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1. General Boarding policies.

The licence must be displayed on the entrance hallway where clients enter the house.

The premises is of sound construction and only registered tradespeople will be used to complete works.

No more than the stated number of dogs 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 or sent via email.

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 informed of their requirement to collect their dog. Written consent is obtained prior to boarding.

Dogs will sleep either in the bedroom or downstairs and will have use of the kitchen space and living room area.

Owners are encouraged to provide their dogs bed and a blanket or item of clothing, that smells of home to help the dog relax. Dogs can be crated overnight if that is the owner’s routine. A barrier can be put up between the kitchen and living room to separate dogs overnight. Our resident dog, Rudi will sleep upstairs.

Dogs are not left alone in any 24-hour period for more than 3 hours. Dogs that suffer from separation anxiety or are prone to barking are not left alone and the other resident at the property (licensee’s partner) will provide company if the licensee must be out for a period of time. Dogs can accompany the licensee if appropriate.

All dogs are thoroughly assessed, and allowances made. If dogs are to be left alone, they are separated from resident dogs and any other boarding dogs unless client has given consent and the radio or television left on for company. Barking is monitored via indoor cameras and action taken if dogs bark for a 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 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 in a hardback folder.

All records are confidential. All records must be viewed and stored in line with data protection regulations ie GDPR. 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 home.

Health and safety will be always 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. All gas equipment to be inspected and maintained by a qualified engineer yearly.

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 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 treated and cared for just like our own.

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 hoovered daily, food and water bowls washed daily, throws and bedding washed after each pet leaves. 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 garden will have excrement removed a minimum of twice daily and food preparation areas will be cleaned prior and after preparation. A Pet friendly antibacterial cleaner and antibacterial wipes, and kitchen roll will be used to maintain cleanliness.

Antibacterial handwash will be available by all sinks along with wipes. Dogs can be hosed down and washed outside in good weather or put in the bath with warm water to clean off any dirt after walks.

5. Transportation policy.

Dogs can be collected by arrangement and the use of the personal vehicle will be used for transporting dogs to local walking areas.

The vehicle is insured and taxed, and regularly checked and maintained, whilst being serviced as needed.

The vehicle can fit a medium metal crate in the boot, and dog seatbelts will be used in the back and front seats.

Any rubbish or bags of excrement are disposed of in the appropriate bins. The vehicle is kept clean and thoroughly disinfected every other week.

All dogs will be removed when cleaning is taking place.

6. Feeding Procedure.

Clients are asked to give written 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 ravening their food (A slow feeder can be recommended to client) or struggling to chew their food. Dogs will be separated by a dog gate while they eat to assure safety and pace. Dogs will eat separately and/or at differing times to resident dogs.

Unless stated, all dog food is to be provided by the client. Clients will be asked to give written details on timings, amounts and kinds of bowls dogs eat from. All bowls and feeders will be provided by the client. All bowls will be washed daily. The food will be stored in the fridge and/or freezer or in the cupboard. if a large supply is given it will be stored in the airtight container provided by the client in the garage.

Dogs’ food intake will be monitored per meal and advice sought from a vet if the dog continues to refuse food after 24 hours.

Multiple water bowls will be provided, and water changed regularly.

No food to be left down and will be removed and disposed of in the bin after each meal. All bowls will be lifted and placed in the sink area for manual 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.

7. Enrichment activities

All boarders will have access to enrichment activities within the home and garden. Kong wobblers, enrichment games, toys, lick mats, snuffle mats, paddling pool.

Dogs that are on restricted exercise or other reasons will interact with mind game type toys. These toys are a great way to bond and interact. Lick mats and snuffle mats are a great way to expel energy while using minimum physical exertion and will mentally tire a dog out by using their natural instincts and inquisitions. All toys will be supervised and agreed for suitability with the client prior to boarding.

Outside enrichment can include a paddling pool that will be provided with shallow water for dogs to cool off in warmer months. Paddling pool will be shallow and always supervised. The equipment will all be inspected prior to use and cleaned or disposed of as necessary.

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.

8. Exercise Policy.

All individual needs will be addressed with older dogs having a different type and duration of exercise. As a rule of thumb, dogs under one year of age will receive 5 minutes of exercise for every month of their age, twice daily. This is dependent on breed type.

Adult dogs in good health will get two walks per day. (This is dependent on the client’s requirements.) One long walk of around 60 minutes, 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 of the client. The 60-minute walk will either be local to Harlow, or we may venture out and go on woodland walks or dog friendly beaches. Use of secure exercise fields can be hired (on prior agreement of the client) if a dog has recall issues or needs privacy. The shorter walk can be around a local park which we frequently use which is located around a 5-minute walk from the house or round the surrounding footpaths. 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 that can be used. All equipment will be inspected prior to use. All walks and equipment used are agreed with clients upon drop off.

All dogs must have a collar/harness with the client’s name, address and contact details clearly legible.

No more than four 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. 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 will be at the premises supervised.

The garden fencing is six-foot timber fencing with concrete posts and gravel boards at the back and part sides, and chain link the other part of the garden sides, which is inspected daily. The garden has a patio area and a large, grassed area provided for the dogs. Lighting is provided if its dark outside. Dogs are 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. Supervised at all times.

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 and a supervised paddling pool will be available. Cooling mats are provided in summer months. Breeds with shorter noses will have limited exercise and be always watched very carefully and have access to a fan.

In the case of snow exercise will be limited, clients will provide coats 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 and 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 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.

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.

The 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. All clients will fill in the boarding 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 dogs’ health and welfare will be recorded on the main spreadsheet.

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. Meet and Greet

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 will be offered a half day/full day trail period for their dogs to get to know us if they are booking in for a period longer than three days. Dogs will initially meet on a walk with the owner, to sniff and get used to each other so we know that they can safely interact, and then the meet and greet will go into the home.

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 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 kitchen until the dog can be collected by the emergency contact or the client. The clients will be asked to come and collect their dogs and if they can’t, their emergency contact will come to collect. This will be agreed prior to boarding. Resident dogs will be housed away from the kitchen and can use the back entrance and part of the garden at differing times. All necessary steps including clothing will be disposed of or washed in the washing machine at 60 degrees. All soiled bedding will be washed at 60 degrees or disposed of at the waste disposal site.

All water and food bowls will be separated and washed 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.

12. 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.

13. Emergency care for boarding dogs.

If the boarding establishment becomes uninhabitable due to lack of heating (Although highly unlikely) 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. All clients will give written consent prior to boarding.

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, 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 twice per day and disposed of in the secured waste bin located outside in the front garden 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 housed in the garage. Two smoke alarms are wired in and located in the hallway downstairs and upstairs hallway. One Carbon monoxide detector is in the boiler cupboard in the main bedroom. All are inspected and tested weekly, and the alarms are inspected by an electrician and changed as necessary.

The two exits are kept free of obstructions and can be locked from the outside and inside. In case of a kitchen fire the front and back exit can be used. In case of a living room fire the front exit can be used.

Dogs can be secured in the vehicle and taken to a safe point.

All gas equipment is inspected yearly and serviced by qualified gas safe engineers. All electrical and gas equipment is visually inspected and tested when used. The designated key holder lives on the premises too, but another key holder lives 5-minute drive away and can be contacted at all times in case of emergency.

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 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.

17. Medication policy.

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

18. Puppies under 1 year old procedure.

Toilet trained puppies are welcome, 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. 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 if play becomes too harsh. Basic force free training techniques are used to help puppies continue to develop during their stay.

19. Neutering policy.

All clients are advised that we prefer dogs to be neutered prior to boarding. If boarders are unable to be neutered, we advise that they must not be due in season during their stay. If a bitch comes into season during her stay advice from our vet will be taken, and the emergency contact will be called to collect the dog.

20. Emergency procedures.

If any boarding dog is injured or becomes unwell, immediate treatment will be sought with either our vets or if local, the clients 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.

The personal phone will have all relevant numbers as will the home boarding form.

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 house an emergency first aid course has been book in to attend on the 16th September 2023.

If the boarding licence is revoked while boarding 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 boarding.

In case of any emergency the named contact will take over the care of the animals and have access to the home boarding form. The form will have all details needed and all clients will be contacted.

21. Reservation and Cancellation Policy

To access any of our services, a reservation with a 50% deposit is required. Please note, this deposit is non-refundable. However, we are happy to explore options for rescheduling your booking.