

## Protect Your Pet: Critical Questions to Ask ANY Pet Care Provider

Whether you're considering platform services or professional companies, here are the non-negotiable questions every pet owner should ask:

1

### Can you provide proof of current liability insurance?

Ask to see the actual policy, not just a "guarantee". Many platform services don't carry insurance—individual caregivers might, but you need to verify coverage amounts and what's actually protected.

2

### Are your caregivers W-2 employees or independent contractors?

This determines who's legally responsible if something goes wrong. W-2 employees mean the company is accountable. Independent contractors mean you're dealing with individuals with varying standards.

3

### What happens if my assigned caregiver cancels last minute?

Do they guarantee backup coverage, or will you be scrambling to find care? Professional companies should have systems in place to ensure your pet is never left without care.

4

### Do you conduct background checks and drug screening?

Verify what's actually checked. Some platforms do minimal screening. Ask specifically about criminal background checks, reference verification, and drug testing policies.

5

### How long has your average caregiver been with your company?

High turnover is a red flag. It means inconsistent care for your pet and suggests the company may not treat or pay their staff well. Look for companies with long-term, dedicated teams.

**If they can't answer these questions clearly and provide documentation, walk away.**

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This checklist is provided as a consumer education resource. Use it to evaluate any pet care provider.