

Communication Booklet

Visual supports to help people share how they feel and what they need

Who it's for: Children, young people and adults we work with, their families, and staff running sessions

What's inside

- Choice boards: playtime, animals, alternative provision, animal handling, social activities, places, sensory tools, rewards, what hurts and clothing
- Problem solving map, 'What is happening?' and 'I feel overwhelmed' boards
- My communication board, people, core vocabulary and weather
- Visual cue cards: Feelings, Core Words, Break Time and Animals
- Visual story: Visiting Pets on the Green, with parking, toilets and visit info
- Visual story: My Party with Pets on the Green

Point, tap or show a card. Every way of communicating counts.



PLAYTIME



I want to play ...



blocks



puzzle



ball



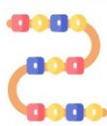
cars



yes



dolls



beads



dominos



puppet



no



train



board game



cards



cups



please



ANIMALS

Pink = staff pets. Only here when their owner is working



I want to see ...



Giant stick insect



Leaf insect



Scorpion



Desert scorpion



yes



Sapphire flower beetle



Green bottle blue tarantula



Sazimis tarantula



Rainbow stag beetle



no



Fancy mice



Hedgehog



Sugar glider



Rabbit



please



ANIMALS



I want to see ...



Guinea pig



Skinny pig



Galah cockatoo



King parrot



yes



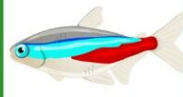
Wax worm



Cricket



Cherry shrimp



Fish



no



Morio worm



Locust

Pink = staff pets. Only here when their owner is working



please



ANIMALS



I want to see ...



Diamondback terrapin



Whites tree frog



African bullfrog



African land snail



yes



Rainbow millipede



African giant millipede



Red banded millipede



Hawaiian glow millipede



no



Siamese glow millipede



Orchid mantis



Giant Asian mantis



Vampire crab



please



ANIMALS



I want to see ...



Tortoise



Chameleon



Iguana



Bearded dragon



yes



Leachianus gecko



Leopard gecko



Crested gecko



Royal python



no



Corn snake



Bosc monitor



Blue-Tongue skink



Map Turtle



please

ALTERNATIVE PROVISION



I want to ...



Puzzle



Sensory den



Board game



Play outside



Worksheet



yes



Bath animal



Brush animal



Feed animal



Clean animal



Weigh animal



no



Handling animal



Sculpting



Painting



Enrichment making



Tidy up



please

ANIMAL HANDLING



I want to ...



Gentle hands



Wash hands



Need a break



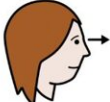
Quiet



Can you say that again



yes



Look (rather than touch)



Sit down



Feed animal



Wait



I have finished



no



Do you want to hold it?



Do you want to stroke it?



Do you want to have it on your head?



Do you want to have it round your neck



Stop



One finger



share



talk



listen



help



yes



hug



wave



play ball



play blocks



no



join circle



read with friend



eat with friend



sing with friend



please



SOCIAL ACTIVITIES



I want to ...



PLACES



I want to go ...



home



school



playground



bus stop



yes



doctor



library



cafe



bathroom



no



gym



science



classroom



park



please



SENSORY TOOLS



I need ...



ear defenders



blanket



Pop-it



trampoline



yes



yoga ball



bubble



brush



spray bottle



no



sand



slime



playdough



ball pit



please

★ REWARDS



I want ...



sticker



high five



hug



stamp



yes



play



toy box



snack



tablet



no



story



brain break



desk buddy



dance



please



WHAT HURTS



I hurt my ...



head



eyes



tooth



ear



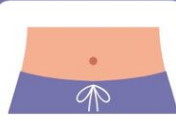
yes



neck



shoulder



stomach



hand



no



finger



knee



foot



toe



hurt



CLOTHING



I want to wear ...



shirt



dress



jacket



pyjama



yes



shorts



trousers



skirt



mittens



no



hat



socks



Flip-flops



shoes



please



PROBLEM SOLVING MAP

Use this problem-solving map to think through problems and solutions.

✦ What happened?

How do you feel?

Who can help? 🦋🦋

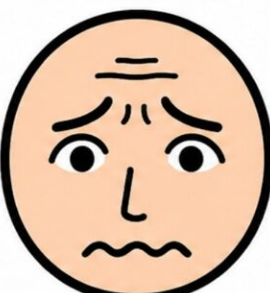


What can you do or try?

What did you try? Did it help?



 Too noisy	 Too bright	 Too many people	 Hungry	 Tired
 Thirsty	 What is happening?			 Lonely
 Too hard				 In pain
 Toilet				 Lost

 I feel overwhelmed				
 Blanket	 Fidget	 Slime	 Ear defenders	 Drink
 Snack	 Alone time	 Outside	 Hug	 Home

♥ My Communication Board

I can point, look, touch or show you what I want to say

People	I / me	you	mum	dad	family	friend	teacher	support worker	doctor	nurse	someone	no one
Feelings	happy	sad	angry	worried	excited	tired	bored	calm	stressed	overwhelmed	frustrated	anxious
My Body	head	tummy	legs	arms	hands	feet	eyes	ears	mouth	throat	back	hurts
Needs	I want	I need	help	break	space	quiet	louder	quieter	more	finished	wait	not yet
Activities	play	draw	colour	read	write	sensory	tablet	phone	computer	watch	listen	music
Places	home	school	POTG	outside	inside	toilet	garden	car	park	shop	clinic	somewhere else
Things	food	drink	snack	blanket	fidget	slime	ear defenders	toy	book	pencil	charger	glasses
Actions	go	come	stop	sit	stand	walk	run	eat	drink	sleep	wait	leave
Describing	big	small	fast	slow	hot	cold	loud	quiet	good	bad	same	different
Questions	what	where	when	why	how	who	which	can I	do you	is it	are you	will we
Time	now	later	today	tomorrow	yesterday	morning	afternoon	evening	night	week	month	year
Chat	yes	no	maybe	hello	goodbye	please	thank you	sorry	I love it	I don't like it	that's ok	more to say

😊 FEELINGS



I feel ...



happy



sad



mad



tired



yes



proud



worried



excited



surprised



no



scared



confused



bored



silly



please

😊 FEELINGS



I feel ...



happy



sad



mad



tired



yes



proud



worried



excited



surprised



no



scared



confused



bored



silly



please



BREAK TIME



I need to ...



take a break



draw



drink



eat snack



yes



walk



sit



stretch



take a breath



no



rest



sing



jump



dance



please

People



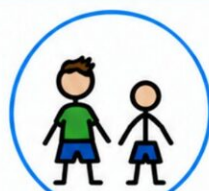
Mum



Dad



family



brother



sister



grandparents



friend



teacher



doctor



nurse



visitor

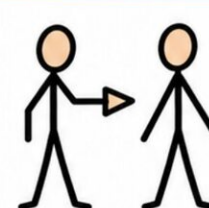


stranger

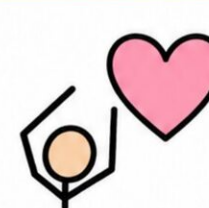
Core Vocabulary



I



you



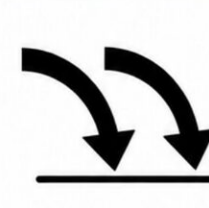
want



don't want



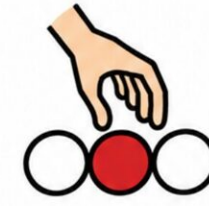
more



again



finished



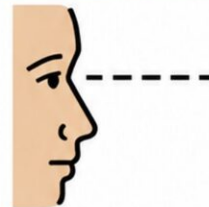
choose



yes



no



look



listen

Weather



spring



summer



autumn



winter



sun



rain



wind



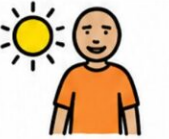
snow



cold



hot



warm



chilly



cloudy



thunder



storm



flood



heat wave



rainbow



ice



fog



hail



frost



puddle



weather
forecast



Core Words

Visual Cue Cards



I / me / my



he / she



we / they / us



you / your



need



help



like



okay



not / don't



hear / listen



look / see



stop



Animals

Visual Cue Cards



Dog



Cat



Bird



Cow



Horse



Chicken



Rabbit



Pig



Goat



Fish



Elephant



Lion

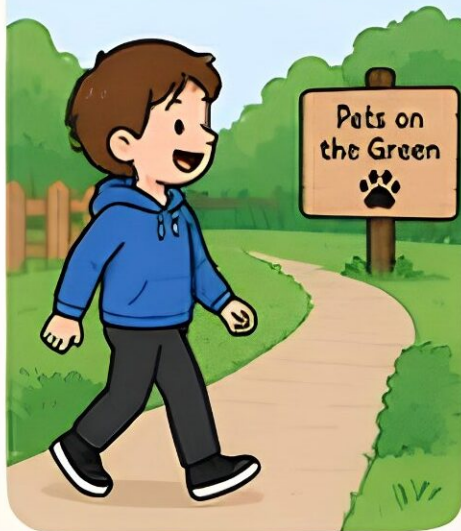


You may walk, drive or cycle to Pets on the Green



Walk 

You can walk to
Pets on the Green.



Drive 

You can drive to
Pets on the Green.



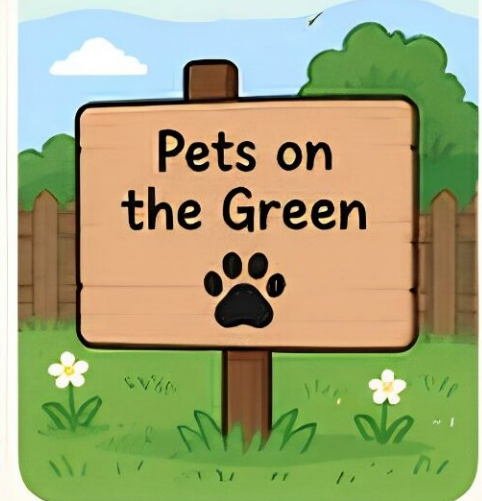
Cycle 

You can cycle to
Pets on the Green.



You'll arrive!

No matter how you get here,
you will arrive at
Pets on the Green!



We can't wait to see you! ♥



If you are coming
by car...



Like this!



Please park on our road.

There's always spaces
and it's free parking!



Please press the
call button

and we will let you in! ♥



The call button is here



Please press the
call button and
we will let you in!



This is the
call button.

Pets on the Green

Then you can take
a seat on the bench...



You can take a seat on the bench
while you wait for a handler to
come and get you.

These are the staff that
may do your session at

Pets on the Green



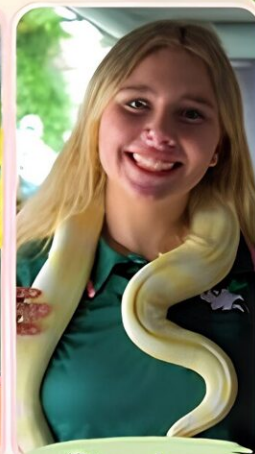
Ciera



Matilda



Alanah

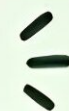


Phoebe





Then we will collect you...



You'll walk down the side gate and a short walk through the garden to our animal room.

1

This is where you are.



You'll come through the side gate (on the left side of the house) and follow the path shown.



2

Go through the side gate.



3

Walk down the side path.



4

Into the garden.



5

Continue through the garden.



6

You'll arrive at our animal room!



We can't wait to see you!





Your handler will lead you inside the animal room.



Please take off your shoes on the doormat inside.
Thank you!
♥

11

Here are some of the animals you may meet!

♥ The animals you meet can be different on each visit. ♥



Chameleon



Parrot



Gecko



Rabbit



Hedgehog

There are lots of amazing animals to discover!

12 If I feel stressed I can use the sensory den equipment.

The sensory den is a calm and quiet space where I can take some time if I need to.



I can sit in the sensory den.



There is lots of equipment I can use.



I can use ear defenders if it is loud.



I can use a timer to help me take a break.



I can use picture cards to help me communicate how I feel.



I can use the sensory wall activities.



I can watch the bubble panel.

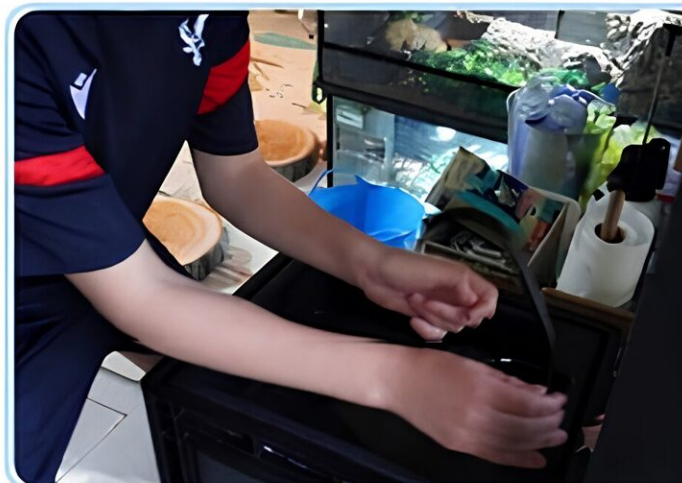
It's okay to take a break!



My Visit to Pets on the Green



When my session is finished, I say goodbye to the animals.



Once I am finished, I wash my hands.



Thank you Pets on the Green!



I did a great job!



I can pick a sticker!



I put my shoes on.



I put my shoes on.
It's time to go home. 😊



Goodbye!



The animals are watching me leave.



The animals watch me go.
It's time to go home. 😊



A little update before you visit!

OPEN TUESDAY - SATURDAY
9AM - 5PM

Sundays and Mondays we're closed for centre visits so our animals can enjoy two full days off from public-facing sessions. Happy, well-rested animals make the best encounters!

It also gives our family (this is our home after all!) a bit of downtime too.

**SUNDAYS =
MOBILE ONLY!**

Sundays aren't available for venue visits, but because mobile parties and events happen away from our home, we can often make a Sunday work by swapping one of our days off - the animals still get their two full rest days, just rearranged.

Message us and we'll see what we can do!

WE'RE APPOINTMENT ONLY

We've had a few lovely people turn up on the day or message to say they're on their way - we hate having to turn anyone away, but we're not a zoo or pet shop with open doors.

Every session is private and exclusive to your group, so all visits must be booked in advance at petsonthegreen.com.

Please don't travel to us without a booking!

SESSIONS ARE PAID IN ADVANCE

When you book online, that's what secures your private slot and lets us plan the perfect session for you.

Gift vouchers are on the website too if you're treating someone special!

MINIMUM BOOKING IS 2 PEOPLE

Everyone attending pays (adults included) - think of it like a private 1:1 zoo encounter, tailored just to your group.

Prefer to visit solo? Adults are very welcome too!

SESSIONS FINISH ON TIME

When you book an hour, we do need to wrap up at the hour. It's not us rushing you out! Between visits we reset the room, check on the animals (and team!) and get everything ready for the next arrival. If an hour never feels like enough, you can book a 2-hour session on the website.

THANK YOU!

Thank you for understanding and helping us give our animals the best care - and you the best experience!

We can't wait to welcome you and introduce you to our amazing animals!

Pets on the green



PARKING

Please park on the road outside - there are always **free spaces** just steps away.

Our driveway is home to the family cars, so parking there can block someone in mid-session (and nobody wants to pause hedgehog cuddles to move a car!).



The exceptions: mobility needs or a flight/safety risk in your group - you're very welcome to use our gated driveway, just let us know when you book.



ON YOUR WAY DOWN TO THE ANIMAL ROOM...

You'll walk through our garden, past the sandpit, pool, trampoline and hammock. It's a proper family garden rather than a clinical unit - part of what makes sessions feel relaxed - but those bits are our family's own and aren't part of the visit, so please **keep little ones close** on the walk down. The animal room is where **all the fun happens!**



WE HAVE A LITTLE SHOP ON SITE

Animal-themed gifts, sensory items, badges and more!

Cash or card



SNAP AWAY!

Photos and videos are very welcome (no flash please - it can startle the animals), and we'd love a tag if you share them.



**PETS
on the
GREEN**

Thank you for helping us keep every visit safe, smooth and great for our animals!



TOILETS

There's a public toilet directly opposite.

We're here to focus on you and the animals! ♥

Thank you for understanding! ♥



PLEASE MESSAGE RATHER THAN CALL!

We're a small family business with no admin team – it's just one of us handling everything, usually mid-session, on a mobile visit, or hands-on with the animals.

So if you call (even a few times in a row!) and there's no answer, it's not that we're ignoring you – there's simply no one sat by a phone, and by the time sessions finish it's often too late to call back. **Honestly, calls rarely get answered!**



Message us on WhatsApp



Drop us an email

We reply to every message, promise. If you haven't heard back within 7 days, do give us a nudge in case yours slipped through. ♥



WEAR SOCKS! ♥

Shoes come off in the animal room, and picking clothes you don't mind a little animal mess on helps keep our space clean and comfy for everyone (and the animals!).



CANCELLATION TERMS ♥

Our cancellation terms are on the website under Terms & Conditions – we know things happen! The short version: the more notice, the better, as short-notice slots usually can't be refilled.



We really appreciate your understanding – it helps us look after our animals and other visitors too! ♥

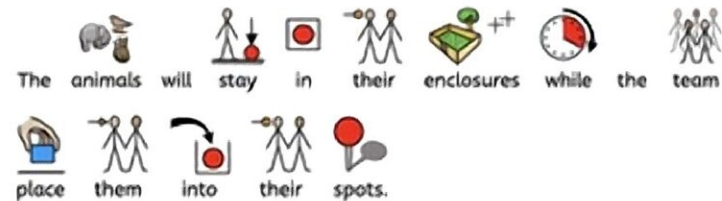


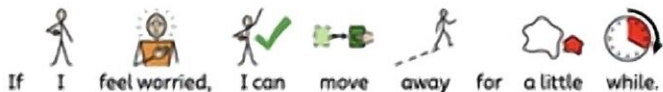
BOOK YOUR VISIT AT
petsonthegreen.com

♥ We can't wait to meet you! 🐿️ 🦎 🦜



Pets on the green





Get in touch

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Learning platform

pawsteps.co.uk

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Worried about someone's safety?

Emergency

999

Ciera (Designated Safeguarding Lead)

07748 656269

Surrey C-SPA (children)

0300 470 9100

Surrey out of hours

01483 517898

Surrey adult safeguarding

0300 200 1005

Notes

PETS ON THE GREEN

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Communication Booklet · Version: September 2026