

CANINE BRAINS & GAMES, LLC SCHOOL POLICIES

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www.caninebrainsngamesllc.com



IT IS THE RESPONSIBILITY OF ALL STUDENTS TO READ & REVIEW ALL OF THESE POLICIES

PLEASE NOTE: ALL EMERGENCY NOTICES (CLOSURES, CHANGES TO SCHEDULES, ETC.) WILL BE POSTED TO OUR PUBLIC FACEBOOK PAGE!

Previous versions of our policies are not grandfathered. All policies take effect on the date of revision.

Payments for our services may be by cash, checks or credit cards. No other forms of payment may be accepted at this time. PAYMENT IS DUE PRIOR TO THE START OF ALL SERVICES.

COVID-19 Policy:

This policy has been modified. We currently have a **MASK OPTIONAL POLICY**.

1. The safety of our staff and all of our students is of our utmost concern.
 - a. If you test positive for COVID you and/or your dog may not attend school during your quarantine whether you have symptoms or are asymptomatic, and may not attend day school or classes until you have a negative COVID test.
 - b. For students/dogs in classes, you may make up missed sessions during the next class of the same level **that has open availability**.
 - c. For dogs in day school, we will do our best to provide make up sessions for your dog according to availability, but cannot guarantee that it will be on your day of choice.
2. **If a member of your immediate household tests positive you and/or your dog may not attend school during your quarantine whether you have symptoms or are asymptomatic.**
 - a. All Day School dogs will continue to be handed off outside the building. When dropping off or picking up your dog, please stand back by the columns to give us adequate space to allow our employees to step outside **and close the door behind them. This is a safety precaution for dogs inside the building.**
 - b. Please hand your dog off to us, and hand your dog's bag off to us **after your dog has been pottied.**
 - c. Please be patient, each trainer can only bring one dog in or out at a time.
 - d. If you're making a payment at the time of drop off or pick up, please be patient because this takes additional time as we need to ensure your dog is registered for the proper day.

FOR DOGS:

Canine viruses are contagious and may be deadly for young dogs.

1. For the safety of our students, if your dog has traveled out of state, recently been boarded, attended a daycare facility, or been to a dog park, please disclose this to us. We may ask you to wait 7 days before bringing your dog to a group class or to our day school.
2. If your dog has been diagnosed with kennel cough, or a contagious, or communicable condition, you must wait a minimum of 14 days from the date of diagnosis and treatment (or longer if the cough persists or it's recommended by your veterinarian) before returning to school.
3. If your dog is sick the day before their class or day school session (vomiting, diarrhea, coughing) please keep them home and please see your veterinarian!
4. If your dog misses school due to an illness OR becomes sick at school and is sent home for any reason, including coughing, vomiting, or diarrhea, OR becomes sick while attending school, confirmation of veterinary treatment is required before your dog returns to school.

5. If your dog becomes sick at school (such as with vomiting or diarrhea), **or** if your dog demonstrates extreme distress and/or anxious behaviors, we will isolate them, and call you to pick them up immediately. **Failure to pick them up within 30 minutes may result in additional fees being assessed.**
 - a. **If your dog is sent home due to diarrhea**, please present us with a negative fecal test from your veterinarian before your dog returns to school. **NO EXCEPTIONS**
 - i. Dogs contract **coccidia** from infected soil or substances containing dog feces. Removing dog feces from your yard and the dog's environment is the best protection. Diarrhea is a poop colored liquid.
 - ii. Dogs get **giardia** from being in contact with infected feces from another dog or cat, rolling and playing in contaminated soil and licking its body after contact with a contaminated surface, or **drinking water from a contaminated creek, pond, or puddle of water**. Diarrhea may have blood and mucus in the stool.
 - iii. **This is another reason as to why we advise you to avoid dog parks.**
6. Failure to disclose this information that your dog has vomited or has diarrhea before coming to day school, puts everyone at risk and may result in your dog not being able to participate in our services. This also requires extra cleaning time.

VACCINATION REQUIREMENTS:

We require a copy of your veterinary vaccination records. In lieu of a vaccination you may provide us with a copy of a veterinary titer or a waiver letter from your veterinarian on veterinary letterhead stating that your dog does not need specific vaccines. We do not accept waivers from the puppy's breeder.

1. **D** - Signs and symptoms of canine **distemper** include: Fever. Nasal discharge. Pus eye discharge. Lethargy. Sneezing. Coughing. Difficulty breathing. Vomiting.
2. **H** - Signs and symptoms of canine **hepatitis** include: fever, depression, and loss of appetite, there is abdominal pain, vomiting, diarrhea, edema (fluid swelling under the skin) of the head and neck, and possibly jaundice. Such cases are often fatal.
3. **L** - Signs of **leptospirosis** may include fever, shivering, muscle tenderness, reluctance to move, increased thirst, changes in the frequency or amount of urination, dehydration, vomiting, diarrhea, loss of appetite, lethargy, jaundice (yellowing of the skin and mucous membranes), or painful inflammation within the eyes.
4. **P** - Signs of **parvovirus** include lethargy; loss of appetite; abdominal pain and bloating; fever or low body temperature (hypothermia); vomiting; and severe, often bloody, diarrhea. Persistent vomiting and diarrhea can cause rapid dehydration, and damage to the intestines and immune system can cause septic shock.
5. **B** - Signs of **bordetella** (kennel cough) include a loud, unmistakable honking cough that dogs develop with the disease. Other symptoms of kennel cough in dogs include a runny nose, sneezing, loss of appetite, lethargy, and a low fever.
6. **R** - (required by law). Symptoms of **rabies** can include; fever, seizures, pica, paralysis, hydrophobia (extreme or irrational fear of water), jaw appears dropped, lack of muscular coordination, changes in behavior such as unusual shyness or aggression, excessive excitability, constant irritability/changes as well as paralysis in the mandible and larynx resulting in an inability to swallow and a change in tone of a bark, excessive salivation (hypersalivation) or frothy salivation.

WHAT YOU NEED FOR TRAINING:

1. Your completed registration form and payment if not previously submitted (download from our website).

2. A copy of your puppy's/dog's vaccination information (you cannot attend class without vaccinations on file).
3. Your puppy/dog!
4. Poop bags - PLEASE clean up after your puppy. The potty area is in the front or we'll lose our privileges! We also have a potty area in the back and **a trash can in the back** for your dog's "deposits".
5. A tote bag to carry everything
6. A non-skid mat or rug for your pup to settle on with a:
 - a. Stuffed Kong®, bully stick or other safe chew item, or lick mat; please watch my video on how to stuff a KONG: https://youtu.be/Phe3_2KI-vQ
7. A water bowl (please take your dog to the kitchen when they need a drink)
8. A tug toy, squeaky toy or non-rolling toy
9. Puppy kibble or soft treats for training; only feed your dog 1/2 of their dinner before class
10. **A training pouch or apron for food or treats - PLEASE DO NOT carry your food in a sandwich baggie or other container. This is cumbersome when practicing leash walking and pass the puppy.**
11. A towel to dry your dog if it's raining
12. A well fitting buckle or martingale collar
13. A 4 foot leash (6' for advance classes)
14. Comfortable walking shoes - *NO* open toe shoes!
15. A Gentle Leader will be recommended if your dog is extremely vocal, or if you demonstrate difficulty in managing your dog. <https://youtu.be/UBofFGp-Wzc>
16. **PLEASE NOTE:** *Please remove your poop bag attachment from your leash during training!*
17. When you arrive for class, please take a seat, take out your mat and settle your dog on their mat with their KONG.

REFUND POLICY:

As stated on our registration form, *if you're unable to complete a group class or day school session for any reason, your **balance may be credited toward the (same) training program (at a later date) or toward a private session.** No refunds will be issued after the second session of class, or day school session, or after 14 days. Other training arrangements may be made as stated herein.*

PRIVATE SESSIONS:

Private sessions are scheduled for you and only you (your dog and family members). A trainer is scheduled to work with you to provide personal instruction on how to train your dog. Appointments are scheduled as 3 consecutive 1 hour appointments. Therefore, all private training must be paid for in advance, at the time of scheduling. We understand that things come up, and at times appointments may need to be rescheduled or canceled. However, since a trainer has already been scheduled to work with you:

1. In the event of the need to reschedule an appointment, there is a \$25 rescheduling fee
2. Cancellations must be received at least 1 business day before the scheduled appointment otherwise, there is a \$50 cancellation fee and a make up session may be scheduled only according to availability.

GROUP CLASSES:

1. ***Our group classes are not appropriate for reactive or aggressive dogs, or dogs with a bite history.***

- a. With the exception of our Space Dogs(c) class, which is for reactive dogs, **not** aggressive dogs.
 - b. Any dog demonstrating reactive, aggressive, or unsafe behavior will be excused and any remaining credit will be applied toward a private training session.
 - c. Any dog demonstrating highly reactive, or non-friendly reactive behaviors towards dogs or people will be required to wear a basket muzzle when training at the school.
 - d. The observation of unsafe behavior will be at the determination of the day trainers and/or class instructor(s).
2. Instructors retain the right to reassign a student's attendance in a specific class and/or event. We may recommend a more appropriate class or program for your dog according to the dog's age, maturity, and behavior.
 3. Class activities will consist of physical activities including but not limited to walking at a brisk pace, sitting, bending and/or standing for extended periods of time. **Please notify us at the time of registration if you have any limitations.**
 4. Video recording of the group class or of the instructor is prohibited.
 5. The use of choke collars, prong collars, E-collars (shock, stim, etc.), stretchable (bungee type) and retractable leashes are prohibited.
 6. Well behaved, school aged children may attend class.

MISSED CLASS SESSIONS

- If you **miss one** Puppy Social, STAR Puppy or Basic class, you may make up the class during the next session.
- If you **miss 3** or more classes, you will be required to retake the class as you've missed half the class and very important information.

Enrichment Day School:

We are not a doggy daycare or a doggy daycare! *Training is an integral part of this program!* Our daily fees barely cover training costs, and our playtime is virtually free. We also provide enrichment activities, obedience training, obstacle runs, and rest *in addition to* playtime, and we provide a detailed report card after each visit! **ALSO, we keep our playgroups small, REALLY SMALL!** **While some day care programs may allow 20-30 dogs in a play yard at once (YIKES!) with one or two employees to supervise, we carefully match TWO dogs according to temperament and play style.**

How does it work?

1. All dogs should have completed a STAR Puppy or Basic class in order to attend.
2. Dogs who aren't a student of the school must be evaluated before attending.
3. Complete a registration form, behavior screen and provide copies of current veterinary vaccination records.
4. **Proof of negative fecal is now required for all Day School Dogs.**
5. Dogs are not permitted to roam freely when they are not being worked. A dog must be able to spend time in a kennel or ex-pen between training and play exercises.

Please Note: This is not a punch card system.

1. We need to know which days your dog will attend for that given month at the time you enroll.
2. **WE NEED YOUR PAYMENT NO LATER THAN THE 15TH OF THE MONTH FOR THE FOLLOWING MONTH, TO PROPERLY STAFF OUR TRAINERS FOR THE NUMBER OF DOGS ENROLLED.**
 - a. We cannot guarantee a space in this program without payment.
 - b. Please only pay for the days your dog will attend!
 - c. If you need to reschedule a day, please notify us in writing at least 24 hours in advance. We will make every effort to provide you with a make up day during your enrollment period.

- i. There are no additional discounts on the enrollment fee for the following month.
 - d. If your dog is a no-show for their scheduled day (we aren't given prior notice, i.e.: you forgot), there will be no make up day.**
3. Visit our website for the breakdown of month by month fees, as well as enrollment plans.

Morning Drop Off is from 8am - 9am (dogs in the school by 9am)

Evening Pick Up is from 4pm - 5pm (dogs out the door by 5pm; dogs need to be picked up no later than 5pm because we have evening classes. While we understand there may be emergencies, we need to prepare for our classes.)

- 1. Please talk with us about special arrangements if you need to drop your dog off before 8am.**
2. If you drop your dog off after 9am or pick up your dog after 5pm, an early/late convenience fee remains in effect:
 - a. There is a late fee of \$25 for the first 1 to 15 minutes and additional fees of \$1/minute after fifteen minutes, for all dogs dropped off after 9am and/or picked up after 5pm. This fee covers the extra time our trainers will need to work.
 - b. There is no fee for a midday pick up between 1pm and 2pm. Please notify us at the time of drop off if you will be picking up your dog between 1pm and 2pm.**
 - c. Dogs may not be picked up during playtime (2pm - 4pm). Dogs are loose in the building and the door is locked.
3. Any dog deemed unsafe, demonstrating reactive or aggressive behavior will be excused from the program and any remaining credit will be applied toward a private training session.
 - a. One example of such is pinning a dog in an aggressive manner during a play session, or extreme reactivity towards a dog or person.
 - b. There are no exceptions.
4. All dogs must have a current veterinary vaccination verification which we keep on file; updates must be provided annually.
 - a. **See list of required vaccinations for school participation.**
5. Poop bags - the potty area is **on the grass**; PLEASE, clean up or we'll lose our privileges.
 - a. Please don't allow your male dogs to urinate on the columns in front of the building or females to urinate on the sidewalk.
 - b. Allowing your adolescent male dog to lift his leg anywhere he pleases is like giving a teen boy a can of spray paint and allowing him to tag other people's property!
- 6. Please put your dog's name or initials on all personal items. We are not responsible for missing items that do not have your dog's name. Please bring all items in a tote bag:**
 - a. A tote bag to carry everything
 - b. A Stuffed Kong®, other safe chew items, licky mats, or food puzzles
 - c. A water bowl
 - d. A tug toy and non-rolling toy for training motivation
 - e. Kibble and palatable soft treats for training
 - f. A towel to dry your dog when it's raining
 - g. A **properly fitting buckle collar (only 2 fingers may fit under the collar)**, a (preferred) martingale collar for safety, or a harness for puppies or toy dogs **with your dogs ID tags**
 - i. **All dogs must wear visible identification - dogs will not be accepted without visible ID.**
 - h. A 4 foot leash
 - i. **A Gentle leader or other head collar for large, hard to control dogs; for proper fitting and use of the Gentle Leader please watch this video:**
<https://youtu.be/UBofFGp-Wzc>
8. Dogs must be clean, reasonably groomed, free of strong body odor, and free of parasites.
More specifically:

- ▶ Dogs must be free of noticeable fleas, ticks, and other skin or intestinal parasites.
- ▶ Dogs should have clean anal and bikini areas.
- ▶ Dogs with shaggy coats should have clean facial beards, as bacteria can thrive in a moist, damp environment. Bacteria and germs may be transferred if an unclean dog interacts with other dogs or humans.
- ▶ An inspection of your dog's physical and emotional condition will be made at the time the dog is brought into the building.
- ▶ We reserve the right to prevent a dog from playing or interacting with other dogs for behavioral issues, including but not limited to the above reasons.
- ▶ We reserve the right to send home a dog who exhibits a distressed emotional or physical condition, exhibits symptoms of illness, or a reactive demeanor. At such times we will contact the owner to pick them up immediately. Dogs must be picked up within 30 minutes of notification.

Play! Rest! Work!

1. **We are limited to the number of dogs we can accept each month. When you make a monthly reservation, you're enrolled for the month and your spot is secure!** If for any reason your dog cannot complete their scheduled sessions of Day School, we may not have the capacity for make up sessions during that month. **Any remaining credit may be applied toward a group class or a private training session.**
 - a. Any Pet Parent may schedule a private training session with one of our trainers to work on training cues.
 - b. For special training requests, you may need to schedule a private training session so that we may review with you what you'd like us to train your dog to do. This allows you to practice those specific behaviors with your dog at home as well.
 - c. These private sessions are not intended for behavior modification, or service dog training.
2. In addition to our standard registration form, all owners must complete a behavior screen which can be downloaded from our Google drive; updated forms will be required annually.
3. Owners must walk their dogs on the grass to the side of the parking lot before bringing their dog to the entrance for admittance.
4. Dogs must be house trained. Owners will be asked to provide diapers if your dog exhibits excited urination, incontinence issues, or if they lift their leg indoors while at school.
5. Many of our students have sensitive tummies, therefore, we only use treats and food each pet parent has provided for the day.

DID YOU KNOW?

- ★ It takes approximately **30 days** of **consistent** practice for a human to change a habit/modify a behavior; the more consistent **you are** at changing the way **you** interact with your dog, the more likely you'll see a change in your dog's behavior!
- ★ Your training instructor sees you and/or your dog **once a week**. For a 6 week class, that's 6 hours out of 42 days/1008 hours! If attending 6 hours of classes is difficult for *you* to learn new behaviors, it's definitely difficult for your dog!
- ★ ***How will you spend those remaining hours with your dog?***

