proposed home occupation is accommodated off-street within the

existing residential driveway. No on-street parking is required, and no parking occurs within the front yard. The driveway provides sufficient capacity to meet parking needs without impacting neighboring properties or street access.

6. Noise, Odor, Equipment and Hazards

a. Ordinance Requirement

- i. No equipment, process, or storage shall create detectable nuisance conditions off the lot or involve hazardous materials.

b. Response

- i. Noise is actively managed through supervision, limited capacity, structured routines, and minimal outdoor activity. No commercial equipment, hazardous materials, or processes are used. Odors, vibration, glare, or electrical interference are not detectable beyond the property.

7. Waste Materials

a. Ordinance Requirement

- i. Waste shall not be generated at levels greater than normal residential use unless approved by the health department.

b. Response

- i. Waste generation is consistent with normal residential pet ownership. Waste is promptly collected, sealed, and disposed of in accordance with standard residential practices and does not burden adjoining properties.

8. Nuisance Prohibition

a. Ordinance Requirement

- i. No activity shall be conducted that creates a nuisance to neighboring properties.

b. Response

- i. The proposed home occupation is intentionally limited in scale, owner-operated, and managed to minimize traffic, noise, and visual impact. Operations are designed to maintain neighborhood compatibility.

9. Certificate of Compliance

a. Ordinance Requirement

- i. No home occupation shall operate until a certificate of compliance is issued after approval.

b. Response

- i. This application is submitted to obtain confirmation of compliance with Home Occupation regulations and to ensure alignment with all applicable zoning requirements, including issuance of a certificate of compliance.

Prepared by: Jen Fashing, RVT, CPPS
Owner, Little Critters Pet Sitters LLC

January 12, 2026

To the Zoning Board:

Our names are Carole and David Sturgill, and we reside at 105 Harrison Street in Sunbury. We have lived at this address for 51 years, and are immediate neighbors to the property in question.

We are aware that a small, in-home pet care business operates at this residence and have first-hand knowledge of its day-to-day impact. Based on our observations, this use has not created excessive noise, traffic or disturbance, and the property continues to function as a single-family home consistent with the surrounding neighborhood.

We support approval of the requested zoning relief, whether a conditional use permit or zoning variance, as determined by the City.

Sincerely,

Carole Sturgill David Sturgill

Carole & David Sturgill
105 Harrison Street

Date 12/30/2025

To the Zoning Board,

My name is Miranda and I reside at 103 Otis St, one house away from the applicant's property. I have lived at this address for 2.5 years since February, 2023.

I have known that a small, in-home pet care business operates at this residence prior to buying my house here, as I have hired Jen as a pet sitter since December, 2021.

Based on my observations, this use has not created excessive noise, traffic, or disturbance, and the property continues to function as a single-family home consistent with the surrounding neighborhood. I don't hear any barking while in my house or yard. Further, I frequently take walks and while I definitely hear dogs barking elsewhere in the neighborhood, I don't hear them when I walk by the applicant's house. Even when browsing a garage sale at the address in question, there was no barking. If I didn't know there was a business there because I hire Jen, I would not have known from observation of her property as a neighbor.

I support approval of the requested zoning relief, whether through a conditional use permit or zoning variance, as determined by the City.

Sincerely,

A handwritten signature in black ink, appearing to be 'Miranda Marcus', written in a cursive style.

Miranda Marcus, PhD

103 Otis St, Sunbury, OH 43074

January 6, 2025

To the Zoning Board of Sunbury,

My name is Maj Anne Edwards, and I reside at 87 Otis Street, Sunbury, Ohio 43074. My property directly adjoins 125 Harrison Street, the residence of Jen Fashing, and our properties share a common boundary. I am writing in support of Ms. Fashing and her small, in-home pet care business, Little Critters Pet Sitters LLC. As a next-door neighbor, I have firsthand knowledge of her property, daily operations, and the overall impact her home has on the surrounding neighborhood.

Ms. Fashing's residence functions as a typical residential home. It does not resemble or operate as a commercial kennel or boarding facility. The dogs in her care are supervised, well-managed, and maintained within a structured routine. From my experience living immediately adjacent to her property, noise levels are consistent with what one would reasonably expect in a residential neighborhood where dogs are present and are not excessive or disruptive.

Ms. Fashing is attentive and responsive as a neighbor. When concerns arise, she addresses them promptly and professionally. The care model she operates emphasizes supervision, enrichment, and calm handling, which contributes positively to both animal welfare and neighborhood compatibility.

Based on my direct proximity and ongoing experience as her neighbor, I do not believe her business negatively impacts nearby properties or public safety. To the contrary, her operation is responsibly managed and consistent with residential use. For these reasons, I support approval of the requested zoning relief for 125 Harrison Street, whether through a conditional use permit or zoning variance, as deemed appropriate by the City.

Thank you for your time and consideration.

Respectfully,

Maj Anne Edwards

Maj Anne Edwards
87 Otis Street
Sunbury, Ohio 43074
majanneedwards@gmail.com

February 2, 2026

To the members of the Sunbury Zoning Board –

My name is Amanda Mika; my family and I reside at 91 Otis Street. I have lived at this address for 22 years. I am an immediate neighbor to the property in question.

I am aware that a small, in-home pet care business operates at this residence. Based on my observations, this business has not created excessive noise, traffic nor disturbances. I am a work from home employee and have firsthand insights if there were any instances of noise or otherwise. I often forget that pet care business is around the corner until reminded by my brother, who's a customer for dog daycare.

The property continues to function as a single-family home consistent with the surrounding neighborhood. Ms. Fashing's daughter rides the school bus with my son. They are an active family in the community and school.

I support approval of the requested zoning whether through a conditional use permit or a zoning variance as determined by the City of Sunbury.

Sincerely,

Amanda Mika

Amanda Mika 91 Otis
Street
Sunbury, Ohio, 43074
614.404.9616

February 15, 2026

To: Sunbury, Ohio Zoning Board

From: Kathy Lehner

118 North Street, Sunbury, Ohio

My name is Kathy Lehner. I reside at 118 North Street, Sunbury, Ohio, and have been at this address for 19 years. My property is adjacent to the property in question.

I am aware that an in-home pet care business operates at this residence. We are frequently outdoors and have never noticed excessive noise or disturbances attributed to the residence in question. I have not noticed any increase in traffic or noticed any distracting signage. The property presents as a well-maintained single-family residence.

I therefore support the approval of the requested zoning relief via conditional use permit or zoning variance.

I would be happy to address any further questions or concerns regarding this request.



Kathy S. Lehner

118 North Street

Sunbury, Ohio 43074

614 - 214 - 6872

Patrick Bennett

126 North St. Sunbury, Ohio 43074
patrickhbennett@gmail.com

February 3, 2026

Sunbury Zoning

My name is Patrick Bennett and I live at 126 North St., Sunbury OHIO 43074 and I have lived at this address since 2013. I live adjacent to the property in question which is directly in back of my house. I know that a small in home pet care business operates at this residence and have first hand knowledge of the of the day to day impact of this business.

Based on my experience if I the neighbor had not told me there was a business there I would not have known it was there. If there is any barking from the house is no different than any other house in the neighborhood that has dogs the house functions like any other house in the neighborhood

I support the requested zoning relief in what ever manner the City determines so the owner can to continue to operate her business.

Sincerely yours,
Patrick Bennett

Subject: Support for Zoning Request - Jen Fashing

To Sunbury Zoning Board:

My name is Jessica Wyatt; I am a registered veterinary technician with the state of Ohio with 10 years of experience with animal care. I have been a resident of Sunbury since 2022 and live within a block of her home business.

I am familiar with Ms. Fashing's in-home pet care business through interactions through clients and coworkers. I have also spoken with Jen directly about her business practices and care standards while walking my personal dog around the neighborhood and in passing while she is walking her personal dog.

From a professional standpoint, in-home pet care has been proven to decrease stress and anxiety for animals as well as lessen the chances of disease transmission often found in boarding facilities with high numbers of intakes and "guests". The fact that Jen, herself, is a registered veterinary technician and has a professional background of emergency medicine and general animal care puts her in an especially favorable position to offer high quality care in a low stress environment for her clients. This combination sets up the animals in her care for success as well as keeping down physical manifestations of stress like barking, vocalizing, and destructive behaviours.

From a residential standpoint, I have personally not observed any increase in noise from the area and did not know that the business was there until looking into local pet sitting services in my area when we first moved to Sunbury. There are numerous households in our neighborhood with family pets, and I do not find there to be any more noise than a typical residential neighborhood with dogs. I believe the option of an in-home pet care service to be a benefit of our neighborhood and add to the local charm and "small-town feel" of Sunbury that drew me here when purchasing my home.

I support and encourage the zoning board to approve the zoning relief requested by Ms. Fashing based on my professional opinion, and my opinion as a local resident and neighbor.

Sincerely,
Jessica Wyatt, RVT
MedVet Worthington
Ph. 781-307-6265

January 9, 2026

City of Sunbury Zoning Board

My name is Marla Evans, and I am the owner of Marla Evans Agency, located at 10 S. Vernon Street, Sunbury, Ohio 43074. I am a local resident and business owner in the City of Sunbury, and I am also a client of Little Critters Pet Sitters LLC, owned and operated by Ms. Jen Fashing.

I chose Little Critters Pet Sitters specifically because it provides a small, supervised, in-home pet care environment that is materially different from a commercial boarding kennel. This family-style setting offers a calm, structured environment that is well suited for pets.

Based on my firsthand experience as a client, the operation is professional, well-managed, and orderly. Drop-off and pick-up are scheduled and controlled, and I have not observed traffic, noise, or activity that would be inconsistent with a residential neighborhood. The premises are kept tidy and clean, and the property maintains a residential curb appeal consistent with surrounding homes. During my visits, the environment has been calm and compatible with the neighborhood.

This service provides a clear benefit to the City of Sunbury by allowing local residents access to professional pet care without the need for large commercial facilities or extended travel outside the community.

For these reasons, I respectfully support approval of the requested zoning relief.

Sincerely,



Marla Evans

December 28, 2025

To the Zoning Board,

My name is Wendy Weiler and I am the owner of Sunbury ACE Hardware, a locally owned and operated business where we have proudly served the community for 14 years. I reside in Galena, where I have lived for 20 plus years.

I have known Ms. Fashing since 2007 and I am a client of her small, in-home pet care service. I chose this service because it provides a supervised, family-style home environment that is materially different from a commercial boarding kennel. As someone who fosters dogs and has had many dogs with various personalities, Ms. Fashing business has been a good partner for me because she is knowledgeable about animal psychology and behavior. The dogs in her care are well supervised and they are well cared for in a clean environment. Because I have a varied work schedule, Ms. Fashing is able to be flexible and she was able to care for our dog that had some medical conditions. Based on my firsthand experience, the operation is professional, well-managed, and does not create traffic, noise, or disruption inconsistent with a residential neighborhood.

I support approval of the requested zoning relief, whether through a conditional use permit or zoning variance, as determined by the City.

Sincerely,

Wendy Weiler

Wendy Weiler, owner
Sunbury ACE Hardware

December 30, 2025

To the Zoning Board,

My name is Walter Mott, and I am the co-owner and Lead Canine Behaviorist at Wolfman's Canines LLC, a fully licensed, insured, and registered dog training and behavior business operating in Galena, Ohio. I bring over five years of professional experience and more than twenty years of personal experience working with canines ranging from wolf hybrids to toy breeds. Our specialty is working with dogs exhibiting reactivity and aggression.

I am thoroughly familiar with Jen Fashing and her business, Little Critters Pet Sitters LLC, both professionally and personally. From a professional standpoint, her operation closely aligns with — and in several areas exceeds — the standards we uphold in our own facility. Her structured routines, consistent management of outdoor time, and extensive use of enrichment tools such as chew items demonstrate a clear commitment to canine welfare. Additionally, having a licensed veterinary technician on site at all times is a level of oversight and medical awareness that even many professional facilities do not offer, and I consider it incredibly valuable for the health and safety of the dogs in her care.

Following the initial concerns raised by neighbors, I personally observed Ms. Fashing's operation over a three-day period. During that time, I witnessed well-managed group dynamics across multiple securely fenced areas. The dogs were calm, appropriately supervised, and showed no evidence of prolonged or excessive barking, growling, or distress. In fact, the overall environment was notably quieter and more controlled than many professional settings I encounter in my own work.

I did, however, observe dogs in surrounding neighboring properties being left outdoors and barking for extended periods of time. In a residential area such as downtown Sunbury, this is not uncommon. Differentiating between dogs within Ms. Fashing's care and those in the surrounding neighborhood can understandably be difficult, particularly when the neighboring residents are not present full-time or are unfamiliar with canine behavior.

Ms. Fashing and I have also discussed proactive contingency plans, including utilizing our Galena facility should a dog ever prove unsuitable for her residential environment despite her thorough meet-and-greet screening process. I have provided her with educational materials and in-person guidance related to managing vocal dogs, further demonstrating her willingness to adapt and address concerns responsibly.

Additionally, her property is meticulously maintained. There are no noxious odors from urine or feces, and the fencing is secure, well-kept, and free of escape points. The care and attention given to both the dogs and the property are evident.

In my professional opinion, Little Critters Pet Sitters LLC represents the pinnacle of small-scale, residential dog care. Operations of this caliber are rare, particularly those that prioritize animal welfare over volume or profit. The residential model allows for higher standards of care, improved quality of life for the dogs, peace of mind for their owners, and continued support of the local economy.

I strongly recommend allowing Ms. Fashing to continue operating her business from her home. Denying her the ability to do so would have significant negative impacts — not only on her livelihood, but also on the many dogs and families who rely on her services, as well as on complementary businesses such as my own that depend on responsible, high-quality partners.

Sincerely,

A handwritten signature in black ink, appearing to read 'Walter Mott', with a stylized, cursive flourish at the end.

Walter “Wolfman” Mott
Co-Owner & Lead Canine Behaviorist
Wolfman’s Canines LLC
Training@wolfmanscanines.com
740-675-8290

Subject: Professional Support for Zoning Request

Date: December 30, 2025

To the Zoning Board,

My name is Paula Biancone, and I am a Board Member and Director of Animal Welfare for the nonprofit 501(c)(3) rescue Speak for The Unspoken. I have over thirty years of professional experience in animal care and welfare.

I am familiar with Ms. Jen Fashing's small, in-home pet care operation through both professional interaction and firsthand observation of her standard of care. I have personally visited Ms. Fashing's home on multiple occasions and at various times throughout the day and evening. At all times, the residence has consistently functioned and appeared as a typical residential dwelling. The environment is quiet, well-managed, and particularly suitable for special-needs dogs, making it an exceptional setting for individualized animal care.

From a professional standpoint, this residential care model aligns with best practices in animal welfare and is materially different from a commercial kennel environment. Proper supervision, structured routines, and enrichment activities significantly reduce stress-related behaviors, including excessive barking.

The management practices in place are appropriate and effective in maintaining public safety, animal health, and neighborhood compatibility.

Based on my professional experience and firsthand knowledge, I support approval of the requested zoning relief, whether through a conditional use permit or zoning variance, as determined appropriate by the city.

Sincerely,



Paula Biancone

Board Member, Director of Animal Welfare
Speak for the Unspoken
paula@speakfortheunspoken.com

January 27, 2026

To the City of Sunbury Zoning Board,

My name is Laura Luker, and I am a Board Member of the Australian Cattle Dog Rescue Association (ACDRA), a federally recognized 501(c)(3) nonprofit rescue organization with board members, volunteers, and foster homes located throughout the eastern United States. I am writing in support of Ms. Jen Fashing, who also serves as a fellow Board Member of ACDRA, and her request for zoning relief related to her small-scale, in-home pet care business, Little Critters Pet Sitters LLC.

In my capacity as a board member, I work directly alongside Ms. Fashing in organizational governance, decision-making, and oversight related to animal welfare operations and rescue best practices. While ACDRA is not a local organization, our board members maintain high standards of professionalism, accountability, and ethical responsibility, and Ms. Fashing consistently exemplifies these values in both her volunteer leadership and her professional work.

Ms. Fashing demonstrates an exceptional standard of care for animals, with a strong emphasis on structure, supervision, enrichment, cleanliness, and proactive management. Her in-home care model reflects current best practices in animal welfare and is fundamentally different from a commercial kennel environment. Animals in her care are managed in a calm, controlled, residential setting designed to reduce stress and promote appropriate behavior.

In addition to her organizational leadership, Ms. Fashing is deeply engaged in her local community. She works collaboratively with neighbors, local veterinarians, pet professionals, and small businesses, and she actively participates in community events, charitable initiatives, and educational outreach. Her business and volunteer efforts reflect a clear commitment to being a responsible, respectful presence within her neighborhood and the broader Sunbury community.

From both an animal welfare governance perspective and a professional standpoint, Ms. Fashing operates with integrity, transparency, and accountability. Her residential care model prioritizes public safety, animal health, and neighborhood compatibility, and it aligns with the standards we expect of board members representing a multi-state rescue organization.

Based on my professional experience working alongside Ms. Fashing as a fellow board member, I fully support approval of her requested zoning relief, whether through a conditional use permit or variance, as determined appropriate by the City.

Thank you for your time and consideration.

Sincerely,



Laura Luker
Board Member
Australian Cattle Dog Rescue Association (ACDRA)

January 3, 2026

To the Zoning Board of Sunbury,

My name is Christina Ellis, and I am the owner of Bubbles and Bows Dog Grooming, a locally owned pet care business operating in Sunbury, Ohio. I have proudly served this community for over five years and have worked closely with local residents, rescues, and fellow small businesses throughout that time.

I am familiar with Ms. Jen Fashing and her business through ongoing professional collaboration and shared community involvement. Over the years, we have worked together in charity events, local parades, rescue efforts, and coordinated care for foster dogs, including transport for grooming services. Our relationship has consistently been professional and rooted in responsible animal care and positive community engagement.

Little Critters Pet Sitters LLC operates as a small-scale, in-home pet care service within a residential setting. It is not a commercial kennel or boarding facility. The services provided are supervised, limited in scope, and reflective of a family-style approach to pet sitting. Based on my professional experience working with Ms. Fashing, she conducts her business in a responsible, organized, and professional manner that aligns with community standards and expectations. I am not aware of any concerns regarding the operation of her business.

From my perspective as a local business owner, this type of in-home service is compatible with residential neighborhoods and supports responsible stewardship while preserving neighborhood character. It provides a valuable service to local residents without negatively impacting the surrounding area.

I fully support the approval of any requested zoning relief for Little Critters Pet Sitters LLC.

Sincerely,



Christina Ellis

Owner, Bubbles and Bows Dog Grooming

 No Reply - elicense <elicense-noreply@das.ohio.gov>
To: jenfashing@aol.com <jenfashing@aol.com>

Dec 31, 2024 at 11:24 AM



Ohio Veterinary Medical Licensing Board

77 S. High Street, 16th Floor
Columbus, Ohio 43215
Office: 614/644-5281 Fax: 614/644-9038
E-Mail: info@ovmlb.state.oh.us Webpage: www.ovmlb.ohio.gov

* This message is auto-generated by the Ohio Veterinary Medical Licensing Board *
* Please do not reply to this email. *
* Send any responses to the board email, info@ovmlb.state.oh.us. *

Dear Jennifer Fashing,
Your Registered Veterinary Technician RVT.08480 license has now been renewed through 3/1/2027. Proof of your current registration can be obtained from the Ohio eLicense Portal at <https://eLicense.ohio.gov>.
Below, please find your license number and dates: ____ _
License Number: RVT.08480
License Type: Registered Veterinary Technician
Effective Date: 12/31/2024
Expiration Date: 3/1/2027

The Board does not provide physical copies of licenses. Please keep a copy of this notification for your records. This serves as official proof of your license renewal.
If you have any questions regarding your renewal, please contact our office at 614/644-5281 or info@ovmlb.state.oh.us.
Thank you,
The Ohio Veterinary Medical Licensing Board



Certificate of Completion

Jen Fashing

successfully completed the requirements set forth by Pet Emergency Education in

Canine and Feline CPR and First Aid

The individual above has demonstrated proficiency in the subject matter through examination and in accordance with the veterinary industry standard methods of animal health care.

Completed on May 2024 / Certificate #- 8331

Certification is valid for 2 years from date of completion listed on this certificate.

Meets the industry requirements for outdoor survival training. Approved to award 3 professional continuing education units to veterinary professionals, 3.5 CEU to CCPDT Dog Trainers, 3 CEU to members of Pet Sitters International, 3.5 CEU to members of IAABC, 3 CEU to members of IACP, 3CEU to PACCC and 3 CEU to members of NADOI.

www.petemergencyacademy.com

www.petemergencyeducation.com

Century Surety Company 550
Polaris Parkway, Suite 300
Westerville, OH 43082

INSURANCE CERTIFICATE – PET SITTERS INTERNATIONAL

PET SITTING/DOG WALKING OPERATIONS

Certificate Number: CCP 997944-10890-36

Renewal of: CCP 997944-08241-36

This certificate is issued under and forms a part of the Master Policy CCP 997944-00000 issued to:

Pet Sitters International
c/o PSI Insurance Administrator
PO Box 2536
Chapel Hill, NC 27515

Certificate Holder's Name and Mailing Address:
Little Critters Pet Sitters LLC
125 Harrison St
Sunbury, OH 43074

Sole Proprietor Partnership Corporation X Limited Liability Corp (LLC)

Certificate Period From: 9/1/2025 To: 9/1/2026
12:01 A.M. Standard Time at your mailing address shown above

Certificate Limits of Liability:	\$1,000,000	Each Occurrence
	\$2,000,000	General Aggregate Limit
	\$2,000,000	Product/Completed Operations Limit
	\$1,000,000	Personal & Advertising Injury Limit
	\$ 300,000	Fire Damage Limit
	\$ 10,000	Medical Payments
	\$ 2,500	Lost Key Endorsement

Deductible: \$100.00 Bodily Injury/Property Damage Deductible Per Claim
Property Damage Extension Limits:

\$25,000 Each Occurrence Limit
\$25,000 Aggregate Limit

Coverage is only provided if designated by "X".
Additional Coverages/Operations:

Pet Grooming House Sitting Bond Limit \$25,000.00

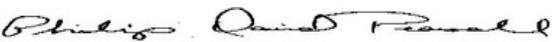
In Your Home Pet Care

Additional Insured - Any person or organization with whom you have a written contract or agreement to work on your behalf as an independent contractor.

Premium: \$ 914.00
Policy Fee/Tax: \$ 50.00

25% of the Premium is fully earned as of the effective date of this certificate and is not subject to return or refund.

Countersigned:

By 
Administered by: Village Insurance Agency Inc. DBA Business Insurers of the Carolinas
P.O. Box 2536
Chapel Hill, NC 27515
1-800-962-4611, CA Lic #0C88561

IT IS HEREBY UNDERSTOOD AND AGREED THAT THE CERTIFICATE HOLDER AGREES TO ALL TERMS AND CONDITIONS AS SET FORTH IN THE ATTACHED MASTER POLICY

Certificate of Membership

This certifies that

Jen Fashing

LittleCrittersPetSittersLLC

is a member in good standing with

Pet Sitters International

and has agreed to follow the Code of Conduct and Quality Standards set forth by PSI.

PSI membership expires 7/17/2026



Sari Moran
Founder & CEO





Beth Stultz-Hairston
President

Pet-Sitting Excellence through Education



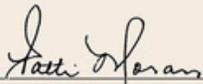
Certified Professional Pet Sitter[®]

This certifies that

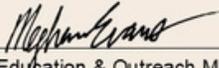
Jen Fashing

has successfully completed all requirements
set forth by Pet Sitters International
to hereby be entitled and recognized as a

CPPS-Certified Professional Pet Sitter[®]



Founder & CEO



PSI Education & Outreach Manager



Awarded January 3, 2024
Renewal requirements must be
met by January 3, 2027
to retain certification status.



PSI's Global Standards for Professional Pet-Sitting and Dog-Walking Businesses

Purpose:

PetSittersInternational (PSI) has been the leading educational organization for the professional pet-sitting industry since 1994. *PSI's Global Standards for Professional Pet-Sitting and Dog-Walking Businesses* establishes public, baseline best practices for professional pet-sitting and dog-walking businesses, elevating the industry and ensuring consistent, safe, and ethical care for pets and peace of mind for their owners.

Business Legitimacy

The professional pet-sitting and/or dog-walking business owner:

- Operates as a registered and insured business, with required local/state/provincial business licenses and/or permits, if required.
 - Maintains separate business finances for clarity and compliance and accurately claims income and files business taxes as required by law.
 - Maintains active membership in professional and educational associations, such as PSI, to stay informed on best practices, standards, and continuing education opportunities.
-

Contracts & Compliance

The professional pet-sitting and/or dog-walking business owner:

- Uses a legally compliant contract (i.e., services agreement) with all clients to document agreed-upon terms of service and establish clear expectations for both parties.
- Complies with labor classification laws (i.e., independent contractor [IC] vs. employee rules) and any federal, state or provincial regulations and ensures staff members understand their classification.
- Adheres to payment card industry data security or similar standards if accepting credit/debit payments and ensures they use business accounts for any payment processors used.
- Practices fair recruitment, hiring and management practices, ensuring they do not discriminate against a person due to race, color, religion, sex, sexual orientation, national origin,

citizenship, disability, veterinary/military status, age, genetic information or any protected classification established by law.

- Follows advertising and communication regulations, including FTC endorsements/testimonials and TCPA texting/email rules, as applicable.
 - Understands and upholds local ordinances and laws applicable to animals in their care, including policies regarding animal abuse and neglect.
-

Insurance & Risk Management

The professional pet-sitting and/or dog-walking business owner:

- Maintains adequate general liability insurance specific to pet sitting/dog walking that covers all services they provide and includes care, custody or control (CCC) coverage that provides sufficient coverage for both the pets in their CCC and their clients' personal property.
 - Obtains bonding or coverage for theft, as appropriate.
 - Obtains workers' compensation insurance, as required, and educates all team members on injury-prevention strategies.
 - Seeks professional advice on additional business coverage options (e.g., cyber liability, employment practices liability, non-owned automobile coverage) that may be needed depending upon business structure, size and procedures.
 - Seeks current information on common insurance claims and develops protocols to mitigate risks and reduce likelihood of insurance claims.
 - Documents all incidents and reports any claim promptly; maintains accurate records for accountability and continuous improvement.
 - Reviews insurance policies annually to ensure adequate protection for business and clients.
 - Can provide proof of clear criminal history, when requested, and adequately screens and obtains proof of clear criminal history for any team member assigned to enter clients' homes.
-

Animal Care & Stewardship

The professional pet-sitting and/or dog-walking business owner:

- Learns as much as possible about the routines, behaviors and needs of animals in their care and documents and maintains the pet profile and care instructions.
- Has adequate experience and training in caring for pets and is knowledgeable in pet behavior, first aid and care to ensure safety and well-being of pets in their care.
- Adheres to humane, evidence-based care practices to minimize pets' stress and foster a positive, trusting relationship between pet and care provider.
- Monitors animals closely for signs of stress, illness, or injury and responds promptly and

appropriately, including contacting the pet owner or veterinarian when needed.

- Demonstrates commitment to continuing education and professional development for themselves and team members, ensuring skills and knowledge remain current and aligned with industry standards and pet-care best practices.
-

Health, Sanitation & Safety

The professional pet-sitting and/or dog-walking business owner:

- Demonstrates competency in pet handling (i.e., safe leash skills, body language recognition, and other safe-handling protocols) and ensures all team members demonstrate competency.
 - Has up-to-date training in pet first aid and CPR.
 - Uses appropriate biosecurity protocols (i.e., handwashing, sanitation, footwear, outbreak communication), as necessary, to reduce disease spread and/or cross-contamination between households.
 - Implements clear protocols to ensure safety of owner and team, including but not limited to policies and clear reporting procedures regarding animal-related injuries, zoonotic diseases, chemical hazards, ergonomic strains, and unsafe environments in clients' homes.
-

Emergency Preparedness

The professional pet-sitting and/or dog-walking business owner:

- Has a documented contingency plan for common scenarios (e.g., pet illness/injury, sitter illness/injury, inclement weather, natural disasters, lost keys).
 - Obtains veterinary notification/emergency pet-care authorization and emergency pet guardianship forms from all clients authorizing appropriate care decisions in the owner's absence.
 - Establishes an emergency backup and client communication plan for personal illness or emergencies that prevent them or team members from completing assignments or prevent clients from returning as planned.
 - Ensures that all clients and team members are notified of contingency and emergency plans and advised of any updates.
-

Client Security & Privacy

The professional pet-sitting and/or dog-walking business owner:

- Stores keys, alarm codes, and client data securely.

- Does not disclose client personal information, travel details, or household security access to unauthorized parties.
 - Ensures all client information, including contracts, contact information, payment information and visit details, are stored in a secure online portal, password-protected file and/or locked physical location.
 - Takes reasonable precautions to ensure a client's absence from home is not detectable and works with clients to ensure neighbors and local law enforcement officials are notified, as needed, regarding the sitter's permission to access the home.
 - Educates team members on confidentiality and data protection.
-

Professional and Ethical Conduct

The professional pet-sitting and/or dog-walking business owner:

- Exhibits courtesy, respect and professionalism in all dealings with clients, staff and industry colleagues to positively represent their business and the pet-sitting industry.
 - Conducts business with honesty and integrity and observes all federal, state and local laws pertaining to their business operations.
 - Sets healthy professional boundaries (e.g., availability, scope of services, communication expectations).
 - Protects their own mental health through workload management and self-care.
 - Works to foster an inclusive work environment with clear anti-discrimination and anti-harassment policies and ensures adherence of these policies to ensure the safety of staff and clients.
 - Refrains from slander of competitors, peers, industry organizations and affiliates and follows appropriate venues to provide feedback and/or address concerns in a respectful, constructive manner.
 - Upholds high ethical standards in all aspects of business practice, decision-making, and representation of the profession.
-

Client Communication & Reputation

The professional pet-sitting and/or dog-walking business owner:

- Visits any potential client's home prior to accepting an assignment to meet the pets, obtain/record detailed pet information and complete the pet-sitting contract.
- Conducts comprehensive client onboarding (i.e., gathering detailed pet information, medical history, emergency contacts, etc.) and maintains a pet profile for each pet in their care.
- Provides clients with clear service descriptions, visit schedule and pricing before care begins

and ensures clients have been informed of company's policies and procedures regarding liability, payment options, cancellations, veterinary consent, and emergency procedures.

- Sends timely updates to clients during services.
- Encourages and manages client feedback and online reviews with professionalism.
- Responds to any client inquiries and complaints promptly.
- Commits to ethical marketing practice, including not making false claims, promoting misleading offers, or disparaging competitors.

Sustainability & Community Responsibility

The professional pet-sitting and/or dog-walking business owner:

- Implements environmentally responsible practices whenever possible, including proper waste disposal, efficient route planning, and sustainable product and supply choices.
- Builds positive relationships with local contacts including fellow professional pet-care business owners, veterinarians and other industry professionals to strengthen the community pet-care network and educate local pet parents.
- Actively supports and promotes local animal welfare initiatives, encouraging community engagement and awareness among clients, staff, and peers.

About Pet Sitters International

Founded in 1994 by [Patti J. Moran](#), author of *Pet Sitting for Profit*, Pet Sitters International (PSI) is the world's largest educational association for professional pet sitters and dog walkers. PSI's motto is "pet-sitting excellence through education" and the association is dedicated to educating professional pet sitters and dog walkers, and promoting, supporting, and recognizing excellence in the industry. For more than three decades, PSI has been a pioneer in the pet-sitting industry and a trusted educational resource for pet sitters and pet owners alike. Their contributions to the industry include partnering to provide the first-ever business insurance for professional pet sitters, publishing the first-ever magazine for pet sitters, now called *Pet Sitter's World*, introducing the first educational program tailored exclusively for professional pet sitters and developing PSI's CPPS-Certified Professional Pet Sitter® Exam, which provides candidates with the only knowledge-based assessment designed specifically for professional pet sitters. CPPS-Certified Professional Pet Sitter® is a federally-trademarked certification mark. Since its inception, PSI has helped over 40,000 pet lovers start and grow pet-sitting businesses and currently has more than 4,000 member businesses in the United States, Canada, and 20+ other countries. For more information, visit www.petsit.com.

CERTIFICATE OF MEMBERSHIP



Little Critters Pet Sitters LLC

PRESENTED BY

Carmen L.V. Rustenbeck

CARMEN L.V. RUSTENBECK
FOUNDER AND EXECUTIVE DIRECTOR

IBPSA Infectious Disease Standards

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Table of Contents

- Why are standards needed? 5
- Who do these standards apply to? 5
- Development of IBPSA infection control and prevention Standards 5
- General Standards: 6
- Animal Housing Standards: 6
- Vaccination Standards 8
- Cleaning and Disinfection Standards 10
- Hygiene Standards 11
- Work Clothing Standards 12
- Insect, Parasite, Stray and Wildlife Control Standards 12
- Animal Food and Water Standards 13
- Housing and Play Standards 14
- Reporting Suspected/Confirmed Infections Standards 14
- References 15

Pet boarding, daycare, training, veterinary, and grooming facilities have unique requirements for keeping dog and cat guests healthy. The frequency of visits to a facility, close contact with other animals and people, indoor air quality, and varied immunity of animals creates a chance for spread of illness among pets. This spread can occur even when the infected pet appears healthy. A disease outbreak in a facility may be financially costly to eliminate, can be emotionally draining, and may result in a long-term loss in reputation and client trust.

Animals can spread illness before, during, and even after they appear sick, so simply taking action with sick animals is not enough to protect your pet customers. Fortunately, there are a number of simple, cost effective ways to prevent the spread of illness in facilities, and when necessary, limit further spreading.

Whether or not an animal will develop disease depends on multiple factors:

Type of infecting organism (e.g. bacteria, virus)

How long the animal is in contact with (exposed to) the organism

The amount (dose) of the organism that the animal encounters

How the infection is transmitted (passed to the animal), e.g. feces ingestion, cough, sneeze

The animal's immune status or vulnerability of the animal to the organism.

There are different types of organisms that can cause illness in animals. These are bacteria, viruses, fungi (molds), and parasites. Those of greatest concern for boarding, daycare, training and grooming facilities include:



Bacteria: such as *Bordetella* ('canine cough'), *Campylobacter*, *Leptospira*, *Salmonella*, *Bartonella*, *Staphylococcus*, *Streptococcus equi ssp zooepidemicus*



Viruses: such as canine parvovirus, canine distemper virus, canine influenza virus, canine parainfluenza virus, rabies virus, feline leukemia virus, feline calicivirus, feline herpes virus, feline panleukopenia virus



Fungi: such as ringworm (dermatophytes)



Parasites: such as ticks, fleas, hookworms, roundworms, tapeworms, whipworms, mites (e.g. *Cheyletiella*, *Sarcoptes*), *Coccidia*, *Cryptosporidium*, *Giardia*.

Infectious organisms of animals vary in their infectivity, or the rate at which they can spread disease to other animals, and how severe the illness will be once the animal is infected. Some diseases can cause very severe illness and even death. Other diseases may cause mild signs of illness but be very infectious, making them a big concern for a facility. Also, in some cases, animal organisms can infect people, putting staff at risk for illness, which can be severe.

Organisms can be spread between animals in 5 main ways:

Type	Definition and Example
Direct	When an infectious organism is transferred directly from one animal to another. This can occur through touching, licking, and biting.
Airborne/Droplet	<p>Droplet: when small droplets are produced (e.g. when an animal or person sneezes or coughs). These droplets carry organisms short distances (within approximately 6 feet), where they fall to surfaces or on nearby people or animals.</p> <p>Airborne transmission occurs when very small pathogens in the air are inhaled by another host. Droplets can evaporate quickly leaving behind residue which attaches to dust in the air. These very small particles can remain suspended in air currents and are a source of infection traveling throughout a facility.</p>
Fomites	Inanimate (non-living) objects and surfaces that are contaminated with infectious organisms and contribute to the spread of infections throughout a facility. Fomites are especially a concern when the infectious organism can survive outside of the animal for a long time. Common fomites include pet toys, leashes, bowls, grooming equipment, play equipment, cages and bedding, but also human items such as clothing, shoes, markers, and pens.
Oral	When infectious organisms are ingested. This occurs through eating or drinking contaminated food, treats, or water, and oral contact with contaminated surfaces such as the floor. Vomit and feces from pets or wildlife can carry disease-causing organisms and transmit disease if eaten or allowed to contaminate surfaces.
Vectors	Animals and insects that act as “intermediaries” or “middlemen” and transmit infectious organisms from an infected animal to another animal. Fleas and ticks are common vectors of disease.

The amount of time an infectious organism can live in the environment plays a critical role in its ability to spread. Survival in the environment can range from hours to years. As examples, without effective cleaning and disinfection of the air and surfaces, organisms can survive for:

- Hours: Canine distemper virus
- Days: *Bordetella*, canine influenza virus
- Months: *Leptospira*, *Staphylococcus* (including multi-drug resistant such as MRSP, MRSA)
- Years: Canine parvovirus, feline panleukopenia virus, *Salmonella*, ringworm

To be successful, a facility’s infection prevention and control measures must take into account all of the above components (the type of organism, how it is spread, and its survival in the environment).

Why are standards needed?

Practice Standards are published documents that state the accepted behaviors and actions expected of individuals for an aspect of their work. They contain criteria that are considered essential to meet the needs for that area. The IBPSA Infectious Disease Standards contained in this document are those areas and criteria considered to be essential to meet the health needs of clients, pets and staff of facilities that involve the temporary gathering of owned cats and dogs (e.g. groomers, daycare, boarding).

Who do these standards apply to?

These Standards apply to all members of the profession, across the range of settings, roles, and environments in which they work. These Standards are intended to provide guidance to people that work with animals so that they can limit the introduction and spread of infectious diseases in our clientele pets, our clients and our staff. Compliance with the standards is required for a certificate of IBPSA accreditation.

Development of IBPSA infection control and prevention Standards

The information provided below comes from publications on infection control and prevention in veterinary practices and dog group settings, along with published university and field research studies on animal care infection control.¹⁻⁵ All of these documents were created by independent experts in the field of animal infectious diseases with a specific focus on locations where high levels of contact between animals and people have led to disease spread and outbreaks. These Standards are refined recommendations that contain the practices and actions best suited to reduce the introduction and spread of infectious diseases in grooming, daycare and boarding facilities. To limit the length of this document, only key supporting (background) information is provided. The reader is encouraged to seek additional support and background information for these Standards by reviewing the referenced documents (links at the end of this document).



General Standards:

Clear, well-thought out written Standard Operating Procedures (SOPs) and policies serve as the basis for reducing infectious diseases risks for a facility. To be effective, these SOPs should include the reason/intended purpose for the SOP, specific actions that are to be taken by staff, and which staff are responsible for each task. Each SOP should be specific for the facility. The original date created and date updated should be clearly included on the SOP. Written SOPs are critical to ensure key steps of a given action/practice is clearly defined and can be followed. Example SOPs are available in the sources linked at the end of this document that can be used to help when developing a new SOP or fine-tuning an existing SOP.

Requirement 1: A written plan (collection of SOPs) exists and is regularly updated that is aimed at reducing and managing infectious disease spread in animals. SOPs considered core to this plan are mentioned throughout this document.

Requirement 2: An established, relevant training program exists on policies and SOPs for staff and volunteers. There is a log (name, date, content covered) kept of all completed trainings. New staff receive training as part of their orientation and existing staff receive refresher trainings as SOPs are updated or as needed to ensure SOPs are known and followed.



Animal Housing Standards:

Requirement 1: Only non-infectious animals should be allowed to enter the facility. To ensure this, it must be clear to staff and clients what health conditions are considered reasons for an animal to be denied access to the facility.

Protocol: A clear, written and accessible health conditions exclusion policy should exist for the facility.

- This policy includes animals known or suspected by a veterinarian to be infectious. This should include animals with diarrhea, vomiting, coughing, sneezing, fever, skin infections, or a new illness that has not been determined to be non-infectious by a veterinarian.
- Due to concerns with animals bringing new diseases from other countries/regions, pets should not be permitted to immediately enter the facility when returning from international travel (or travel from areas known to have different animal diseases from those where the facility is located). In all cases, pets with recent illness or foreign travel should be excluded for 2 weeks or as recommended by a veterinarian.
- An SOP is available that explains how such information is regularly obtained from clients and veterinarians (e.g. staff screening at each drop off, required reporting by owners). Regardless of the method, obtaining written (not verbal) records is important.

Protocol: There is a clear SOP of where and how animals will be kept in the facility if determined to be possibly infectious while awaiting immediate removal by owner.

- Animals considered likely to be infectious should be kept away from other animals (ideally in a separate room that is able to be effectively cleaned and disinfected after the animal is removed).
- Depending on the infectious disease concern, these animals may need to be immediately moved to and held at a local veterinary practice in an isolation room.

Requirement 2: There should be a clear policy regarding health standards and medications that are required for participation in the facility (e.g. required vaccinations, deworming, flea/tick prevention). Staff should actively verify (e.g. review client-provided veterinary records) that these requirements are met.

Protocol: There is a clear and written health practices and medication inclusion policy. These requirements must be met before joining the facility and must be maintained while participating.

- It is important to use local expert resources, including veterinarians, when developing infection control and prevention SOPs for a facility.
- It is important for local veterinarians to know how their services may be used regarding the prevention and control of infectious disease at your facility (e.g. if sick animals will be brought to them for medical care, isolation when an owner is unavailable) and documentation of how this interaction will occur.

Protocol: A local veterinarian/veterinary practice is identified, and a written agreement is established to assist the facility in infection control and prevention needs (e.g. review/input on written SOPs, care/guidance for infected animals).



Vaccination Standards

Requirement 1: Several of the infectious diseases that pose the greatest risk for animals in boarding, daycare, training and grooming facilities are preventable through vaccination. Although each pet may have individual needs, having minimum vaccine requirements for all participating animals provides benefits to every animal at the facility.

Protocol: There is to be a clear, written requirement for all animals to be up to date on a minimum set of vaccinations before starting at the facility and maintained while involved.

- Staff members must individually review client-provided veterinarian vaccine records for every animal.
- For new clients, this should occur prior to the first visit. For all clients, staff should review records prior to each visit to ensure additional vaccines (e.g. boosters) are not needed during the visit.

Protocol: At a minimum, animals are vaccinated (and considered up to date) on

Dogs	
DAPP Distemper virus, Adenovirus, Parainfluenza virus, Parvovirus	<ul style="list-style-type: none">• should receive an initial puppy series• a booster at ~ 1 year of age• then a vaccine every 3 years• Vaccinated at least 3 weeks prior to boarding
CIV Canine influenza virus	<ul style="list-style-type: none">• every year after initial series
Bordetella	<ul style="list-style-type: none">• every year after initial series
Leptospirosis	<ul style="list-style-type: none">• every year after initial series
Rabies	<ul style="list-style-type: none">• every 1 or 3 years depending on local laws
Lyme	if in an area where Lyme disease is a concern and/or dog is likely to have contact with tick-prone areas such as long grass and wooded areas (every year after initial series).

Cats

FCP

Feline viral
rhinotracheitis,
Calicivirus,
Panleukopenia

- should receive an initial kitten series
- a booster at ~ 1 year of age
- then a vaccine every 3 years

FeLV

Feline leukemia
virus

- every year after initial series

Rabies

- every 1 or 3 years depending on local laws

Requirement 2: Animals must receive the final dose in a series prior to involvement at the facility so there is adequate time for the animal to develop immunity.

For example:

- DAPP at least 3 weeks before animal enters the facility
- CIV at least 2 weeks before animal enters the facility
- *Bordetella* at least 7 days before animal enters the facility

Protocol: Gaps in vaccination coverage or delays in doses during the initial series should be identified to determine the need for a single booster or restart of the series. Different types of vaccines have variable durations of immunity (last different lengths of time).

In general, for *yearly vaccines* (*Bordetella*, leptospirosis, Lyme, FeLV):

- 2 doses are needed for the initial series (first time given) and are to be given 2-4 weeks apart. If these doses are given 6 or more weeks apart, general recommendations suggest the series should be started again (two additional doses, administered 2-4 weeks apart).
- After the initial series, boosters are to be given every 12 months. Vaccine coverage is considered lapsed when the due date for a booster is exceeded by 6 weeks (e.g. after 1 year and 6 weeks an adult dog or cat is considered overdue for yearly-administered vaccinations).
- Pet overdue for vaccinations should receive an updated vaccine with enough time for the pet to develop immunity (e.g. DAPP at least 3 weeks, CIV at least 2 weeks, and *Bordetella* at least 7 days before animal enters the facility).



Cleaning and Disinfection Standards

Requirement 1: Proper cleaning and disinfection of both surfaces and air results in a cleaner, healthier environment and helps prevent the spread of infectious disease to both animals and people.

Protocol: There is a written SOP on surface cleaning and disinfection practices to be used for all indoor and outdoor facility areas. SOPs must include at a minimum:

- Steps in the cleaning and disinfection process.
- Frequency for cleaning and disinfection for the various surfaces and objects (bedding, toys). This should include disinfection between use by animals (cages, kennels, grooming tables), at the end of each day and other frequencies based on the surface, its use and the facility.
- The disinfectant product, concentration and contact time (time required for the disinfectant to be in contact with the organism to kill it) must be clearly stated. The disinfectant should be known to be effective against disease-causing organisms of greatest concern in these settings (see introduction for a list of organisms of greatest concern for boarding, daycare, training and grooming facilities). There is not one cleaning or disinfectant product or process that fits all facilities or surfaces/situations. SOPs must take into consideration the surfaces and disease risks involved, so that product, concentration and dilution are appropriate.
- The disinfection process should comply with existing occupational safety and health standards for the area and considered safe for staff and animals.



Protocol: There is a written SOP on air disinfection practices used for all indoor facilities. SOPs must include at a minimum:

- The air disinfecting equipment should be known to be effective, with up to a 99.9% kill against disease-causing organisms in one air pass, without producing any ozone, whether intentionally or unintentionally, or creating the potential for re-aerosolizing organisms.
- Clear steps to be taken (and frequency for these steps) to ensure all air exchanges (vents, returns) are clear of any blockages that might reduce proper air flow. Common sources of blocked air flow include hair, sound barriers, room dividers, and furniture.
- If using ultraviolet germicidal irradiation (UVGI) to disinfect the air, clear steps to be taken (and frequency for these steps) for replacing UV lamps in HVAC and standalone upper air units to ensure proper germicidal energy to eliminate disease-causing organisms. UV lamps must be confirmed to not produce ozone, even unintentionally.

- If using standalone upper air units with UVGI, they must meet recognized guidelines. As an example, for the U.S., see those established by the Centers for Disease Control and Prevention (CDC).⁶
- Clear frequency in changing air filters and the type of filter to use (e.g. compatible with the HVAC system, effective Minimum Efficiency Reporting Value [MERV] rating to trap disease-causing organisms).

Protocol: There is a written SOP on safe disinfectant use and storage. At a minimum this should include:

- Required use of appropriate protective equipment (e.g. gloves, mask) when mixing and using disinfectants.
- Appropriate labels (at a minimum: product, dilution, date mixed, expiry date) should be present on all disinfectant product (as supplied and when diluted).

Protocol: There is a written policy on owner-provided materials (bedding, toys).

- Since it is not possible to ensure owner-provided materials items are free from disease-causing organisms, these items (especially those made of cloth such as toys and bedding) should not be permitted.
- Any items that are permitted in the facility should be used only for the intended animal, arrive clean, and returned to the owner for cleaning.



Hygiene Standards

Requirement 1: Given the nature of grooming, boarding and daycare facilities, the hands of staff are likely to become contaminated with disease-causing organisms. Contaminated hands have been documented as an important source of disease spread. To reduce this disease risk, it is important for people to regularly perform hand hygiene (i.e. clean hands; wash with soap and water or use an alcohol-based hand sanitizer).

Protocol: There is a written policy on required hand hygiene by all staff and volunteers. At a minimum this should occur:

- When entering and exiting the facility,
- Frequently while working (especially when moving from one group of animals to another)
- Before eating and drinking.

Protocol: Hand hygiene products are readily available and functional in all animal contact and relevant locations (bathrooms, breakrooms).



Work Clothing Standards

Requirement 1: Similar to hands, the work clothing of staff at grooming, daycare and boarding facilities are frequently contaminated with disease-causing organisms. Contaminated clothing can move infections to other locations, people and animals. Having dedicated work clothing that is regularly changed is important to limit the spread of disease.

Protocol: There is a written policy on the requirement for dedicated clothing to be worn in the facility. This clothing should not be worn to other locations (e.g. home) and machine washed daily. Hot water wash and hot dry should be used.



Insect, Parasite, Stray and Wildlife Control Standards

Requirement 1: Infections in animals can be introduced and spread by ticks, fleas, and gastrointestinal worms from stray animals and wildlife. Limiting the presence of stray animals and wildlife and contact between them and client animals is important in reducing infections.

Protocol: There is a written SOP on efforts taken to identify and reduce insect, stray animal and wildlife in areas used by the facility (indoor and outdoor). The following should be used as appropriate:

- Fencing,
- Keeping grass short and removing debris,
- Using a professional, licensed extermination company (wildlife, insects),
- Ensuring human-made water sources (e.g. outdoor water play pools) are changed at least twice per week or otherwise maintained to limit mosquito breeding.

Requirement 2: There is a policy requiring (with documentation from a veterinarian) for all animals to be on effective flea, tick, and endoparasite (worm) preventive products prior to and during participation at the facility.

Protocol: There is a written policy on actions taken if fleas, ticks, or worms are identified in animals immediately prior to or during stay. This may include immediate removal of the pet with required documentation from a veterinarian that the problem has been resolved or immediate care by a local veterinarian if the owner is unavailable.

Protocol: There is a written policy on practices taken to require the immediate removal of animal feces (indoor, outdoor) with effective disposal.



Animal Food and Water Standards

Requirement 1: Disease-causing organisms can be introduced to animals through food and water. When care is not taken, contaminated food and water or sharing of water or food from common bowls can lead to the spread of disease in boarding, grooming and daycare facilities.

Protocol: There is a written policy on efforts taken to ensure water provided to animals (drinking, play) is safe to drink. This is especially important when non-chlorinated water is used.

Protocol: There is a written policy on not permitting the sharing of water or food (e.g. communal bowls) between animals not housed together.

- Group water bowls or areas where water can collect (and be drunk) serve to spread disease-causing organisms.
- When drinking water is needed, such as outside group play during high temperatures, alternative approaches should be used such as dog water fountains/sprayers that do not allow water to collect.

Protocol: There is a written policy on efforts taken to ensure food provided to animals is safe to consume.

- Must require proper storage of food (to prevent mold, insects).
- Must outline steps to identify and discard recalled, spoiled or unsafe food.

Protocol: There is a written policy on food items not permitted to be fed to animals at the facility.

- Uncooked meat- and egg-containing food and treats are known to often be contaminated with disease-causing organisms such as *Salmonella* and Listeria, and therefore, facilities should not feed these items to pets.



Housing and Play Standards

Requirement 1: When animal density is too high, such as with many animals kennelled close to each other or with large play groups, there is a high potential for the spread of infectious disease. The number of animals increases contamination of the environment, including the air; crowding also makes cleaning and disinfection more difficult. Animals housed close to one-another have a greater chance of spreading infectious organisms through coughing, sneezing, shedding hair/dead skin, and even breathing.

Protocol: There is a written SOP on efforts taken to reduce animal density in housing and play.

- A maximum occupancy is established for the facility and specific activities (e.g. play groups).
- Efforts are taken to spread out animals in the facility as much as possible (e.g. not all in neighbouring runs).

Protocol: There is a written SOP on efforts to minimize unnecessary animal-to-animal contact (e.g. among boarders).

- For some groups, animal-to-animal contact is expected, such as play groups. However, using semi permanent small subgroups when possible (i.e. the same animals are part of a given play group each day) reduces the number of new contacts and reduces infection risks.



Reporting Suspected/Confirmed Infections Standards

Requirement 1: Timely identification and awareness of disease is important in preventing spread of infections. For disease identification to be effective, all staff must know what early warning signs and diseases to report, when to report them, to whom to report, and there must be actions taken based on reports.

Protocol: The facility has a record keeping system that collects individual animal information on both healthy animals and animals suspected/confirmed with disease (e.g. dates of involvement, location of housing, reported disease concerns, and contact information for owners).

Protocol: There is a written SOP on staff responsibilities to monitor and immediately report to the facility manager animals reported by their owner to be sick, as well as all pets suspected to be sick during their visit.

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¹

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