Pets Work at Work

A Better Cities For Pets™ Toolkit from Mars Petcare
















Better CITIES for pets™
A MARS PETCARE PROGRAM

MARS Petcare

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Making Pets Welcome

Pets are now part of 94 million U.S. households, and more people than ever want to bring pets with them to work.

Pets are good for business, too. At work, they can boost morale, build a sense of community and get us up for regular walking breaks — all things that are good for our health. That's why more employers are exploring pet-friendly workplace programs.

This toolkit provides how-to's and best practices to help you make your workplace pet friendly.

Enjoy the many benefits that being pet friendly brings for your employees and your business!

Benefits of Allowing Pets in Workplaces

As a business, you might wonder about the benefits of being pet friendly and allowing pets in workplaces. Pets at work make the workplace better!

Plus, there are more pet parents than ever, and research shows they want to spend more time with their pets than ever before.

Here are statistics that show how people think about pets and the impact they have on those around them.

Pets are an important and valued part of today's families:

- The American Pet Products Association (APPA) reports that 94 million U.S. households own a pet.
- About 68 million households have a dog and about 49 million have a cat.
- The Canadian Animal Health Institute reports that Canada is home to an estimated 7.2 million dogs and 8.2 million cats.
- APPA reports Millennials are the largest pet-owning demographic, at 30%.

Sources:

American Pet Products Association:
https://americanpetproducts.org/industry-trends-and-stats

Canada Animal Health Institute:
https://cahi-icsa.ca/canadian-pet-population-survey-highlights-the-importance-of-access-to-veterinary-care



During the pandemic, many people came to count on their pets more than ever:

- 86% of pet parents said having a pet during the pandemic gave them companionship.
- 78% said it helped reduce stress or anxiety.
- 75% said it helped reduce monotony and boredom.
- 69% said it gave them a sense of hope.

Pets in workplaces are valued too, now perhaps more than ever:

- In a survey by Mars Petcare's CESAR® brand, 89% of pet parents said it's important for them to continue spending time with pets during the workday.
- Pet parents said having dogs at work boosts happiness (58%), relieves anxiety or stress (57%), encourages healthy breaks (55%) and supports more social interaction (52%).
- Nearly half of dog owners said it would be harder to leave their jobs if their company allowed them to bring their pets to work.
- 37% of Gen Z dog owners said they would consider taking a pay cut to work for a pet-friendly company and 64% would change jobs or reduce hours to have more time with their pets.
- In our "Pets in the Pandemic" research, 78% of working pet parents were worried about pet anxiety or confusion when they return to their workplace.
- 75% expressed concern about their **own** personal anxiety if they have to return to work without their pet.



The health and companionship benefits for people who spend time with pets are widely documented, bringing positive impacts for employees and workplaces:

- Pet owners tend to visit doctors less often and spend less money on medication. (Heady et al 2007)
- Having a pet reduces blood pressure and lowers the risk of heart disease and high cholesterol. (Friedman et al 2010)
- 94% of heart patients with pets survive serious heart attacks, compared to only 72% without pets. (Friedman et al 2010)
- The presence of dogs increases the number and length of people's conversations with others in the community. (Jenkinson et al 2010)
- Numerous studies have suggested dog walking is a great way to increase physical activity and may help reduce rates of obesity. (Timperio et al 2008)
- Pet owners are significantly more likely to form friendships in their neighborhood than non-pet owners. (Wood et al 2015)
- Pet owners feel less afraid of being a victim of crime when walking with a dog or sharing a residence with a dog. (Serpell et al 1991)

References:

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https://www.prnewswire.com/news-releases/the-benefits-of-dogs-in-the-workplace-301445925.html

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https://www.waltham.com/news-events/human-animal-interaction/mans-best-friend-helps-owners-make-connections/5576/

https://www.waltham.com/news-events/human-animal-interaction/walking-the-dog-helps-keep-owners-healthy-and-promotes-community-cohesion/5564/

Questions and Answers about Pet-Friendly Workplaces

Here are answers to some initial questions you might have about pet-friendly workplaces.

Why have pets at work?

Studies show that pets help relieve stress, increase community and boost morale. In fact, a recent survey from the CESAR® brand found that 89% of pet parents said it's important for them to continue spending time with pets during the workday. Plus, people who have their pets at work feel less pressured to leave at a particular time to get home to their pets. They also take more walking breaks during the day, which supports good health and potentially reduces health care costs. Being pet-friendly is also a great recruiting and PR message.

What types of pets should we allow?

This answer depends on your facilities and the interests of your employees. Since dogs are more likely to be leash trained, they are usually the easiest pet type to start with. However, pet parents will know if their cats would do well at work. If you have space, you can also set up a cat play room to give cat visitors a place to play safely together.



What legal considerations are there?

Before starting a pet-friendly workplace program, you'll want to be sure you meet local rules and regulations for health and hygiene. Also, check that you have the insurance coverage needed to address any incidents that could arise. Be sure to have your legal counsel review your pet policy. See page 12 for more legal considerations.

What space requirements are there?

At minimum, pet-friendly workplaces should have at least one nearby pet relief area. It should include a pet waste station and trash receptacle that is emptied on a regular basis to control odors. Also, keep in mind that if you do not own your space, you'll need to get permission from your landlord to be pet friendly and ensure your lease includes that permission.
See page 13 for more about facilities needed.

How do we ensure good pet behavior?

Many pet parents love the idea of pet-friendly workplaces. They'll be excited by the chance to bring pets to work, so they're likely to work hard to help pets succeed. Still, for the protection of everyone involved, you'll want to have a formal policy that specifies requirements for pet parents, pets and their behavior.

What should be required of pet parents?

Participants must agree to be responsible for their pet's behavior, well-being, hygiene and happiness. They need to accept all liability for anything that their pet might do or that might happen to their pet while on your premises. Beyond that, they should agree to standards such as keeping their pet controlled, cleaning up any accidents, ensuring that their pet doesn't disrupt work, and providing pet wellness items like waste bags and water bowls.

What should be required of pets?

You'll want to ensure that any visiting pets are up to date on vaccinations and free of any communicable infections or parasites such as fleas. They should be house-trained and well socialized, with no history of biting, excessive barking, chasing or aggressive behavior. They also should be covered under their owner's homeowners or renters insurance policy, which must cover dog bites.

What is required of non-pet owners?

Everyone is affected in pet-friendly workplaces. Non-pet owners will need to be comfortable with the presence of pets and able to get their work done without distraction. As part of creating your pets-at-work program, you will want to determine an escalation process for complaints that might need to be made. Also, think about any accommodations you may want to offer to non-pet owners who prefer not to be near pets.

How do we manage pet accidents?

Accidents happen! So be prepared that they are part of being a pet-friendly workplace. However, accidents are also easily cleaned up. Just be sure to have pet-friendly cleaning supplies available where pet parents can use them. And, as part of your policy, determine if there are any additional steps you would want taken when accidents occur (e.g. pet owners alerting Facilities after an accident so the area can be sanitized).

What types of areas should be pet-free?

This will depend on what your organization does and what equipment you have on site. But generally, pet-free areas are usually places like manufacturing floors, R&D labs, food preparation areas, and areas with equipment that could be broken or be harmful to pets. You also may want to set aside a few spaces for those who have allergies — for example keeping one conference room pet-free so that those with allergies have a protected space when needed for meetings.



How to Convince Leadership to Approve a Pet-Friendly Program at Work

A key step to launching a pets-at-work program is getting the approval of your company's leadership team.

Here are things to discuss as you work toward pet-friendly program approval:

- **Expected benefits of the program for your organization** – share information from our toolkit and any other data you have that shows the potential positive impact.
- **Expected benefits of the program for employees** – share information about anticipated impact on your employees. It also helps to show leadership the level of employee interest. You could conduct an informal survey to understand what percentage of employees at would enjoy a pet-friendly workplace program. However, be careful not to get employees' hopes up without management buy-in.
- **General benefits of spending time with pets** – beyond workplace data, use sources that speak to the health and social benefits of the human-animal bond. Allowing pets at work enables people to experience these benefits for more of the day.



- **Expected recruiting impact** – look at the companies with whom you compete for talent, both in your local area and nationwide. How many of them have pets at work policies? Have any of them gotten positive PR because of a pet-friendly program? Do you think you could tout pet-friendliness to get an edge over competitors?
- **Expected financial implications** – while creating a pet policy that's right for your organization will take time and research, be ready to give at least a high-level overview to your management. Include expected implications such as creating a pet waste space on your property or the need to renegotiate your lease to add pets.
- **Guidelines for success** – let your management team know that if they give pet-friendly program approval, you intend to follow best practices. That would include having a clear policy, training, and guidelines for pets and their owners.
- **Testimonials** – if you find that some of your management team members have had experience with a pet-friendly program, or are strong supporters of the idea, see if you can engage them to provide testimonials. They can help personalize how powerful having pets at work could be for your organization.

Download a PowerPoint presentation at BetterCitiesForPets.com/WorkplacePPT to help you make the case to leadership.

Legal Considerations for Welcoming Pets at Work

As you develop your pet-friendly workplace program, legal considerations are important, too. This list isn't comprehensive, but it's a start on what you should discuss with your legal counsel.

Make sure you are complying with any relevant regulations, and that you are protected from liability issues:

- **Understand local and industry rules and regulations** – be sure workplace hygiene or other regulations don't pose an obstacle, and work to overcome any concerns.
- **Consider insurance** – get any needed insurance coverage in place before launching your program. Plan ahead so you know how you would handle situations including:
  - A pet damaging something at your workplace
  - A pet being hurt by something at your workplace
  - A pet running away from your workplace
  - A pet biting an employee
  - A pet biting a visitor to your workplace
  - A pet hurting another pet
  - An employee hurting another employee's pet
- **Agree on scope** – decide if your program will apply to employees only or if it will extend to others who are on site, including contractors, temporary workers, visitors or others.
- **Plan for reviews** – once developed, have your legal counsel review your policy, code of conduct and any other documentation.
- **Ongoing engagement** – stay in touch with your legal counsel as you roll the program out, so you can continue to refine and improve it based on any learnings that arise.

Facilities Considerations for Welcoming Pets at Work

To be a pet-friendly workplace, you'll need to keep these facilities considerations in mind. Use them as you create your pets-at-work plan.

These are the must-haves:

- Permission from your landlord, if you do not own your workspace. You may need to adjust your lease and/or change your insurance to accommodate pets. Also ensure that there aren't any local laws or regulations that would preclude having pets at work.
- At least one nearby pet relief area with a pet waste station and trash container that is emptied on a regular basis to control odors. If you are not near a public space that has these, you'll need to add them on your property. See page 49 for relief area best practices.
- Signage that directs pet parents to the relief area and provides instructions for use.
- An emergency plan that includes pets if evacuation is needed.

Check the following pages for more detailed recommendations on pet-friendly office design.



Designing a New Pet-Friendly Office

If you're constructing a new office space, you have the chance to build in pet-friendliness from the start. Consider pets in everything from flooring and walls to furniture and facilities. Here are tips to help you get started.

Space, Layout and Design

- Once you have initial plans drawn up, think about your floorplan, design and décor from a pet's perspective.
- What unintentional hazards might pets find? What items might be too high or too low if pets are at the office?
- Consider what pet amenities are needed in your space and outside, including necessities like pet hydration, an onsite or nearby pet relief area, and signage to help pet parents know any guidelines that should be followed.



Flooring

- Choose non-slip, hardy materials that won't show scratches or cause pets to easily slip or slide.
- Ceramic or porcelain tiles are scratch resistant and non-porous, meaning they're less likely to absorb stains or odors. Plus, consider darker grout that's less likely to show dirt.
- Bamboo flooring is also resistant to scratches and water.
- Hardwood or engineered wood flooring may be less optimal, since they can be more easily damaged by pet traffic. For a wood flooring look, consider luxury vinyl styles, which can look like wood but are resistant to scratches and water resistant.
- Rugs should be low profile to minimize catching and snagging by pet nails and include a rubber backing to reduce slippage.
- Also keep in mind that the flooring near water bowls or water fountains should be water-resistant and non-slip. Consider mats or rugs for the inevitable drips or splashes.

Carpeting

- If carpeting is preferred, consider a style installed in squares, rather than one large carpet, so sections can be easily replaced in case of staining or damage.
- Choose lower-pile and/or tighter weave carpets so dirt and other materials are less likely to get trapped inside and nails less likely to snag.
- Keep in mind that synthetic carpet materials are often easier to clean than natural ones.
- Plan for frequent cleaning to remove dirt and pet hair that may become trapped in carpet fibers.
- You will also want to ensure pet-safe and non-toxic cleaners are used on all flooring surfaces to protect pet paws and health.

Walls and Ceilings

- Choose colors that are forgiving. Snow white walls are liable to show smudges quicker than colored walls.
- Also choose your colors with mood in mind. Bright yellow in particular can be activating for pets. Consider blues, violets and greens for a more calming effect.
- Avoid flat-finish paints. A satin or semi-gloss finish will help repel fur and be easier to wipe down.
- Ensure mirrors, signage, artwork, shelving and other items are attached securely to walls to minimize the chance that they could be dislodged and fall on pets or people.
- Consider adding sound baffling, acoustic tiling, white noise or other soundproofing to help reduce the impact of more "voices" in your space — including playful or barking dogs.

Furniture

- Consider your human workspaces and how pets will fit in. Are desks big enough to allow a pet bed underneath so pets can stay comfortable next to their people? Are spaces between desks and in conference rooms sufficient for lounging pets?
- If you want desks that can be raised/lowered for stand/sit options, be sure to choose ones that articulate from the top or have safety measures in place to avoid pinch hazards while moving.
- In open plan offices, collaborative spaces and common areas, choose lightweight furniture that can be easily moved to make space for pets to be by their owners — or if people want to put space between them and a pet.
- Consider rounded or soft edges vs. hard corners when making furniture choices for high pet traffic areas.
- If pets will be allowed on furniture, consider varying heights and sizes to accommodate pets of varied sizes and ages. If pets aren't allowed on furniture, have blankets and cushions on hand to make pets comfortable on hard surfaces.
- Consider adding leash hooks under desks or by furniture where you expect many pet owners to be sitting or working.

Materials and Colors

- Choose materials that are easy to clean, non-toxic and safe for pets, and scratch and fur resistant.
- Leather, vinyl or faux leathers are good options since fur and hair will be less likely to stick and they can be wiped down for cleaning.
- Synthetic fabrics like microfiber or microsuede are often safe, durable and easy to clean.
- For cloth options, choose a tight weave fabric so it's less likely fur will get trapped between threads or nails will snag the fabric.
- Outdoor fabrics are another option since most are designed to repel moisture and dirt.
- Avoid wicker, rattan or sisal furniture or accessories since some pets may see those as a chew toy or scratching post, or get their nails caught.
- Patterns and medium-range neutral colors tend to hide pet hair and dirt better than very dark or very light monochromatic options.
- Blues, violets and greens have been shown to be the most relaxing colors for pets and allow them to more easily differentiate surfaces.
- Opt for metal legs vs. wood for desks and furnishings since they're less attractive to nibblers or scratchers.



Décor

- Consider faux plants or be sure to check the ASPCA list of toxic and non-toxic plants for pets. Also consider planters that are out of reach to avoid pets chewing on even non-toxic plants.
- Put art high on walls where wagging tails and jumping claws can't reach. Skip delicate or free-standing sculptural items that could be knocked over.
- If the office will have curtains or blinds, make sure the pull cords can't be a chewing, choking or strangling hazard. Trim and/or roll up cords and include a tie-down so they are inaccessible to pets.
- Make sure electrical cords for décor and other equipment will be well tucked away or covered so pets can't chew on them.
- Include a scratching option if the office will be cat friendly. An integrated wall scratcher or sisal rug intentionally chosen for cats can provide a welcome option for healthy scratching.
- Integrate tethering or access control features, such as gates or leash hooks to keep pets in people's workspaces or conference areas when needed.
- Add hooks in restroom stalls so pet leashes can be secured there.



“Pupgrading” Your Office Design to Be Pet Friendly

Unless you’re in the midst of new construction or a redesign, you’re likely working within existing constraints. But there are plenty of low or no-cost steps you can take to make your office pet friendly. Here are tips to help you get started.

Space, Layout and Design

- Do a thoughtful walk through of your office and consider your space from a pet’s perspective. What unintentional hazards might pets find? What items might be too high or too low if pets are at the office?
- Look for opportunities to create pet-friendly spaces in underutilized areas. For example, an unused bookshelf could be converted into storage cubbies for pet beds and toys. A rarely used meeting room could become an indoor dog play area.
- Simply adding leash hooks at desks and in conference rooms, restrooms and collaborative spaces can help keep pets secured when needed.
- Consider what pet amenities are needed in your space and outside, including necessities like pet hydration, an onside or nearby pet relief area, and signage to help pet parents know any guidelines that should be followed.

Furniture

- Think about your existing workspaces and how pets can fit in. Is there room to put pet beds underneath desks? Is there space for pets between desks? Can you add access control, such as baby gates, in areas where people have pets?
- If you're planning to add or replace furniture, check out page 16 for tips on materials and colors that work well with pets.
- In collaborative spaces and common areas, space out tables, desks and chairs to allow sufficient room for lounging pets.
- If pets aren't allowed on furniture, have blankets and cushions on hand to make pets comfortable on hard surfaces.
- Include a scratching option if the office will be cat friendly. An integrated wall scratcher or sisal rug intentionally chosen for cats can provide a welcome option for healthy scratching.



Flooring

- If you're thinking of changing flooring, check page 15 for tips on pet-friendly materials.
- In areas where flooring is slick or porous, add carpet squares or low-profile rugs to avoid scratches and stop pets from slipping and sliding.
- Add water-resistant rugs where water bowls will be, to catch the inevitable drips or splashes.
- Rugs should be low profile to minimize catching and snagging by pet nails and should include a rubber backing to reduce slippage.
- You will also want to ensure pet-safe and non-toxic cleaners are used on all flooring surfaces to protect pet paws and health.

Walls and Ceilings

- If new paint is in the budget, choose colors that are forgiving. Snow white walls are liable to show smudges quicker than colored walls.
- Also choose your colors with mood in mind. Bright yellow in particular can be activating for pets. Consider blues, violets and greens for a more calming effect.
- Avoid flat-finish paints. A satin or semi-gloss finish will help repel fur and be easier to wipe down.
- If they're currently low, move up mirrors, signage, artwork, shelving and other items on the wall and make sure they're attached security to minimize the chance that they could be dislodged and fall on pets or people.
- Consider adding sound baffling, acoustic tiling, white noise or other soundproofing to help reduce the impact of more "voices" in your space — including playful or barking dogs.

Décor

- Evaluate your plants with a careful check of the ASPCA list of toxic and non-toxic plants for pets. Also consider whether planters can be placed out of reach to avoid pets chewing on even non-toxic plants.
- Put art high on walls where wagging tails and jumping claws can't reach. Skip delicate or free-standing sculptural items that could be knocked over.
- If the office has curtains or blinds, make sure the pull cords can't be a chewing, choking or strangling hazard. Trim and/or roll up cords and include a tie-down so they are inaccessible to pets.
- Make sure electrical cords for décor and other equipment are well tucked away or covered so pets can't chew on them.

Communication and Safety

- Incorporate communication about pets into your office, for example with clear signage that fits your culture and brand and explains where pets are allowed. Turn to page 23 for tips and sample language.
- Make pets part of your office's emergency procedures and know where the nearest veterinary hospital is in case of need.
- Be sure your employees, facilities and/or custodial team members use pet-safe cleaning products, and increase cleaning frequency to address having pets in your space. Find more cleaning tips on page 29.
- Ensure trash, recycling and compost bins have lids or are not accessible by pets and are emptied frequently.

Signage for Pet-Friendly Offices

Part of making your office pet friendly is ensuring that pet parents understand where pets can and cannot go, and what guidelines need to be followed. This starts with a clear pet policy, but onsite signage is another important component. You will also want signs to alert visitors arriving at your site that pets may be inside. Here are tips to help you plan.

Signage Basics

- You'll want to have signage that explains where pets are allowed within your workplace and where they aren't.
- Consider an icon system that makes it easy to see at a glance where pets can go — for example a green pawprint for "pets welcome" and a red pawprint for "no pets here."
- Communicating clearly why pets aren't allowed in certain spaces helps ensure people respect the rules. For example, indicate if local health codes restrict pets in places where food is served or if certain areas are restricted for pet safety.

Getting to Know the Pets

- Provide a template for employees to post a sign at their workspace about their pet. Include a spot for name, basic information and preferences (e.g., "I love to cuddle!" or "Please give me my special treats."). Adding a photo helps make sure everyone knows who belongs to whom.
- Consider a leash system to help pet parents communicate about their interaction preferences. For example, a green leash means "come play with me." A yellow leash means "ask my pet parent first."

Sample Workplace Guidelines

Signage with pet guidelines helps explain expectations while on the premises. Writing them in the voice of a pet can make them memorable. For example:

- Gimme space! Make sure I hang out where I won't be underfoot for others.
- Be sure you have fresh water, food and toys to give me the nourishment and stimulation I need throughout the day.
- When I gotta go, I gotta go. Help me anticipate when I need to go out for a break. And if it happens…sorry…but be sure to clean it up please.
- Keep me leashed or enclosed to help protect me and keep me out of pet-free areas.
- Achoo! If I'm making a co-worker sneeze, make a plan together that will work for all of us.
- If I get over-excited or anxious, help me manage my emotions by taking me outside or home if I need to calm down.
- Don't leave me! (Never leave pets unattended.)
- You're the boss! Keep in mind that you're in charge. I try to be good… but you're ultimately responsible for me and my actions.



Sample Pet Tips

Signage with tips can help reinforce responsible pet ownership and encourage a positive experience for all. Here again, using the voice of the pet can make tips stand out.

- Manners Matter! Be a responsible pet owner and make sure I'm well-trained so I know what to expect from you and am a pleasure, not a problem.
- No Nibbling. Don't let me chew on cords or other items that could be harmful. Give me a chew toy instead!
- Keep Me Safe. Use a leash, gate or crate to keep me secure while I'm here with you at work.
- Take a Break. If you're thirsty, I probably am too. Remember to get me fresh water throughout the day.
- Ask First. Always ask before touching a pet you don't know well. My owner knows the best way to approach me!
- Banish Boredom. Sometimes I get bored and act out. Stop periodically to play with me for a few minutes. It's a good break for both of us!
- Don't Leave Me. Never leave pets unattended at work or in any public space. Always have a plan to keep us safe.
- Let's Walk. A short walk can refresh and energize. And I'll enjoy it too! Walking together helps people and pets.

Other Considerations

- Make sure you also alert guests and visitors before they enter that you have a pet-friendly workplace.
- Include information about pets in your emergency procedures and signage.
- Post information on the nearest veterinary hospital in an easily accessible spot in case of immediate needs or questions.
- Provide maps or other wayfinding resources to the nearest pet relief areas and pet-friendly green spaces.

Safety Considerations for Pet-Friendly Offices

If you welcome pets at your office, you'll want to make sure you try to provide a safe environment for them. Keep these considerations in mind.

Décor

- Evaluate the safety of your space at pet-height. Are there any exposed hazards or sharp edges that might be a danger for them?
- Make sure electrical cords for décor and other equipment are well tucked away or covered so pets can't chew on them.
- If the office has curtains or blinds, make sure the pull cords can't be a chewing, choking or strangling hazard. Trim and/or roll up cords and include a tie-down so they are inaccessible to pets.
- Avoid decorations that have small or dangling parts that might look like a toy to pets and could be chewed or swallowed.
- Put art, mirrors, signage and other items high on walls where wagging tails and jumping paws can't reach. Make sure they're attached securely to minimize the chance that they could be dislodged and fall on pets or people.
- Skip delicate or free-standing sculptural items that could be knocked over.



Avoid Pet Poisons

- Be sure all plants at your business are safe for pets. Check the ASPCA list of toxic and non-toxic plants to make pet-friendly choices.
- Educate employees about never leaving people food, such as a cup of coffee or chocolate snack, where pets can reach them. Many foods that are safe for people — including nuts, grapes, raisins, caffeine and chocolate — can be harmful for pets.
- Be cautious with fragrance. Essential oils and liquid potpourri can be dangerous for pets. Both ingestion and skin exposure can be toxic. Always keep these items out of pets' reach.

Cleaning Practices

- Be sure your employees, facilities and/or custodial team members use pet-safe cleaning products and that these products are inaccessible to pets.
- Ensure trash, recycling and compost bins have secure lids or are not accessible by curious pets.
- Wash pet water bowls frequently to stop the spread of germs. Stainless steel or ceramic bowls are better than plastic, since plastic can get scratches that harbor bacteria. Plastic also can be chewed, with pieces breaking off and becoming a choking or health hazard.
- Consider offering a paw-cleaning station at entrances to help prevent muddy or wet floor surfaces that could contribute to slips or falls.

Outdoor Spaces

- Always mark any areas of your business that have recently been treated with pesticides, fertilizers or de-icing salt, since these can be toxic for pets. Ask your service provider to use pet-friendly options.
- Just like indoors, make sure plants and mulch in any outdoor spaces are not hazardous to pets.
- Make sure shade and water are easily accessible in outdoor spaces, particularly in warm weather.

Emergency Readiness

- Make pets part of your business's emergency evacuation plan and staff training.
- Require pets at the office to be microchipped and wear a collar with an ID tag. These make it much more likely that a lost pet will be returned.
- Post information on the nearest veterinary hospital in an easily accessible spot in case of immediate needs or questions.
- Alert first responders about pets in the area during any emergency situation.
- See more emergency considerations on page 46.



Cleaning Considerations for Pet-Friendly Offices

There's no doubt that pets bring more energy and social interaction to offices. But they also bring responsibility for some added cleaning considerations. Here are tips to keep in mind.

Cleaning the Office

- Be sure your employees, facilities and/or custodial team members use pet-safe cleaning products and have protocols in place for frequent cleaning — at least weekly for all common areas and multiple times per year for carpet and upholstery deep cleaning.
- Make sure cleaning products are stored out of the reach of curious pets.
- Ensure trash, recycling and compost bins have secure lids or are not accessible by pets and are emptied regularly.
- Have mats in entrance areas where pets and people might bring in dirt, mud or water, and consider a paw-cleaning station to prevent muddy or wet floor surfaces that could contribute to slips or falls.
- Consider adding air purifiers to help reduce dust and debris in the air. Opening windows can be helpful too if they have screens to keep pets safe.
- Be cautious with fragrance. Essential oils and liquid potpourri can be dangerous for pets. Both ingestion and skin exposure can be toxic. Always keep these items out of pets' reach.

Cleaning Pet Items

- Educate about the importance of cleaning pet bowls, too, to stop the spread of germs. Stainless steel or ceramic bowls are better than plastic, since plastic can get scratches that harbor bacteria. Plastic also can be chewed, with pieces breaking off and becoming a choking or health hazard.
- Encourage employees to clean their pet accessories too — you may want to set standards for beds, blankets or toys to make sure they are periodically taken home and washed.

Cleaning Resources

- Display a resource number of QR code for questions or when cleaning assistance is needed. Have cleaning kits available where employees can find paper towels, waste bags and pet-safe cleaners to handle unexpected accidents.
- Add hand-held or easy-to-access vacuums and lint rollers so employees can maintain their work areas and remove fur as needed.

Sample items for employee-use cleaning kits:

Stock a few cleaning kits in handy places around your office to help when employees need to do a touch up. Includes items like:

- Lint rollers
- Paper or hand towels
- Pet-safe multi-surface cleaner
- Enzyme-based pet stain remover and odor reducer
- Vacuum or hand vac
- Broom and dustpan
- Pet waste bags
- Hand sanitizer
- Simple instructions on how to appropriately clean up pet-related messes from surfaces in your space (e.g., carpet, tile, etc.)



How to Create a Pet Policy for Your Workplace

The key to a successful pet-friendly workplace program is a clear pet policy. It needs to help pet parents and non-pet owners understand the rules, expectations and how to address issues that might arise.

Keep in mind that all employees are affected by a pets-at-work program — not just those who have pets. So, your pet policy needs to encompass more than just the behavior of the pets who will visit. It needs to address the entire experience for all involved.

Steps to create your pet policy:

Every organization is different, so plan to follow whatever process will work best knowing your needs and culture. Here are a few ideas to help you get started.

Establish a small team to write the policy:

- Include a few people who want pets at work as well as a few who can play devil's advocate.
- Be sure to include someone from Human Resources and from your legal counsel.
- Have representatives from different areas of the organization to be sure all needs are reflected.
- Include a leadership sponsor who will help you navigate any needs in terms of convincing management to proceed.



If you want to build buy-in and help employees feel engaged in the policy, conduct a survey to get their input. Topics could include:

- Which types of pets should be allowed.
- How often pets should be allowed at work (e.g. every day or certain days a week).
- Which pet amenities are most important.
- What rules are most important to pet parents.
- What rules are most important to non-pet owners.

Be sure that your pet policy includes.

- Clear scope — who is eligible to participate, which of your organization's sites are included, etc.
- Clear expectations for participants and participating pets.
- An escalation process for handling issues that might occur.
- An agreed-to participant pledge that employees must sign in order to participate.



Sample Workplace Pet Policy

A successful pet-friendly workplace program brings many benefits. But it depends on all parties agreeing to clear guidelines about behaviors and accountability.

Here's a sample workplace pet policy with suggested guidelines for requirements, responsibilities and how to manage issues.

Your actual pet policy should reflect your organization's decisions about bringing pets to work, such as which types of pets are allowed and what the requirements are for participants.

Workplace Pet Policy

Pets make our lives better in so many ways. At work, they create a fun, happy environment, encourage interactions among people, and get us up for regular exercise breaks.

Pets are also a responsibility, and the opportunity to have them at our workplace is a privilege all participants must respect. To take part in our pets-at-work program, employees must agree to honor this workplace pet policy.

Scope

- This workplace pet policy applies to employees only. Because it would be too difficult to track requirements and participation, we do not allow visitors to bring pets to our workplace.
- This policy applies to [XYZ] location, and participating pets are allowed any time their owner is at work.
- The focus of our policy is dogs and cats. Other pets are not included at this time. Please contact HR if you would like to explore adding other pet types to the workplace pet policy.

CONTINUED

Pet Requirements

To participate, pets must be:

- At least 3 months old.
- Up to date on vaccinations required by state law.
- Free of any communicable infections or any parasites such as fleas.
- Clean and well groomed.
- House-trained.
- Obedient, well-socialized and with no history of biting, excessive barking, chasing or aggressive behavior.
- Microchipped, to help locate and return them in case they would run away while visiting.
- Covered under their owner's homeowners/renters insurance policy, which must cover dog bites.

Pet Parent Responsibilities

To comply with our workplace pet policy, pet parents who want to bring their pets to work must agree to:

- Be 100% responsible for their pet's behavior, well-being, hygiene and happiness the entire time he or she is visiting.
- Be respectful of other employees, and their pets, to ensure everyone can be as successful and productive as possible at work.
- Manage their workspace to ensure it is "pet-proofed" and safe for their visiting pet.
- Keep their pet with them and controlled throughout the day. Or, make arrangements with a colleague to do so if they need to step away.
- Ensure that their pet's behavior does not interfere with other employees' comfort or ability to do their work.
- Provide their own pet items to ensure pet safety, such as leashes, crates or gates to keep the pet securely in the employee's work area.

CONTINUED

- Provide their own pet wellness items, such as waste bags, toys, food and water bowls.
- Provide adequate bathroom breaks, access to water and food, and exercise throughout the day.
- Clean up after their pet immediately if any accidents occur.
- Maintain homeowners/renters insurance that covers dog bites.
- Be legally and financially responsible for any damage caused by their pet.
- Provide annual proof of vaccination and health for their visiting pets.
- Keep pets out of pet-free areas.
- Use alternate pet care away from work on days when the employee would be unable to fully manage the pet at work (e.g. an all-day meeting) or the pet is ill.
- Take their pet home at any time if the pet's behavior or health makes it a distraction, nuisance or danger to anyone else, or if asked to do so by their manager.

Managing Issues

Concerns related to visiting pets or the workplace pet policy should be handled in the following way:

- Talk with the pet parent and work to resolve issues mutually.
- Escalate the issue to the pet owner's supervisor.
- Escalate the issue to Human Resources.

How to Create a Participant Pledge for Your Workplace

Many people will likely leap at the opportunity to bring a pet to work. But doing so comes with important responsibilities.

Having an employee sign a participant pledge before bringing a pet to work helps formalize these expectations and make sure both the employee and the company understand the rules.

A participant pledge:

- Formalizes the agreement the pet parent is making to the program and its rules.
- Collects key information that you will want to have on file for any participating pet.
- Helps protect your organization by communicating in writing the expectations and liabilities of participating.

You will want to develop your participant pledge to include, at minimum:

- Employee name
- Employee department
- Employee contact information
- Employee workspace location (E.g. office or cubicle number)
- Pet name
- Pet type
- Pet gender
- Pet age
- Pet description (e.g. color, breed, size)
- Pet health concerns
- Confirmation of pet vaccination
- Confirmation of pet house-training
- Confirmation of insurance that covers pet bites
- Acknowledgment of responsibility for pet and any damage caused

Sample Participant Pledge for Pets at Work

Use a participant pledge to ensure employees who take part in your pet-friendly workplace program understand the rules and expectations for them and their pet.

As with your pet policy, you'll want to review the pledge with your legal counsel to be sure it meets all the needs of your particular organization.

Workplace Participant Pledge

We're excited you want to bring your pet to work! We understand that having your pet with you can boost your mood, help you connect with more people, and help encourage regular walking breaks that are good for you and your pet. We hope these combine to help you be even happier and more productive at work.

By completing this form to participate in our pet-friendly workplace program, you affirm that the information submitted below is correct and you take all responsibility for the behavior, health and actions of your pet for any and all time it spends at [ORGANIZATION].

About You

- Name
- Department
- Phone and email
- Location

About Your Pet

- Pet name
- Pet type
- Pet gender
- Pet age
- Pet description

CONTINUED

Health and Behavior

Please confirm the following statements:

- My pet is up to date on vaccinations and I will continue to maintain current vaccinations as required by local law.
- My pet is free of communicable diseases, parasites, fleas and worms.
- My pet is well-trained, socialized and does not have a history of biting, excessive barking, chasing or aggressive behavior.
- My pet is house-trained and I will immediately clean up any accidents that might occur.
- I have homeowners/renters insurance that covers pet bites and does not include any breed specifications that my pet does not meet.
- I agree to control my pet at all times and be 100% responsible for my pet's actions.
- I have read and agree to the [ORGANIZATION] pet policy.

Waiver of Liability

I, _____, understand that participating in a pet-friendly workplace program comes with certain risks, including my own physical or psychological injury, pain or suffering, and that of the people who work around me. I assume all risks of my participation, whether known or unknown to me, and take legal and financial responsibility for all consequences.

I unconditionally indemnify and agree to hold harmless [ORGANIZATION], its management, directors, shareholders, partners or agents, as well as its landlord [NAME], from any and all loss, damage, liability and expense, including court costs and attorney fees, that may result from bringing my pet to work with me at [ORGANIZATION].

This includes injuries, death, property damage or any other issues, whether caused by me, my pet or by anyone else including coworkers, guests or others, whether due to the negligence of [ORGANIZATION] or otherwise.

CONTINUED

I also acknowledge that [ORGANIZATION] may revoke its permission to bring my pet onto its premises at its sole discretion for any reason and at any time without notice, including but not limited to, the health, safety, and comfort of my fellow employees/co-workers, especially where required by law. I also acknowledge that the organization may do so without revoking such permission to others.

By signing this form, I agree that I have read this document completely and understand the legal consequences of signing it, including assuming all risk of participating in the pet-friendly workplace program.

Signature of Employee
Date

Signature of Supervisor
Date

Using Leashes to Communicate Pet Preferences

Just like people, pets have good and tough days, and may take different amounts of time to get comfortable in a new situation. That's why your workplace might benefit from using a color-coded leash system to communicate pet preferences.

Here's how it works:

- Establish a system for leash colors, for example with green signifying "come play with me" and yellow signifying "ask my pet parent first."
- Communicate the system to all employees, so everyone pays attention to and understands how to interpret the leash colors.
- Support use of the system. For example, if funding allows, celebrate the pets at your workplace with a leash giveaway. You can even customize the colored leashes with your business logo.

Get more tips:

See page 52 for tips on how to interpret pet behavior and support positive social interactions.



Communicating Your Pet-Friendly Workplace Program

Sharing information about your pets-at-work program from planning through implementation (and beyond!) is critical to its success.

This will involve communicating your pet-friendly program at every level of your organization — from leadership to line workers.

Like the pets that might end up in your program, you'll want to woof and meow enthusiastically about the concept to get others excited and acting as advocates within your organization.

Once implemented, you will want to give updates regularly about program successes, additions and modifications to keep people in-the-know and supportive of this great benefit for existing and potential employees.

Communicating your pet-friendly program internally:

Consider developing an internal communication plan specifying dates, topics and channels to help you share your message and inspire program acceptance and support.

- **List the key audiences with whom you need to communicate:**
  - Senior management/other employees
  - Landlord/lessor
  - Facility management
  - Pet parents who might want to participate
  - Non-pet owners who might have concerns about the program



- **Outline messages (and message frequency) that help you get the result you are after. This may include:**
  - Benefits of a pet-friendly workplace program.
  - Q&A to answer questions/concerns.
  - Program launch details such as sharing logistics, building excitement for launch event, etc.
  - Fun facts about pets and pets in the workplace.
  - Initial program results, such as number of employees/pets participating, participant experiences, company quotes.
  - Longer term successes, such as impact on participating employees, impact on recruitment, add-on benefits the company is considering.
- **Look at the most appropriate formats for your audiences and messages. Consider:**
  - Intranet or email "teasers" to get people's attention and build excitement for future messages.
  - Infographics that combine facts/figures with creative graphics to keep what could be complicated easy-to-understand.
  - Testimonials from companies that support pet-friendly programs and can share personal experiences, what worked, and what didn't.
  - Announcement letters that explain the details of your program.
  - Update articles that can be used in company newsletters or publications.
  - PowerPoint presentations that lay out the program, communicate the benefits, outline successes, etc.

Communicating your pet-friendly program externally:

As your pet-friendly workplace program gains traction, consider developing an external communication plan to build visibility for the program outside of company walls.

- Identify media outlets that would be interested in your news, such as your local newspaper, relevant industry publications, places where you recruit.
- Determine the messages you want to share about your program.
- Develop supporting quotes, fact lists and photography to support your messages.
- Identify someone at the organization to be your spokesperson for the program and arm him or her with talking points to drive your messages.
- Considering inviting a media outlet to visit your organization and see the program in action and talk with your spokesperson.
- Send out a press release that highlights your messages.
- Do ongoing posts on your company blog about your program.
- Consider a social media program that highlights you as a pet-friendly organization, such as featuring employees and their pets on a particular day each week.



More Pet-Friendly Benefits to Consider at Your Workplace

Once your pet-friendly workplace program takes off to cheers and woofs, consider building on the program with more pet-focused benefits.

With pets considered beloved family members, additional pet benefits will be viewed as welcome add-ons. And, they may also be a helpful recruiting tool and signal about your organization's culture — helping attract talent and keep employees (and pets) satisfied.

Pet-friendly programs you might want to evaluate for your company:

- Financial assistance for pet adoption.
- Time off to help employees settle a new dog or cat into the home environment.
- Pet insurance (consider reduced insurance rates to lessen the burden of these programs).
- Financial assistance for micro-chipping, neutering, behavior training classes, etc.
- Pet bereavement leave.
- Periodic on-site guest speakers or animal trainers that can help employees be responsible pet parents.
- Periodic on-site veterinary services to help employees take care of their pets (while potentially increasing productivity!). This could include: nail clipping, grooming, routine shots, etc.
- A dog park on company property for use by employees/pets during lunch hours, after work and on weekends.
- Complimentary pet treats or items such as water bowls with your organization's logo.
- For employees not taking advantage of your pet-friendly workplace program for one reason or another, consider company contributions to pet daycare programs or dog walking programs.

Resources

Get more tools and stay in touch:

BetterCitiesForPets.com

See the Pets Welcome Toolkit for businesses:

BetterCitiesForPets.com/petswelcome

For research on the power of pets and how they make life better:

Waltham.com

For information about service dogs in businesses:

BetterCitiesForPets.com/servicedogs

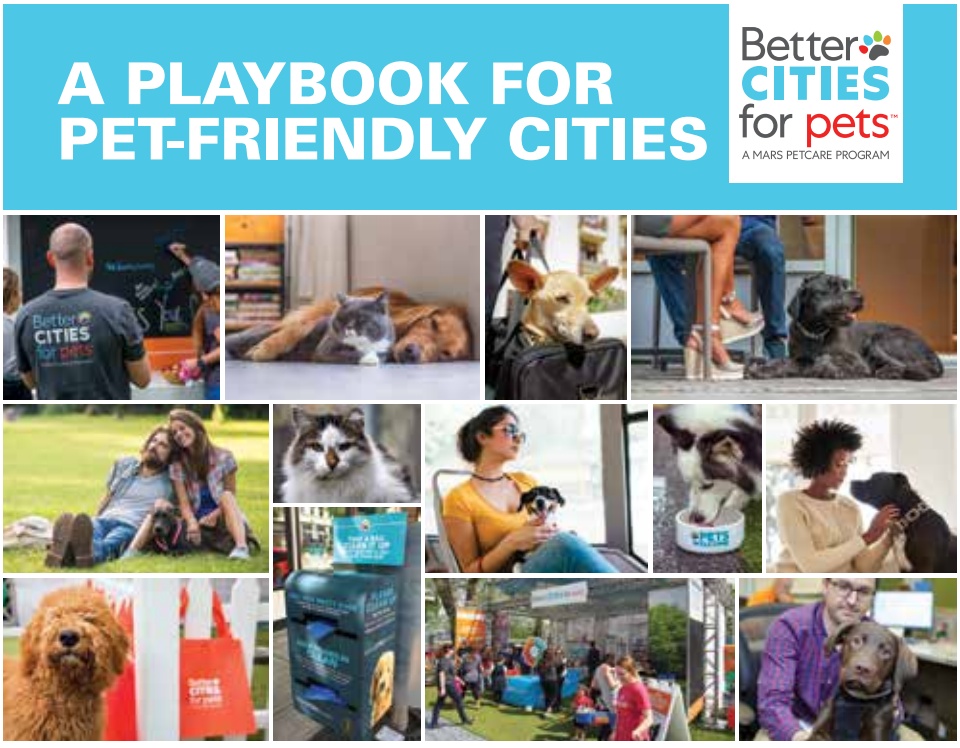
AmericanHumane.org/marspetcare

For pet health information and tips:

Banfield.com

VCAhospitals.com

BluePearlVet.com



Download the playbook at BetterCitiesForPets.com to get more ideas for pet-friendly shelters, homes, parks and businesses.

Emergency Planning for Pets at Your Business

From natural disasters to other types of emergencies, all responsible businesses today have an emergency and evacuation plan in place. But does your business's plan include pets?

Here are considerations to make sure you've planned for furry customers and visitors in your emergency procedures:

- Do you have a process that ensures you know how many pets are onsite and where they are, in case an emergency occurs?
- Do you communicate with customers about emergency procedures in case they're needed?
- Are procedures related to pets included in staff emergency training?
- Are your escape routes and exits as accessible for pets as they are for people?



- Do your emergency roles and responsibilities include assigning someone the role of taking action and making decisions related to pets?
- Do you have a process to alert pet parents in case of emergency or the need to evacuate?
- Do you have a plan for evacuating pets whose owners may not be onsite?
- Do you have a procedure for alerting emergency response teams to how many pets are onsite and where they may be?
- Do you have supplies to enable pet evacuation in case of emergency, e.g., spare leashes and pet carriers?
- Do you know how to reach your local animal welfare/animal services organization for assistance with pet evacuation or emergencies?
- Do you know where the nearest emergency vet is that could provide assistance?
- Do you have supplies if pet guests have to shelter in place for an extended time, e.g., water bowls and water for pets, pet waste bags, etc.?
- Do you have a designated space for pet parents and their pets if sheltering in place is required?

Making Pets Welcome with Pet Amenities

Here's a list of amenities that can help your business be more pet-friendly to welcome pet visitors and keep them comfortable.

- **Pet hydration station/drinking fountain.** Water is extremely important for pets, especially during exercise or when temperatures are high. If you don't have the piping in place for an installed drinking fountain, consider putting out bowls of water that are regularly refreshed and cleaned.
- **Pet relief area.** Identify a space on your property that can be used for pet relief. It should have a waste bag dispenser and a trash receptacle that is emptied regularly to control odors. See page 49 for tips on successful relief areas.
- **Dog park.** If you have space, a fenced dog park is a great amenity your dog visitors will love.
- **Signage.** To help pet parents know where to find pet amenities and any guidelines that should be followed, add signage. You can also use pet-related signs to encourage responsible pet ownership, so everyone has a good experience. See our Signage Toolkit at BetterCitiesForPets.com for sample messages.
- **Leash hooks.** Add leash hooks in areas where pet parents might need their hands free, such as your checkout counter, restroom stalls and pet-friendly patio spaces.
- **Selfie space.** Give pet parents a fun spot to take pictures with their pet, and they may help spread the word about your pet-friendly business! Consider a mural, sculpture or other feature that makes a great backdrop for pictures.
- **Resources.** Obtain or put together a one-pager, brochure or resource guide about other pet-friendly places nearby, for example pet-friendly parks and trails, a nearby veterinarian, etc. Pet parents will appreciate the help finding more spots for their adventure with their best friend.

Best Practices for Pet Relief Areas

Making it easy for pet parents to find a comfortable place for dogs to relieve themselves helps avoid accidents and pet waste in unexpected places at your business. Here's how to set up a successful pet relief area.



Basic Amenities and Resources

Be sure your relief area includes:

- Pet-friendly turf, grass or another surface that's gentle on paws in all types of weather.
- Adequate separation from vehicular traffic areas, at minimum allowing a few feet between the relief area and a parking lot or street.
- Effective drainage and a spray or sprinkler system that ensures the pet relief area is properly cleaned and helps to minimizes odors.
- Adequate lighting for safe use by people and pets.
- Easy access to the relief area and its amenities, including for pet parents using assistive devices such as wheelchairs, walkers or canes.

- A waste bag dispenser with a trash receptacle attached or nearby.
- Friendly signage that encourages responsible practices like keeping dogs on leash and cleaning up after them.
- Clear rules that remind pet owners of their responsibilities.
- Sanitizing or hand-washing options for pet parent hygiene.

In addition:

- Make sure any plants in the area are pet-safe or non-poisonous plants.
- For indoor relief areas, ensure adequate ventilation to maximize air flow and minimize odors.

Next-Level Offerings

If you have the space and budget, these features will make your relief area even more welcoming:

- A pet-friendly water fountain with a refillable water bottle option for humans and a ground-based pet water fountain supports healthy hydration for all.
- A pheromone-based prop, such as a scented doggy fire hydrant, can encourage dogs to complete their business in the area.
- An awning or shade that protects users from heat and inclement weather makes it an even better experience.
- Consider additional signage that can be seen from a distance to make your relief area easy to find — for example a sign mounted high enough to be seen from further away.
- If you have a larger space, include a play area as well, for example with agility equipment and a bench for waiting pet parents.
- If your relief area is off-leash, make sure it is fully fenced in and includes double-containment gates so pet parents can enter safely before removing their dog's leash.

Procedures and Training

To keep your relief area in welcoming condition for pets and pet parents:

- Ensure standard operating procedures and a regular schedule for area maintenance, such as spraying down the surface, removing trash and refilling waste bags.
- Display a resource number or QR code for questions or issues.



Don't Go It Alone!

If your business is in an area with several other pet-friendly businesses, talk about working together to create a larger, shared pet relief space. You can share expenses for setup, maintenance and signage, making it more cost-effective for everyone.

Many neighborhoods and retail districts have a vested interest in making pets welcome. See how you can partner to make sure it's a positive experience for pets, pet parents and non-pet owners alike.

Pet Behavior 101 for Businesses

Here are tips to help you understand and anticipate pet behavior when pets visit your business.

These tips focus primarily on dogs, since they're the more common pet visitor to business and are more likely to enjoy social interactions in public spaces. We've included notes for cats as well, but they are sometimes less likely to be comfortable in public spaces, so fewer pet parents may choose to bring them into social settings.

The key with any pet is to be calm, respectful and aware of how the pet is reacting to you and to his or her situation.

Also, keep in mind that all pets are individuals. They have quirks, moods and idiosyncrasies just like we do. Just as a smiling person may not actually be happy, a dog wagging its tail may not necessarily be comfortable. Similarly, for cats, purring can be a sign of happiness, but it can also be a sign of discomfort.

Look for cues from the whole pet for a sense of how they're feeling and always ask the pet parent before engaging with a dog or cat. Download our Happy Pet Handbook for additional insights about interpreting pet behavior.



How to greet a dog:

- Always, always, always ask the dog's owner first.
- Stand or kneel down a safe distance away; don't invade a dog's personal space.
- Avoid leaning over or looming above the dog; stay to the side.
- Don't make direct eye contact; look slightly to the side.
- Avoid sudden movements.
- Let the dog approach you; don't reach toward him or her.
- Once the dog has sniffed you, if he or she opts to stay nearby, then pet gently on the neck — petting an unfamiliar dog on the head can make him or her uncomfortable.
- If the dog is comfortable, his or her owner can tell you if there's a special way their dog likes to be touched, for example scratching behind his or her ears.
- When finished, move slowly away, again avoiding sudden movements.

Things to avoid that could make a dog feel threatened:

- Taking food away while they're eating.
- Taking a toy away while they're playing.
- Disturbing a dog while they're asleep.
- Lifting or trying to pick up the dog.
- Touching the dog's ears, feet or belly.
- Scolding the dog.
- Putting your face in the dog's face.
- Staring at the dog.
- Leaning or looming over a dog.
- Petting on the head — always pet an unfamiliar dog on the neck or chest so they can see you coming.



Signs that a dog is confident and happy:

- Soft, loose body.
- Soft, almond-shaped eyes.
- Wagging or neutral tail.
- "Smiling" face with an open or relaxed mouth.
- Eyes open but not wide or blinking frequently.
- Ears up or natural.
- Weight evenly distributed when standing.
- Offering a "play bow" — this looks like the downward dog yoga position, with front legs down and tail end up in the air. It usually means the dog wants to play with you or another dog.



Signs that a dog may be getting anxious or uncomfortable:

- Licking lips when not drinking or thirsty.
- Yawning when not tired.
- Blinking rapidly.
- Stiff and/or tense body.
- Shaking or shivering when not cold.
- Skin rippling when touched.
- Increased and/or heavy breathing.
- Ears back or flat on head.
- Tail low or between legs.
- Head down or crouching.
- Fidgeting or shifting weight back and forth.
- Barking and/or growling.
- Eyes wide showing the whites of the eye; looking at you from the side.

Signs that a dog may be getting over-excited:

- Pulling strongly on their leash.
- Spinning around in circles.
- Standing still with muscles twitching.
- Nipping at fingers, clothing or other items.
- Staring intently around at the room and avoiding eye contact.
- Barking rapidly or excessively.
- Holding their tail high and erect.
- Stiff and/or tense body.
- Holding their mouth tightly closed or with lips drawn back.
- Ears standing up in an alert position.
- Turning their body away from someone/something.
- Growling, barking, whimpering or whining.

Signs that two dogs may not be interacting positively together:

- They stand still and/or become rigid.
- Their barking becomes guttural.
- Either of the dogs shows the anxiety signs listed above.
- Either dog lunges at the other, or they lunge at each other.
- They show their teeth, snarl or lick their lips.
- They stand up on their hind legs, face-to-face.
- One or both dogs try to hide behind their owners or get away.
- One dog pins the other on its back and won't let it get up.
- (Dogs play-bowing to each other with their front legs generally is a sign of play, not fighting.)

Signs that a dog needs to go out for a bathroom break:

- Sniffing around as if looking for something.
- Circling or otherwise being restless.
- Leaning or pulling toward the door.
- Pacing from their owner to the door and back.
- Standing in front of the door.
- Moving suddenly to a corner of the room.
- Moving suddenly to the door.
- Pawing at the door.
- Whining or whimpering.



Understanding cats:

While bringing cats into public spaces has grown in popularity, for example on a leash or in a carrier, some cat experts like International Cat Care believe that this creates stress. Cats often prefer situations that are more predictable and controllable — it's why cats often like a cozy hiding place where they feel safe.

Like dogs, the key is for cat parents to know their cats well and know what situations will be comfortable for them. With cats, it's especially important that pet parents read the nuances of their cats' behavior and reactions, to ensure their wellbeing is protected.

Signs that a cat may be uncomfortable or feeling aggressive:

- Ears turned backward, sideways or flat (like helicopter or airplane wings).
- Pupils dilated, though this can also be a sign of feeling playful.
- Tail twitching or flicking back and forth, especially with the fur standing up.
- Fur on their back standing up or twitching/rippling.
- Back arched with fur standing up (if their fur is down, they may be offering their back for you to pet).
- Whiskers fanned out and pointing forward or flattened against the side of the face.
- Hunched close to the ground or cringing, often with the tail thumping on the ground.
- Swatting with their paw when someone gets too close.
- Low-pitched meowing, growling or hissing.



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