**Babs Boarding policies 2022**

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This is a working document

1. **General Boarding policies**.

The licence is displayed on the entrance wall where clients enter the house. The premises is of sound construction. 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 boarding 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 boarding. Dogs will have use of the entire house apart from the main bedroom. They have access to 3 sofas in the living room and a chair in the dining room Appropriately sized beds are available. Owners are encouraged to bring their dog’s own bed or provide a blanket that smells of home to help the dog relax. Dogs can be crated overnight if that is the owner’s routine. Resident dogs sleep downstairs and are crated at night. Dogs are not left alone in any 24-hour period for more than 3 hours. Dogs that suffer from separation anxiety and prone to barking are not left alone AT ALL Dogs can accompany the licensee if appropriate. All dogs will be thoroughly assessed, and allowances made. If dogs are to be left alone, they are separated from resident dogs and any other boarding dog unless client has given consent to contrary, and the radio is always left on for company. Barking is monitored and action taken if dogs bark for a prolonged period of time.

2. **Record Keeping**

All boarding is subject to a meet and greet and the boarding forms being completed fully. Specific boarding forms are provided and include name and address of client, Name, breed, colour of dog, microchip number, age, vaccination 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 spreadsheet on the business laptop and backed up on an external hard drive. All records are confidential! 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. New boarders will be closely monitored until settled.

3. **Health and Safety within the home**.

Health and safety will always be maintained within the home. 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. The house will be inspected daily for any repairs needed. The garden 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 cooking / cleaning and dogs will be kept from heat sources or being able to ingest anything. All boarders 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 / vacuumed daily and mopped, food and water bowls washed daily, all soft furnishings, carpets and curtains sprayed daily with a viral disinfectant spray, throws and bedding washed weekly. A thorough vacuum and disinfect will be done on a weekly basis. Any spillages/accidents will be cleaned up as soon as seen. The garden will have excrement removed a minimum of once daily and food preparation areas will be cleaned prior and after preparation. An antibacterial cleaner will be used to maintain areas. Antibacterial handwash will be available by all sinks. Dogs can be hosed down and washed outside in good weather or in the downstairs wet room after walks. The patio will be hosed down every other day and disinfected as needed. All dogs will be removed when cleaning is taking place.

5. **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 a record of these checks will be kept. In winter months paws will be rinsed off after walks and in summer months surfaces will be checked for heat. Dog’s food intake and general demeanour will be assessed at least once a day but continuously. Dogs that are showing signs of stress will be given their own space and time in the garden, 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 or cuddles on the sofa. If the animal is showing signs of being too hot cooling mats, fans and aircon will be used, if dog is showing signs of being too cold the heating will be put on and / or the wood burner lit. All clients are required to fill in my boarding form and will be asked to give details of dog’s disposition. All dogs will come or a meet and greet then a free day / half day stay, after which a decision will be made on their suitability. Techniques will be discussed to maintain a calm atmosphere with client. All observations about dogs’ health and welfare will be recorded on a daily health check form. 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 are strictly prohibited and all clients will understand that we will not use them. No aversive methods will be used. If dogs are boarding during the periods that fireworks are in use a den for them to escape to and the radio and tv plus lots of cuddles will be used to distract them. Dogs will only be let in the garden during quiet periods and will be supervised throughout. Dogs will be given the choice of company or to hide away at this time.

6. **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 boarding. Dogs that have stomach upsets or anything considered infectious will not be permitted and their boarding will be cancelled. If any dog shows signs of infection, their space will be limited to the utility room and adjoining wet room (where they will be made comfortable) until the dogs can be collected by the emergency contact or the client, during this time the dog will be regularly checked on and full coverage PPE will be used to stop any spread of infection. 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 boarding. Resident dogs will be housed away from the kitchen. All necessary steps including disposed of PPE, disinfecting of the area and any bedding etc will washed in the machine at 60 degrees. All soiled bedding will be washed at 60 degrees or disposed of. All water and food bowls will be separated and washed in the dishwasher separately. All advice will be taken from our vets with the handling of the boarder. All other boarding dogs will be asked to be collected too. All toys will be disinfected and washed between boarding dogs.

7. **Vaccination/ flea and worming treatment policies**.

All clients must bring with them and show up to date vaccination records. All boarding dogs must have had their primary vaccinations two weeks prior to boarding. All vaccinations must have been given by a qualified vet and be licensed in the UK. All boarding dogs must have been treated with appropriate flea, worming and tick prevention medication prior to boarding. 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 boarding. 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.

8. **Transportation policy**.

My large Volvo XC90 will be used for transporting dogs to local walking areas. The car is regularly checked and maintained, whilst being serviced as needed. The car has a dog guard separating the dogs from passengers, bedding is used in the dog area and laundered at 60 degrees. Any rubbish or bags of excrement are disposed of in the appropriate bins.

9. **Feeding Procedure**.

Clients are asked to give permission for their dogs to be fed in the presence of other dogs. All dogs are thoroughly assessed and watched during feeding time to make sure they are eating, not galloping their food. Unless stated all dog food is to be provided by the client. Clients will be asked to give details on timings, amounts and kinds of bowls dogs eat from. All bowls and feeders will be provided by the client and must be dishwasher safe. All bowls will be washed in the dishwasher daily. The food will be stored in the fridge and freezer or in the utility room depending on type of food. Dogs’ food intake will be monitored per meal and advice sought from a vet if a dog continues to refuse food after 48 hours. Multiple water bowls will be provided, and water changed a minimum of twice daily. All bowls will be washed daily. No food to be left down and will be removed and disposed of in the outside bin after each meal. All bowls will be lifted and placed in the dishwasher for washing. A dedicated work surface to be used to prepare food and to be washed before and after food prep. All basic hygiene rules will be adhered to by anyone preparing food.

If dogs do not eat in 24 hours (this includes refusal of treats) mash potato with steamed white fish or Chicken will be offered.

10. **Enrichment activities** All boarders will have access to enrichment activities within the home and garden. Toys are provided in an appropriate size for the dog and washed regularly. Dogs that are on restricted exercise or other reasons will interact with mind game type toys. physical exercise mentally tires a dog out by using natural instincts. All toys will be supervised and agreed with usage with the client prior to boarding. Outside enrichment can include ball chasing or paddling in the sea. Grooming and interaction will take place multiple times per day. All dogs will live as part of the family and will interact with all members throughout the day and evening.

11. **Exercise Policy**.

All individual needs will be addressed with older dogs having a different type and duration of exercise. Dogs under a year old will get 5 mins of exercise for every month of their life twice daily. Adult dogs in good health will get two walks minimum per day. One long walk 60 min +, which 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 ensure dogs individual exercise needs are met with agreement with the client. The 60 min+ walk can include field walks, woodland walks, and dog friendly beaches. Use of secure exercise fields can be hired if a dog has recall issues or needs privacy these are £10 and are available at owner’s request. All walking equipment must be provided by the client. We encourage our clients to use slip leads. All equipment provided must be in a clean and safe state. We hold a stock of strong leads that can be used. All equipment will be inspected prior to use. All walks and equipment use are agreed with clients upon drop off. All dogs must have a collar / harness with the client’s name, address, and number on. 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 and are fully insured to walk dogs. Every precaution is taken to maintain a safe walk and all walks are familiar and considered safe. When the boarding dogs aren’t being walked, they have access to the garden. The garden has no gates so cannot be escaped from. The fencing is four foot timber fencing on the outer side of the property with a 12 foot hedge on the inner side. Lighting is provided if its dark outside. Dogs are fully always supervised in the garden and any noise is stopped immediately by distraction techniques. Clients are asked in writing to confirm their dogs can have use of the garden with resident and visiting dogs whilst still being always monitored. In the case of extreme weather, the type and level of exercise will be modified. In cases of extreme heat, the boarders will have shorted 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 at home. Cooling mats are provided in summer months also a portable aircon is available. Breeds with shorter noses will have limited exercise and always watched very carefully and have access to a fan. In the case of snow exercise will be limited unless client’s permission has been obtained and coats provide for their dogs. Boarders will be dried off and heating used to keep them comfortable. In blizzard conditions dogs will have enrichment at home and be walked at calmer times. All paws will be rinsed after walking on pavements due to gritting. Dogs will be monitored closely and if they appear to be in distress or not enjoying the weather the walk will be halted dogs will return home. 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 used of low lighting will be used if dogs become upset by the storms, if storms are at night, I sleep downstairs with the dogs. If dogs are boarding at a time when fireworks are in use the walks will be during daylight hours and dogs will be supervised in the garden at those times.

12. **Other Animals**. All boarding dogs will have a meet and greet session with the resident dogs in their home. The session will last at least 30 minutes and will include a walk. All clients are asked to complete a free half day / full day trail period for their dogs to get to know us. Dogs will initially meet outside and be allowed to sniff and get used to each other until we feel that they can safely interact

13. **Death or escape of an animal procedure**.

If any boarding dog becomes unwell or dies during boarding the client will be informed immediately and asked to come to the boarding 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.

14. **Emergency care for boarding dogs**. If the boarding 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 boarding. 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. If the temperature is extreme 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 boarding 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.

15. **Waste disposal**

All dog faeces will be removed from the garden at least twice per day and disposed of in a dog waste bin. Heavily soiled bedding will be disposed of in the bin.

16. **Fire policy and escape plan**.

The establishment has a fire extinguisher housed in the kitchen cupboard and a fire blanket. Three smoke alarms are wired in and located in the hallway and both upstairs hallways. a Carbon monoxide detector is located by the gas boiler which is inspected and tested weekly, the alarms are inspected by an electrician and changed as necessary. All exits are kept free of obstructions and can be locked from the outside and inside. In case of a kitchen fire the front exit can be used. Every precaution is made to prevent chimney fires, but all exits can be used to exit the house. Dogs can be secured in the car and taken to a safe point. The designated key holder lives on the premises too, but other key holders live within a 5min walk or 15 min drive away and can be contacted at all times in case of emergency.

17. **Medication policy**.

Customers must provide all medication for their dogs in a plastic labelled box. Labelled with dog’s name, frequency, and dosage. All medicines will be returned to the client when boarding 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. Increased feeds are adhered to, and toileting habits are closely monitored. 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 made if play becomes too raucous. Basic force free training techniques are used to help puppies continue to develop during their stay. Puppies will be constantly monitored and a record of their days activity kept.

19. **Emergency procedures**.

If any boarding 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 vet’s advice will be given. 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 K9 first aid kit is kept.

20. **Monitoring**.

All dogs are closely monitored; this includes time spent in the garden. When dogs first arrive, they will be aloud to investigate their new surroundings and are followed around by me. When they settle, they will be checked on every 5 mins for the first couple of days expanding to every 10 minutes, if I have work to do, they are encouraged to settle with me in my work room if they are uncomfortable with this I find work to do where the dog has decided to be, as I work from home this isn’t a problem. I will keep daily records of observations in writing or with photographs. If dogs are observed not to be settling either day or night I will spend one-on-one time with them even if this means sleeping downstairs or in a vacant bedroom with them.