

APPLETON'S

Doggy Home Boarding & Day Care

Policies and Procedures

LICENCE DISPLAY

The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Licence, including name of licence holder and licence number will be clearly displayed in the licence holders reception area as well as all social media, along with the our DBS certificate and qualifications.

The licence clearly displays that only dog's are licenced for home boarding and day care and the maximum number of dogs permitted.

RECORDS

- A register will be kept of all the dogs at the premises to include:
- The dog's arrival and departure date.
- Each dog's name, age, sex, neuter status, microchip number and a description of it or its breed.
- Number of dogs from the same household and which dogs, (if any), from the same household.
- Name, address, telephone number and email address of owner of each dog.
- Name, address, telephone number and email address of local emergency contact for each dog.
- Name, address, telephone number and opening hours of dog's usual veterinarian.
- Details of any insurance for the dog, medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise.
- Details of the dog's diet and related requirements.
- Owner consent forms
- A record of dates of each dog's most recent vaccination, worming and flea treatments.
- The records will be available at all times for inspection by an inspector.

All such records will be kept for at least three years beginning with the date on which the record was created and any electronic records will be backed up.

When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

BOOKINGS

A booking shall be made by completing a owner and dog information forms and signing a service agreement and this policy and procedures, plus all other relevant forms for each dog and not accepted until dates and availability confirmed by the licence holder.

For new Clients, a consultation and temperament test by the licence holder will be required, including meeting resident dogs.

Bookings may be accepted up to 24 hours before service begins but payment in full will be required for all bookings made less than 7 days before service begins. Deposits and late cancellation fees apply, (see (Operating Procedures)).

STAFFING

Provision for a competent person to assist with care and supervision if the licence holder is absent for an extended period will be available. The licence holder has the competence to identify the normal behaviour of dogs and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour. This includes dog welfare, including recognising poor welfare and understanding welfare needs. The licence holder will continue to engage with courses, written or online learning, keeping up to date with any research or developments for dogs.

SUITABLE ENVIRONMENT

Each dog or dogs from the same family unit (including those permanently on our premises) will have access to a room for itself, where it can sleep, go to hide, and be kept separate from other dogs.

Dogs will be accommodated within the home. There is plenty of indoor space for the dogs to use plus permanent access to a secure garden during the day time.

Dogs from different households will only be boarded at the same time with the written consent of every owner. Once dogs are familiarised with each other they may want to be together and will not be shut in their own room alone. The licence holder will separate dogs into different rooms should the need arise. In season bitches will not be accepted for boarding with dogs from other households. Entire males will not be on the premises if an inseason bitch is boarded.

All areas will be kept clean and disinfected throughout the day using Antigene HLd4Nd DEFRA Approved disinfectant, and dogs will have clean bedding and fresh water at all times. All floors will be kept clear of surface water and uring and all areas dogs can go will be safe and free from anything harmful. Dog's will not have access to rooms that are being cleaned.

The Client shall provide secure collars with name/address tags and supply leads. The licence holder will provide a suitable size harness, coat, (if needed), lead for walking and their own name/address tags for pets while in their care.

Each designated room has a secure window to the outside that can be opened and closed as necessary. External gates to the garden will be kept bolted at all times and all doors locked over night. Dog's will have access to heating or fans at all times dependent on the weather. During extreme weather dog's will be provided enrichment indoors with games and puzzles.

The licence holder will carry out basic health checks eg; cleaning of eyes or keeping long fur from matting, checking teeth, ears and nails and inspection for parasites. Dogs will have regular opportunities throughout the day for toileting in the secure area and during walks.

Should the dog's require a vet visit, they will be transported in accordance with existing legal requirements, therefore will be suitably restrained using a dog crate, dog guard or transport harness.

Dogs will have human company and will not be left alone for more than three hours in a 24-hour period, or shorter intervals as necessary for the individual health, safety and welfare of an individual dog. There

will be a designated other person who can cover any emergency or absence of leave so that the dogs are never left alone.

SUITABLE DIET

The Client shall provide sufficient food and any treats for their pet(s) for the duration of the dogs stay. Adult dogs will be fed at least once/twice per day and in accordance with the individual dog's need and owners request. Dogs will be separated for feeding. Intake of food and water will be monitored and appropriate action taken if needed. Food and treats will be stored in labelled containers in cupboards or fridge. There will be multiples of all resources (food, water bowls and sleeping areas), equal or greater than the number of dogs in any communal area and dogs will be carefully monitored, especially at feeding times, (dogs will be separated for feeding).

MONITORING OF BEHAVIOUR.

A daily schedule of socialising, playing, enrichment and sensory will be provided, as well as quiet areas for every dog. Enrichment using treats will also be provided with owners consent.

Toys and equipment will be checked regularly for damage and disposed of if necessary and replaced.

Dogs will receive two walks a day of around 30 minutes, along with multiply opportunities to exercise safely in the garden and sensory area. Age, health and breed will be taken in to consideration when exercising. Mixed dog walking and playing will be with owner's consent.

The behaviour of individual dogs will be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety will be recorded and acted upon. Records of assessment will be kept. Any dog's likely to, or showing, signs of being nervous or stressed will be located in a suitable part of the house, bearing in mind their individual disposition.

ANIMAL HANDLING AND INTERACTIONS

Dogs will always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs will never be punished so that they are frightened or exhibit aversive behaviour. Those involved in home boarding, including all family members over the age of 16, have the competence to handle dogs correctly and be able to identify dogs that are anxious or fearful about contact. They also have the ability to recognise and act upon undesirable behaviours. Any undesirable behaviour or aggression shown to another dog will be dealt with in a positive manner and any fights dispersed immediately, dog's checked over and details recorded. Any dog's suffering stress or separation anxiety from owners will be comforted to reduce anxiety and stress.

PROTECTION FROM PAIN, SUFFERING, INJURY AND DISEASE

There are written procedures in place for Feeding, Cleaning regimes, Prevention of, and control of the spread of, disease, Monitoring and ensuring the health and welfare of all the animals, The death or escape of an animal, care of the animals following the suspension or revocation of the licence or during and following an emergency. All people responsible for the care of the animals are made fully aware of these procedures.

An up-to-date veterinary vaccination record must be seen to ensure that dogs have current vaccinations against: • canine parvovirus, • canine distemper, • canine adenovirus/infectious canine hepatitis, • leptospirosis • Vaccination against other diseases such as kennel cough (Bordetella bronchiseptica/ Canine parainfluenza virus) may be required by the establishment. Certification from a veterinarian of a

recent protective titre test may be accepted instead of a booster vaccination. The certificate must state that it is valid for the current period of boarding.

Primary vaccination courses must be completed at least 2 weeks before boarding. Vaccines must be licensed for use in the UK. Homoeopathic vaccination will not be accepted. Dogs must be appropriately treated for external and internal parasites in accordance with veterinary advice before entry to the home boarding environment. Evidence of external parasites (fleas, ticks, lice) the dog will be treated with an appropriate product authorised by the Veterinary Clinic.

If the dog is taken sick or injured the licence holder will inform the Client at the earliest convenience to take instructions or guidance. In the event of the licence holder not being able to contact the Client or emergency contact, the licence holder, if in their own opinion, will take the dog to the veterinary clinic for attention/treatment/opinion, make arrangements as necessary, in the best interest of the pet. Any veterinary bills shall be directly chargeable to the Client. If the clients veterinary practice is within a reasonable travel distance the licence holder will take the dog there, however the licence holder may use their own vet if time is of the essence.

The Service Provider shall follow instruction given on the Booking Form but cannot be held liable for any complications which may arise. In the event of a pet having a contagious illness or disease which has not been disclosed, the Client may be liable for the costs of treatment given to other animals which become infected. Prescribed medicines will be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.

Appropriate isolation, in separate self-contained facilities. Dogs showing signs of infectious disease will not be allowed in any shared outside exercise area. Protective clothing and footwear will be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Whilst in use, the clothing will be kept in the isolation unit and not be removed other than for cleaning and disinfection. Separate feeding, water bowls, bedding, etc; will be used. All equipment used will be cleaned and disinfected regularly to avoid the spread of infections. Any dog that has been identified as having a potential infectious disease, once isolated, the owner or emergency contact will be called and the dog MUST be collected within 30 minutes.

A dog will only be euthanised by a veterinarian. The licence holder will keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. The owner or designated main point of contact will be contacted to give consent.

All excreta and soiled bedding for disposal will be stored and disposed of in a hygienic manner and in accordance with any relevant legislation. This is a bin which is emptied either daily or when full, whichever is the sooner. Excreta and soiled bedding will be removed in accordance with the documented cleaning and disinfection procedure. Storage of excreta will be kept in areas where dog's or food is kept.

EMERGENCIES

A written emergency plan, acceptable to the local authority, is in place, known and available to all the people on the premises used for the licensable activity, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.

Entrances and fire exits are clear of obstructions at all times. Suitable firefighting, prevention and detection equipment is provided and maintained in good working order. Smoke detectors are installed in a suitable location on each floor of the property along with fire extinguishers and fire blankets. There is a carbon monoxide detector installed.

There is a plan for accommodation of the dogs should the premises become uninhabitable. The plan includes details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable, a list of emergency telephone list that includes the fire service and police is available. All equipment is maintained in a good state of repair and serviced according to manufacturer's guidelines.

DAMAGE TO PROPERTY OR POSSESSIONS

Any damage to the property or possessions of the Client in their absence, however caused by the pet shall be recorded by the licence holder and where considered by the licence holder to be serious enough to inform the Client, which they will do so at the earliest opportunity by whatever means is available.

PRIVACY

It shall be the Client's sole responsibility to ensure the information provided to the licence holder is current and up to date. The Client agrees to accept any decision made by the licence holder in the event of the licence holder not being able to contact the Client as a result of wrong information held.

INSURANCE

The level of insurance cover required for providing the services of home boarding and day care shall be available for the client to see upon request.

LICENCE HOLDER'S COMPANION

The licence holder may have a spouse, family member or friend accompany them whilst providing the scheduled services. No costs will be applied to the Client's account for any assistance the companion provides. All companions will be subjected to whatever checks the licence holder considers necessary or appropriate.



I have read and understand the above Policies and Procedures and agree to them in full.

Signed: Date:

Print Name:

Licence Holder: Date:

Print Name: