

CANINE BRAINS & GAMES, LLC

Diane Whitney ©2020 rev. 031521

www.caninebrainsngamesllc.com



PLEASE 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.

COVID-19 Policy:

All clients and employees will practice social distancing at all times until further notice. Even if you've gotten your vaccine, please adhere to these protocols. Therefore:

1. The safety for our staff and all of our students is of our utmost concern.
2. **If you test positive your and/or your dog may not attend school during your 10-14 day quarantine.**
3. **If a member of your immediate household tests positive you and/or your dog may not attend school during your 10-14 day quarantine.**
4. So that we may practice social distancing, all Day School dogs will be handed off outside the building.
5. All individuals attending classes must wear a mask that covers your nose and mouth, free from tears or rips.
6. Everyone must wear a face mask when dropping off and picking up their dog for day school.
7. When dropping off or picking up your dog, stand back by the columns to give us adequate space and a safe distance to allow our employees to step outside and close the door behind them.
 - a. Please maintain a social distance of **6 feet** when picking up or dropping off.
 - 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.
8. Since the number of people in classes is limited, only clients and family members attending class may enter the building while wearing a properly fitted mask, covering nose and mouth, and free of cuts or tears.

FOR DOGS:

Canine viruses are contagious (and can be deadly - we can't ask our dogs to wear a mask)!

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 and wait 14 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 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.**
4. **Failure to disclose this information puts everyone at risk and may result in your dog not being able to participate in our services.**

GROUP CLASSES:

1. Our group classes are not appropriate for aggressive dogs or dogs with a bite history.
 - a. With the exception of our Space Dogs(c) class, our group classes are not appropriate for reactive 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 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.

Enrichment Day School:

What sets us apart from a typical doggy daycare? *Training is an integral part of this program!* We 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 play groups small, **REALLY SMALL!** While some day care programs may allow 20-30 dogs in a play yard at once (YIKES!), we carefully match **TWO** dogs according to temperament and play style.

How does it work?

1. All dogs must 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.

Here are our convenient plans:

1. **Pay-By-The-Day Drop-In \$44:** This provides you with a flexible training schedule, however this option is dependent upon availability on any given day.
2. **Pay by the Month \$160/4 weeks (or \$195/5 weeks; \$120/3 week holiday session):** This option provides the opportunity to pay in advance for those specific days in that month. **With this option, you guarantee your spot on your day of choice, for the entire month.** This option also provides you with a discount from the daily pay-by-the-day price. **Please note: If you know in advance you will be away during the month, you may purchase the pay-by-the-day option for the days you'd like your pup to attend.**
3. **Semi-annual Enrollments \$950 (Jan-Jun or Jul-Dec):** This is the same as our pay-by-the-month option, with an additional discount for paying for 6 months.
4. **Annual Enrollments \$1800 (Jan - Dec):** This is the same as our pay-by-the-month option, with an additional discount for paying for the full year.
5. **Privates \$105/hour:** You also have the option to schedule a private session with one of our trainers at a special rate. (Privates are scheduled when Day School is not in session.)

Please Note: This is not a punch card system. Payments for the subsequent month are due no later than the 15th day of the current month. We're sorry, but we're unable to guarantee a space in this program without payment. If you aren't able to complete your full month (through no fault of ours) we will try to provide you with an additional visit during your month (space providing), but we are not able to provide an additional discount on the enrollment fee for the following month. Please visit our website for the breakdown month by month.

An early/late convenience fee remains in effect. That is, \$25 for up to 20 minutes **before or after** the morning drop off hours, and/or up to 20 minutes **before/after** the evening pick up time; additional fees of \$1/minute may be assessed for times over 20 minutes for pick up. There is no fee for a midday pick up between 1pm and 2pm. Why a convenience fee? We're a small business and we don't have a receptionist to be readily available to conduct intake and outtake. Therefore, this affects our training schedule and trainers are required to stop working with a dog to conduct intake/outtake.

Please put your dog's name or initials on all personal items and please bring all items in a tote bag:

1. Any dog demonstrating reactive, aggressive, or unsafe behavior will be excused from the program and any remaining credit will be applied toward a private training session.
2. All dogs must have a current veterinary vaccination verification which we keep on file; updates must be provided annually.
 - a. **Required vaccinations for Day School are: Rabies, DHLP and Bordatella**
3. 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 your teen son a can of spray paint and allowing him to tag other people's property!
4. A tote bag to carry everything
5. A non-skid mat or rug to settle on; do not provide if your dog will chew or shred it
6. A Stuffed Kong®, other safe chew items, licky mats, or food puzzles
7. A water bowl
8. A tug toy and non-rolling toy
9. Kibble and palatable soft treats for training
10. A towel to dry your dog when it's raining
11. A **well fitting buckle (2 fingers only may fit under the collar)** or martingale collar (or a harness for puppies or toy dogs) **with your dogs ID tags**
 - a. **All dogs must wear visible identification**
12. A 4 foot leash
13. **A Gentle leader or other head collar for large, hard to control dogs**
14. **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 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.

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 month of Day School, we may not have the capacity for make up sessions. **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 a trainer (depending on availability) to work on training cues.
 - b. For special training requests, such as Trick training or CGC training during day school, your dog should be enrolled in that specific class, previously completed that class, or have a title. 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.
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 (4.3 weeks/720 hours; minus 8 hours a night for sleep, that's 480 hours) of consistent practice to change a habit or modify a behavior.
- ★ There are 28 days & 448 hours in 4 weeks (minus 8 hours a night for sleep).
- ★ Your Day Trainer sees your dog *once a week*.
- ★ How will you spend the remaining hours with your dog?
- ★ Please schedule a private session if you'd like to review the specific details of how to teach the training cues your dog is learning in Day School.