

# **The Social Dog Daycare Policies and Procedures 2022**

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This is a working document and is available upon request. A copy will be uploaded onto the website and will be updated monthly.

## **1. General Daycare policies.**

The licence must be displayed on the reception wall where clients enter the business.

The premises is of sound construction and only registered tradespeople will be used to complete works. No more than the stated amount on the licence will be accepted at any one time.

All policies will be pointed out to clients and clients may take a hard copy away if desired.

If it is deemed that daycare can no longer continue due to extremes of temperature or any other emergency, the client and or emergency contact will be required to collect their dog. Written consent is obtained prior to daycare.

Appropriately sized beds are provided, and owners are encouraged to provide a blanket that smells of home to help the dog relax. Dogs can be crated during the day if that is the owner's routine.

Dogs are not left alone in any 9-hour period. Dogs that suffer from separation anxiety and prone to barking are not left alone and the other key holder can provide company if the licensee must be out for a long period. Dogs can accompany the licensee if appropriate. All dogs thoroughly assessed and allowances made.

Barking is monitored and action taken if dogs bark for an excessive period.

## **2. Record Keeping**

All daycare is subject to a meet and greet and the daycare forms being completed fully.

Specific daycare forms must include name and address of client, Name, breed, colour of dog, microchip number, age, vaccination/titre dates, flea and worming treatment dates, Insurance and vet details, temperament of dog, consent for dogs to be walked, housed and fed with other dogs, exercise expectations, medication, allergy details and any other relevant details.

All records are kept on a central computer system on the business laptop and backed up on an external hard drive.

All records are confidential, the records are encrypted and a suitable firewall and virus protection software is installed. All records must be viewed with data protection in mind. The records will be regularly updated.

The records will be available to the licensee and emergency contact.

The records will be retained for three years and archived after this time.

## **3. Health and Safety within the business.**

Health and safety will be maintained within the home at all times. All dogs to be housed in a suitable environment, which is always kept clean and safe.

All electrical equipment including smoke detectors and carbon monoxide monitors are inspected yearly and repaired or replaced as needed. All gas equipment to be inspected and maintained by a qualified engineer yearly.

The business will be inspected daily for any repairs needed. The outside area will be inspected daily for any repairs needed. All gates will be checked once a day minimum for wear and tear.

A regular cleaning regime is in place and home maintained. All health and safety will be considered when cleaning and dogs will be kept from heat sources or being able to ingest anything. All dogs are part of our family and are looked after to the high standard that we look after our own animals.

#### **4. Cleaning and Disinfection procedure.**

General cleaning will be done daily and a good state of cleanliness will be maintained. All sides wiped down before and after use, floors swept daily, food and water bowls washed daily, throws and bedding washed every three days. A thorough dust, polish, vacuum and disinfect will be done on a weekly basis. Any spillages/accidents will be cleaned up as soon as seen. The outside will have excrement removed a minimum of once daily.

Antibacterial handwash will be available by all sinks and wipes. Dogs can be hosed down and washed outside in good weather or the mud daddy can be used with warm water to clean dogs after walks.

Artificial grass will be hosed down every other day and checked for defects. Grass will be disinfected every two weeks in summer months and monthly during winter months. Gravel will be hosed down every other day and disinfected as needed.

All dogs will be removed when cleaning is taking place.

#### **5. Transportation policy.**

Dogs can be collected by arrangement and use of the business van for transporting dogs to local walking areas.

The van is insured to transport animals and regularly checked and maintained, whilst being serviced as needed.

The van has three large, fixed metal crates installed. Any rubbish or bags of excrement are disposed of in the appropriate bins. The van is swept and mopped out weekly and thoroughly disinfected every other week.

All dogs travel in crates. Dogs that haven't met before are transported in their own crate until they can be thoroughly assessed.

All dogs will be removed when cleaning is taking place.

#### **6. Feeding Procedure.**

We encourage all owner to ensure their dog is either fed before or after daycare as we don't feed any dog at the centre.

#### **7. Enrichment activities**

All boarders will have access to enrichment activities within the centre and outside. Enrichment games, toys, lickimats, soft agility equipment, paddling pool.

Dogs that are on restricted exercise will interact with mind game type toys. These toys are a great way to bond and interact so will be used with licensee to get the most from the dogs and are a great

way to expel energy while using minimum physical exercise and mentally tire a dog out by using natural instincts. All toys will be supervised and agreed with usage with the client prior to daycare.

Outside enrichment can include soft foam gentle agility equipment. All dogs will be checked over physically and all equipment checked for suitability prior to use. A paddling pool will be provided with shallow water for dogs to cool off in warmer months. Paddling pool will be shallow and supervised at all times.

The equipment will all be inspected prior to use and cleaned or disinfected as necessary.

## **8. Exercise Policy.**

All individual needs will be addressed with older dogs having a different type and duration of exercise.

All dogs in good health will get one walk minimum per day with the owners written permission can include off lead exercise and ball games and another lead/off lead walk for a minimum of 20 mins. Every care will be taken to insure dogs individual exercise needs are met with agreement with the client.

All walking equipment must be provided by the client. We encourage our clients to use secure harnesses and soft leads. No extendable leads are permitted due to unreliability. All equipment provided must be in a clean and safe state. We hold a stock of strong leads and harnesses that can be used. All equipment will be inspected prior to use. All walks and equipment use is agreed with clients upon drop off.

All dogs must have a collar/harness with the clients name, address and number on. We will only walk daycare dogs with one of our collars or identity tags on. Our tags include our name, address and number.

No more than six dogs per person will be walked at any one time. All dogs will be assessed and make sure they are a compatible group. All dogs will be in a safe controlled manner and will not cause any disruption to other people or animals. We have public liability with Protectivity and are fully insured to walk up to six dogs. Every precaution is taken to maintain a safe walk and all walks are familiar and considered safe.

When the dogs aren't being walked, they have access to the outside. The outside is gated the fencing is inspected daily. The outside is sectioned off and a safe grassed area provided for the dogs.

In the case of extreme weather the type and level of exercise will be modified. In cases of extreme heat, the dogs will have shorter walks early morning or late evening. Dogs will be walked on lead and encouraged to be calm and take regular water and shade breaks. Enrichment will be provided and the paddling pool will be available.

In the case of snow exercise will be limited, clients will provide coats for their dogs. Dogs will be dried off and heating used to keep them comfortable.

In very wet conditions walks will continue unless the dog appears to be unhappy or in distress. Dogs will not be walked in thunder and lightning storms and will receive enrichment at home and distraction techniques used.

The radio and use of low lighting will be used if dogs become upset by the storms.

## **9. Monitoring Health and Welfare.**

Dogs will be physically checked over every day for lumps and bumps, ears, eyes and mouth checked, coat checked and paws inspected after every walk. In winter months paws will be rinsed off after walks and in summer months surfaces will be checked for heat.

Dogs that are showing signs of stress will be given their own space and time in the centre, low lighting and the use of the radio. They can also have time in their own den using the blankets or beds from their own home. All clients will fill in the daycare form and will be asked to give details of dog's disposition. All dogs will come for a meet and greet and a decision will be made after discussion on their suitability. Techniques will be discussed to maintain a calm atmosphere with client.

All observations about dog's health and welfare will be recorded on the main computer.

All dogs will be handled gently and reward based training techniques will be used. All clients will be advised that any equipment provided by them must be maintained and not be an aversive training tool. The use of choke chains, shock collars, prong collars, anti-bark collars, half choke collars is strictly prohibited, and all clients will understand that we will not use them. No aversive methods will be used.

## **10. Other Animals.**

All dogs will have a meet and greet session. The session will last at least 2 hours and may include a walk.

Dogs will initially meet through a dog gate and be allowed to sniff and get used to each other until we feel that they can safely interact.

## **11. Disease control and prevention.**

All clients will provide medical details prior to the stay and appropriate treatment will be agreed. All dogs must be in good health for a minimum of 7 days prior to daycare. Dogs that have stomach upsets or anything considered infectious will not be permitted and their daycare will be cancelled.

If any dog shows signs of infection, their space will be limited to the kitchen until the dogs can be collected by the emergency contact or the client. The client will be asked to come and collect their dog and if they cannot their emergency contact will come to collect. This will be agreed prior to daycare.

All water bowls will be separated and washed in the dishwasher separately. All advice will be taken from our vets with the handling of the dogs. All other dogs will be asked to be collected too.

All toys will be disinfected and washed.

## **12. Death or escape of an animal procedure.**

If any dog becomes unwell or dies during our care the client will be informed immediately and asked to come to the establishment. All actions will be taken under advice from our vet. Deceased dogs will be taken to the client's vets to await the return of their owner promptly.

If our vet feels that a dog must be euthanised consent from the client will be obtained prior to or the interests of the dog considered. Every effort will be made to contact the owner or emergency contact, but the welfare of the dog comes first. Any euthanasia must be performed by a qualified vet.

In the case that a dog escapes from the home or on a walk every effort will be made to find the dog and both the emergency contact and client will be contacted immediately. All local vets will be contacted along with the dog warden. The use of social media may be used if the client consents. The business insurance company will be contacted as soon as possible.

### **13. Emergency care for dogs.**

If the daycare establishment becomes uninhabitable due to lack of heating (Although highly unlikely as two sources of heat) Owners will be contacted and asked to collect their dogs or emergency contact will be asked to collect their dogs. All clients will be informed of this prior to daycare.

If establishment is out of use for any reason owners will be contacted and asked to collect their dogs or emergency contacts will be asked to collect their dogs. All clients will give written consent prior to daycare.

In extreme weather either hot or cold every measure will be taken to ensure the establishment becomes habitable. Fans are used on the summer, but if dogs continue to struggle daycare will be halted and the client or emergency contact will be asked to collect their dogs.

Extreme weather including flood, snow and drought, every precaution will be taken to make dogs comfortable.

It is extremely unlikely that natural flooding will occur as we are on a hill, but all dogs will be evacuated following emergency services advice. In the case of extreme snow advice will be taken from emergency services and forecasts. Fans and extra refreshment will be provided in the case of drought.

### **14. Waste disposal**

All dog faeces will be removed from the garden at least once per day and disposed of in the secured waste bin located outside behind the gate and away from the dogs. The bin will be emptied if full or daily and disposed of at the waste disposal site. Heavily soiled bedding will be disposed of in the bin.

### **15. Fire policy and escape plan.**

The establishment has a fire extinguisher and a fire blanket. Smoke alarms are fitted along with Carbon monoxide detectors which are inspected and tested weekly and the alarms are inspected by an electrician and changed as necessary.

The exits are kept free of obstructions and can be locked from the outside and inside. All electrical and gas equipment is visually inspected and tested when used.

### **16. Vaccination/titre, flea, and worming treatment policies.**

All clients must bring with them and show up to date vaccination records or titre test results. All daycare dogs must have had their primary vaccinations two weeks prior to daycare. All vaccinations must have been given by a qualified vet and be licensed in the UK.

All dogs must have been treated with appropriate flea, worming and tick prevention medication prior to daycare. If any dog appears infected, they will be treated using medication from their vets and at the owner's expense. All clients will be aware of the policy prior to daycare. If an infestation is discovered all bedding, throws, soft furnishing will be washed and treated with a treatment recommended by our vet. Any areas the dog has been will be treated appropriately.

#### **17. Medication policy.**

Customers must provide all medication for their dogs in a plastic labelled box. Labelled with dogs name, frequency and dosage. The outside fridge can be used to store medicines if needed. All medicines must be returned to the client when daycare ceases.

#### **18. Puppies under 1 year old procedure.**

Toilet trained puppies are welcomed and all puppies must have completed their primary vaccinations. Puppies are treated like one of the family and experience as much of everyday life as possible. Puppies spend lots of one on one time with the licensee and are given the opportunity to socialise with people and other friendly assessed dogs. Regular toilet breaks are given to encourage toilet training. All puppies are fed separately in a safe area and supervised throughout their stay.

Note is taken of the recommended exercise regimes and puppies are encouraged to walk off lead in safe areas with the owner's consent. The use of a training line is permitted to ensure a safe walk. Owners are encouraged to provide harnesses for puppies on training lines, but a stock of harnesses are kept for such occasions.

Puppies are examined and handled regularly to acclimatise them to regular contact in case of a vet visit.

The right kind of socialisation is encouraged and any play between dogs is closely monitored and an intervention if play becomes too raucous. Basic force free training techniques are used to help puppies continue to develop during their stay.

#### **19. Neutering policy.**

We cannot accept dogs in season in Day Care because of the disruption it can cause for the other dogs. All adult male dogs must be castrated; However, we are open to discuss and explore the possibility of taking entire dogs if we believe their behaviour will be acceptable, and non-disruptive in the Day Care environment. For the wellbeing of the dogs in Day Care, management has the right to refuse a dog that is not neutered.

#### **20. Emergency procedures.**

If any dog is injured or becomes unwell immediate treatment will be sought with either our vet or if local the client's vet. Consent will be obtained from the client to make decisions based on the vet's

advice. Clients will be contacted and their emergency contact wherever possible before any treatment is given. Consent to make decisions based on the vets advice will be given.

The business phone and personal phone will have all relevant numbers as will the spreadsheet. Which can be obtained from the business phone.

If a dog is injured on a walk the dog will be taken to the nearest vet and emergency treatment will be given.

Clients will give consent for emergency treatment to be carried out. The client or emergency contact will be contacted at the earliest opportunity. A first aid kit is kept in the van and an emergency first aid course has been attended.

If the licence is revoked while dogs are staying the client or emergency contact will be asked to remove the dogs immediately. All clients will be informed of this prior to daycare.

In case of any emergency the named contact will take over the care of the animals and have access to the central spreadsheet and business phone. The spreadsheet will have all details needed and all clients will be contacted.