



Operations Manual

**POLICIES & PROCEDURES TO DEMONSTRATE COMPLIANCE WITH THE ANIMAL
WELFARE REGULATIONS 2018
PROVIDING HOME BOARDING SOLELY FOR DOGS**

AUGUST 2019

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General conditions

Display of public information

Licence

A printed copy of our licence will be displayed clearly in the entrance of our premises, which serve as a reception area for clients dropping off their dachshunds. A printed copy of our certificate of insurance will also be displayed clearly in the entrance of our premises.

✓ **Condition 1.1** *A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity*

The name and details of our business are already displayed on our website and all communications. Once licensed, the licence number will be added to the website and over-printed on stationery.

✓ **Condition 1.2** *The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity*

Records

Operations manual

The business operations manual containing details of our licence, operations, terms and conditions, will be kept on display in the entrance of our premises and made available to our clients, any visitors and inspectors.

Client database & records

Details of all clients and their dachshunds will be stored and backed up electronically on our business One Drive folder, which can be made accessible to inspectors. We will keep all records on file for at least three years and make them available for inspection, in compliance with the regulations. As outlined within our **Privacy Policy** ([see Appendix 1](#)), we will ensure that any personal data stored is compliant with General Data Protection Regulations.

✓ **Condition 2.1** *The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form*

✓ **Condition 2.2** *The licence holder must keep all such records for at least three years beginning with the date on which the record was created*

The following information is recorded about each dog:

- Arrival/departure time/date
- Name, age, DOB, breed, neutered/spayed
- Microchip number
- Contact details of the owner and an alternative person to contact in an emergency
- Vet and insurance details
- Medical/behavioural issues
- Medication, vitamins or supplements
- Dietary requirements/routine
- Sleeping routine
- Travel routine
- Insurance details
- Usual exercise routine
- Vaccinations (copies of certificates must be seen by licence holder)
- Details of worming/flea treatments
- Number of dogs from same household
- Summary of familiarisation visit
- Log of any noted health or unusual behavioural issues

✓ **Condition 17.1** *A register must be kept of all the dogs at the premises which must include: (a) the dates of each dog's arrival and departure; (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed; (c) the number of any dogs from the same household; (d) a record of which dogs (if any) are from the same household; (e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details; (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency; (g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog; (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise; (i) details of the dog's diet and related requirements; (j) consent forms; (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments; (l) details of any medical treatment each dog is receiving.*

A record box with cards displaying key owner and dog information (including a photograph of the dog) will be kept in reception. Depending on which dogs are currently being cared for, the relevant card/picture will be placed on our noticeboard (in compliance with our **Emergency & Evacuation Plan** (see [Appendix 2](#)).

✓ **Condition 2.1** *The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form*

✓ **Condition 2.2** *The licence holder must keep all such records for at least three years beginning with the date on which the record was created*

Additionally, a weekly whiteboard planner on display will indicate which dogs are being cared for/due to be cared for or walked.

Client consent

Owners give consents required by the guidelines by signing our **New Customer Form** (*copies kept in the physical Operations Manual Folder & emailed to licensing authority*).

Consent is given for their dogs to:

- Eat with other dogs present in the room, as long as the necessary precautions are taken to prevent any incident of food aggression
- A programme of enrichment both inside and outside including, grooming, socialisation and play
- Exercise and play in our outside areas with other daycare/boarding dogs and our residential dogs
- Be treated with an appropriate product authorised by our nominated veterinary practice if there is evidence of external parasites
- Be in care/boarded with dogs from different households who may be boarded at the same time
- Be boarded in the same room as one another if there is more than one dog in their household
- Be separated from their designated room (and other same household dogs) if it becomes necessary
- Use a crate when required: i.e.. sleep, safe place, eating etc
- Be fed in a room other than the designated room it will sleep in for overnight boarding
- Be walked outside the home environment/garden
- Be let off the lead
- Be walked with dogs other than those from the same household
- Be transported in our vehicle with suitable travel restraints
- Be filmed/photographed for use on social media

✓ **Condition 9.4** *All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites. 13.6 A dog must not be kept in a crate unless: (a) it is already habituated to it, (b) a crate forms part of the normal routine for the dog; (c) the dog's owner has consented to the use of a crate*

✓ **Condition 13.1** *Dogs from different households may only be boarded at the same time with the written consent of every owner*

✓ **Condition 14.1** *Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary*

✓ **Condition 16.1** *Written consent must be obtained from the owner or owners (as the case may be) to keep dogs together in a designated room*

Use, number & type of animal

Dachshunds daycare & home boarding

The boarding establishment is solely for dogs and the number of dogs, at any one time, shall not exceed the maximum. Our business is dedicated to dachshunds, a breed of dog we know and love. Our own two male miniature dachshunds, Frankie (born 01/07/16) and Benji (born 20/10/16), are neutered, fully vaccinated and kept up-to-date with vaccinations, flea and worm treatment.

✓ **Condition 3.1** *No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity*

✓ **Condition 3.2** *The number of animals kept for the activity at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing on any premises used for the licensable activity*

Subject to and in compliance with licence conditions, the maximum total number of dogs we would provide daycare and/or home boarding for is **six (four client-owned)** with the following requirements:

- No dogs under six months
- No dogs over 10-years-old
- No females in season
- All dogs fully vaccinated and up-to-date with vaccinations, flea and worm treatment
- Intact males (who do not mark territory) may be admitted following satisfactory familiarisation visit

✓ **Condition 16.2** *Unneutered bitches must be prevented from mating*

Owners are asked to provide collars/harnesses/leads, though we do have spare. During our care and when dogs are away from premises, they will wear a tag with Dachshunds Daycare's contact details. Leads will be removed when indoors as a precaution.

✓ **Condition 17.2** *When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.*

We have chosen to focus our business in its early stages on older puppies and younger adult dogs and, at this stage, will not accept any dogs under six months or over 10-years-old. Very young puppies and elderly dogs require additional care and specialist knowledge and expertise, which we do not yet feel able to accommodate and provide. We will seek to address this gap in knowledge through further training. Puppies aged six to 12 months will be monitored very closely and introduced to other dogs cautiously. We will ensure they can be separated from other dogs if needed and will adjust their care as appropriate and according to our **Puppy Policy** ([see Appendix 11](#)). A **Noise Reduction Policy** ([see Appendix 12](#)) is in place to try to limit the impact on neighbours.

✓ **Condition 7.5** *All immature animals must be given suitable and adequate opportunities to: (a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and (b) become habituated to noises, objects and activities in their environment*

Designated rooms

Subject to inspection and in compliance with licence conditions, we have sufficient space to provide **8** separate designated rooms as follows:

- | | |
|------------------------|---------------------------|
| 1. Kitchen/dining room | 5. Hallway & landings |
| 2. Living room | 6. Bedroom 1 (son age 16) |
| 3. Master bedroom | 7. Bedroom 2 (son age 17) |
| 4. Office | 8. Family bathroom |

Each of these rooms has a secure, lockable window for ventilation and can be shut off from other areas with full height doors.

Owners are encouraged to bring their dog's own bedding and we have sufficient soft and hard portable crates to ensure there are clean, comfortable areas for dogs to rest and/or sleep in each designated room. Owners give consent for their dog/s to:

- Eat with other dogs present in the room, as long as the necessary precautions are taken to prevent any incident of food aggression
- Be in care/boarded with dogs from different households who may be boarded at the same time
- Be boarded in the same room as one another if there is more than one dog in their household
- Exercise and play in our outside areas with other daycare/boarding dogs and our residential dogs
- Be walked with dogs other than those from the same household

✓ **Condition 3.2** *The number of animals kept for the activity at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing on any premises used for the licensable activity*

✓ **Condition 9.3** *Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals*

✓ **Condition 13.3** *Each dog must have a clean, comfortable and warm area within its designated room where it can rest and sleep*

✓ **Condition 13.4** *Each designated room must have a secure window to the outside that can be opened and closed as necessary*

✓ **Condition 16.1** *Written consent must be obtained from the owner or owners (as the case may be) to keep dogs together in a designated room*

Staffing

Numbers of staff

We do not employ any staff. Kathryn Jones (the proposed licence holder), who is canine first aid trained, acts as the primary carer. Since we propose to look after no more than four client-owned dogs in addition to our own two resident dogs, Frankie and Benji, there will be a ratio of at least one member of staff to six dogs (1:6).

For the majority of time, there will be at least one additional person on the premises, including the secondary carer/emergency contact and second key holder Paul Jones (also canine first aid trained). Our older sons, Dylan (17) and Aidan (16), provide additional back-up and are used to being left in charge of our own resident dogs. There are two additional key holders within five minutes' distance.

✓ **Condition 4.1** *Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met*

✓ **Condition 10.4** *A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency*

Staff knowledge & experience

Kathryn and Paul have over 20 years of personal experience caring for pets and are both canine first aid trained. As children, we grew up with pet dogs and early in our marriage rescued three kittens from the Cat Protection League, two of whom (Sooty and Bootsie) lived to the ripe old age of 19 and 20 respectively.

We have cared for our dachshunds since 2016, both of whom have been socialised and given basic training. We believe this gives us the competence to identify the breed's normal behaviour, recognise signs of and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour. This is documented in our **Common Health Issues in Dachshunds** document ([see Appendix 3](#)). We also display information about essential first aid and early warning signs as a constant reminder and prompt to the family.

We are familiar with and will ensure we keep abreast of news and information relating to the core areas of animal welfare:

- Dog handling
- Dog behaviour
- Cleanliness and hygiene
- Feeding and food preparation
- Disease control
- Recognition and first aid treatment of sick animals

✓ **Condition 4.2** *The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour*

✓ **Condition 8.1** *All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease*

Staff training

The **Training Policy** (see [Appendix 4](#)) relates primarily to the licence holder Kathryn. To expand her knowledge, Kathryn is currently studying the **Ofqual Regulated Level 3 Professional Day Care and Boarding** qualification, which she hopes to complete within the next few months. She plans to study at least one course and/or gain knowledge in a specialist subject area each year. An avid reader, Kathryn is interested in the breed and already reads relevant literature.

✓ **Higher standard** A person responsible for the care of the dogs with a relevant OFQUAL regulated Level 3 qualification must be present during the working day

✓ **Condition 4.2** The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour

✓ **Condition 4.3** The licence holder must provide and ensure the implementation of a written training policy for all staff

✓ **Condition 8.1** All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease

✓ **Condition 8.3** The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare

Persons under 16 years of age

Within the family home, we have three children, of whom only our youngest Euan is under the age of 16. As of September 2019, he is 13-years-old and will not turn 16 until September 2022.

As documented in our **Risk Management Policy** (see [Appendix 9](#)), neither Euan nor any other child under the age of 16 will ever be left unsupervised with any of the dogs. Please note:

- Euan is aware of the inherent dangers posed by dogs in the house
- Euan's bedroom will not be used as a designated room
- We will not knowingly board dogs who have shown significant fear or aggression to other dogs and/or people
- Doors, stairgates and barriers prevent dogs from having the run of the house

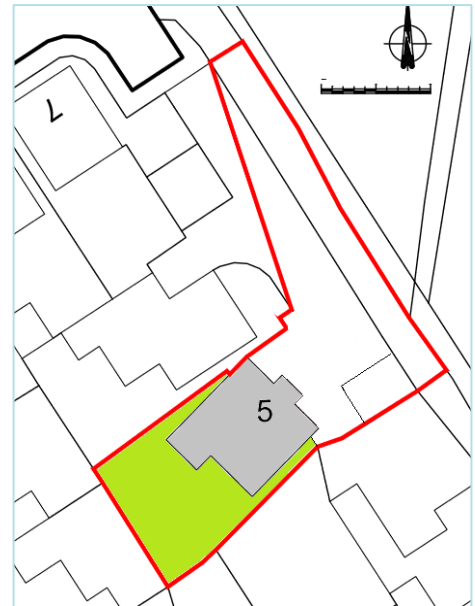
✓ **Condition 16.3** If any person aged under 16 years resides at the home, there must be procedures in place to regulate the interactions between the dogs and that person

Suitable environment

Space

Dachshunds will be looked after in our home address at: 5 Rye Close, Burton Latimer, Kettering NN15 5YW. As standard, they will have access to the ground floor of our house and our large, fully enclosed (six feet high fences) back garden (shown on 1:500 scaled block plan).

The home is in excellent state of repair posing no risk of injury to dogs, including that of the external areas. All internal and external doors and windows are secured and lockable. All rooms have inward opening doors, capable of being kept shut. Dogs will be supervised at all times and checked regularly in accordance with our **Preventative Healthcare Plan** (see [Appendix 5](#)).



✓ **Condition 5.3** Staff must ensure that the animals are kept clean and comfortable

✓ **Condition 12.1** Dogs must be accommodated within the home

The back garden allows for multiple toileting opportunities during the day: external areas are secure with a double barrier and in good repair. Access to back garden from the front of house is via a narrow passageway, with **two lockable wooden gates**: a sturdy full-height gate and a second half-gate. There are **two lockable outer doors to the rear** from both the kitchen and living room (via conservatory). The **front door is kept locked** as standard during the day and there is a **second portable entrance barrier** to create a reception area and provide additional security during drop-off/collection.

The large kitchen has adequate work surfaces for food preparation and easy access to hot and cold running water. A portable wooden barrier enables areas to be cordoned off for additional security and safety. A separate hand wash basin with hot/cold water, soap and hygienic drying facilities is available in the downstairs WC. This basin is also used to clean dog's drinking and feeding utensils.

✓ **Condition 5.4** Where appropriate for the species, a toileting area and opportunities for toileting must be provided

✓ **Condition 6.6** Where feed is prepared on the premises, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage

✓ **Condition 10.3** External doors and gates must be lockable

✓ **Condition 12.2** The home must include: (a) direct access to a private, non-communal, secure and hazard-free external area, and (b) a secure physical barriers between any dog and any entrance to or exit from it

✓ **Higher standard** Any outside space will have two secure physical barriers between any dog and any entrance/exit

Subject to inspection and in compliance with licence conditions, we believe we have sufficient space to provide **8** separate designated rooms, all of which have access to natural light and a lockable window, as follows:

- Kitchen/dining room
- Living room
- Master bedroom
- Office
- Hallway & landings
- Bedroom 1 (son age 16)
- Bedroom 2 (son age 17)
- Family bathroom

✓ **Condition 13.2** *Each dog must be provided with its own designated room, where it can be kept separate from other dogs*

Dogs will primarily spend their time on the ground floor – in the living room, conservatory and back garden. The dining room will act as a quiet space for dogs to have nap time (with closed curtains), while the kitchen is used for feeding and provides access to the back garden. The downstairs WC has sink facilities for cleaning dog bowls etc. The conservatory has a separate air conditioning unit and temperature will be monitored accordingly. All rooms have hard floors which can be cleaned easily and lockable windows, opened only when staff are in the room, which provide natural light and ventilation. All rooms have electric lighting as well.

✓ **Condition 5.7** *All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals*

The back garden is well maintained, and borders have suitable edging to prevent access. The outdoor entrance area is used to store dog food, treats and accessories (e.g. cleaning products and first aid kit) safely and securely in a lockable wooden filing cabinet. There is a separate fridge and freezer for dog food, which can also be used to store medication prescribed by a vet.

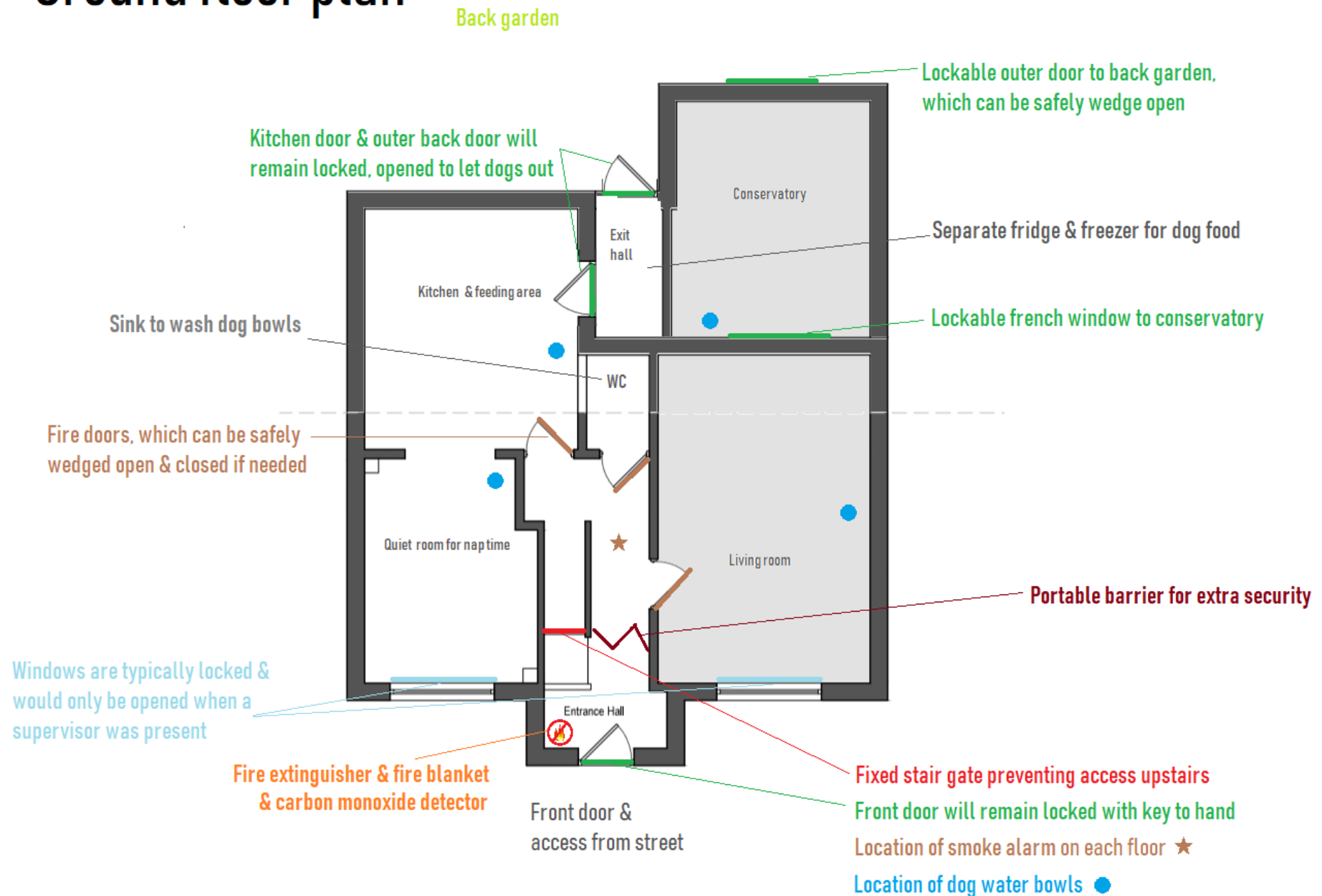
While the sausage dog's shape is the source of their huge appeal, their length makes them prone to back problems and at risk of Intervertebral Disc Disease (IVDD). For our resident dogs, Frankie and Benji, our home is already designed to be dachshund-friendly. Stair gates prevent the dogs going up or down the stairs without assistance and, to deter jumping up and off the comfy sofas in both the living and dining rooms, we have installed multiple pet stairs. Additionally, the pathways in the back garden have recently been replaced and repaved with ramps replacing some of the steps for greater accessibility (for small legs). We also have two portable thermometers to measure the temperature of rooms with dogs in.

✓ **Condition 5.1** *All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained*

✓ **Condition 5.2** *Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to: (a) their behavioural needs, (b) its situation, space, air quality, cleanliness and temperature, (c) the water quality (where relevant), (d) noise levels, (e) light levels, (f) ventilation*

✓ **Condition 9.11** *Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals. They must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals*

Ground floor plan

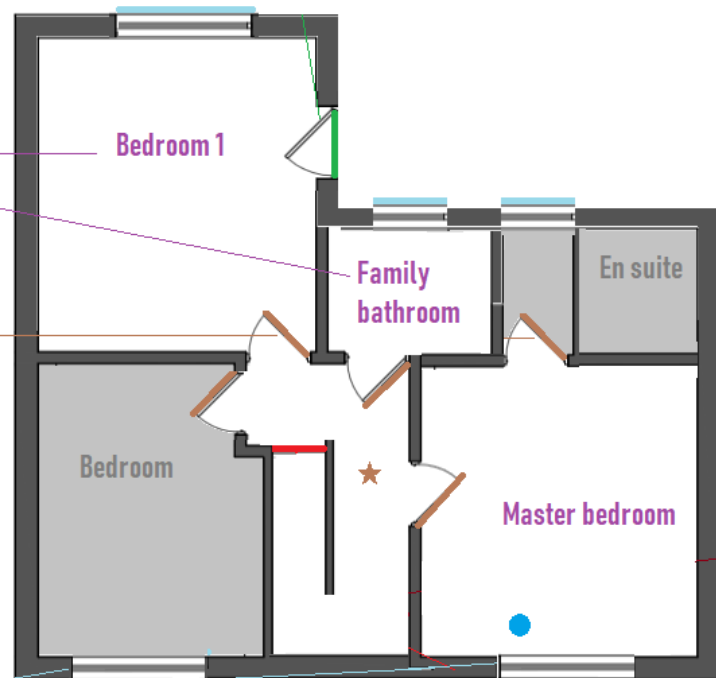


First floor plan

Proposed designated rooms

Fire doors, which can be safely wedged open & closed if needed

Windows are typically locked & would only be opened when a supervisor was present

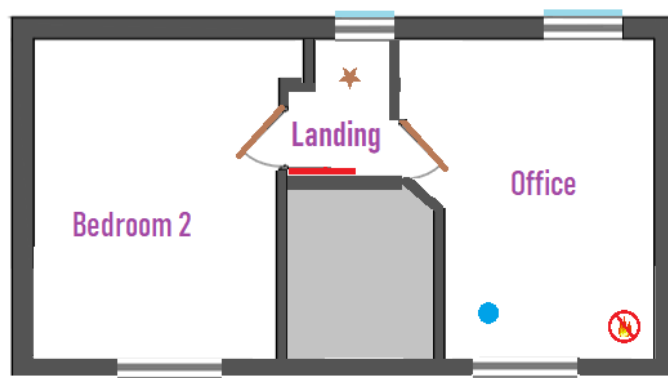


Second floor plan

Proposed designated rooms

Fire blanket & carbon monoxide detector

Windows are typically locked & would only be opened when a supervisor was present



Safety within the home

We have taken steps to ensure that all areas, equipment and appliances within our home present minimal risks of injury, illness and escape to the dachshunds in our care. Please note:

- Access to and from the house is prevented by locked entrance/exit doors
- A locked stair gate prevents the dogs from gaining access to the stairs
- Windows will be locked unless a members of staff is supervising in the room
- Fire doors on the ground floor can be safely wedged open or closed to create a designated room, as an additional barrier to prevent escape and in the event of fire
- The fire plan is displayed on the ground floor
- There are smoke alarms on every floor of the house
- There is a powder (all purpose) fire extinguisher (located on the ground floor)
- There are two portable carbon monoxide detectors (located on the ground and second floor)
- There are two portable fire blankets (located on the ground and second floor)
- Décor and furnishings have been kept to a minimum so that there are no items which could present a danger to the dogs
- Only secure cabinets are used for storage
- Specially-designed dog steps provide access to higher level rest areas and sofas to avoid any risk of back injury, which is common in dachshunds
- The entrance hall, kitchen, downstairs WC, dining room living room have smooth, impervious laminate floor to ease cleaning
- The conservatory has a smooth, impervious tiled floor to ease cleaning
- Central heating and a separate air conditioning unit in the conservatory are used to keep the ambient temperature well above 10°C and below a maximum of 26°C
- The air conditioning unit and a large portable fan can be used to cool room temperature
- Lockable windows and patio doors provide additional ventilation (when supervised)
- Dogs will have freedom to move to shaded, cooler areas of the living space
- Dogs will be monitored to check for any signs of discomfort
- Curtains can be closed to sleeping and lounging areas

Safety in the back garden

We have taken steps to ensure that all areas, equipment and appliances within our back garden present minimal risks of injury, illness and escape to dogs in our care. Please note:

- Access to the back garden from the front of the house is prevented by a lockable full-height gate and a second lockable half-gate
- Refuse bins are located at the front of the house and are not accessible to the dogs
- The poo bin is kept in the secure alleyway by the side of the house, which cannot be accessed by dogs
- The tall pedestal bin in the kitchen is emptied daily and cannot be reached by dogs
- There is a ramp access on one side of the back garden and a series of low steps by the conservatory, which were designed with our smaller dogs in mind
- The garden is well maintained
- All wooden fences have been painted with non-toxic wood treatment
- Dogs will not be left outside unsupervised at any time

Cleanliness & hygiene

Excellent standards of hygiene are maintained in the property. Checks for faeces, spillage or accidents will be made at regular intervals during the day. As outlined within our **Preventative Healthcare Plan** ([see Appendix 5](#)), hard floors and surfaces are kept clean at all times, regularly swept through with a brush to clear small debris (dog hair, dust etc.) and cleaned with anti-bacterial, viricidal solutions. Loose debris (such as toys) will be collected to be either put away, cleaned or disposed of, and areas to be cleaned will be cleared of 'light' furniture. (chairs, stools, dog beds etc.), Dogs are excluded from the area until dry and all cleaning products are safely stored in lockable cabinets, out of reach of dogs.

Spot cleaning is carried out throughout the day. Owners are asked to provide their own (clean) dog's bedding. Throws, cushion covers, bedding etc are washed regularly (at least once a week) at 60 degrees and prior to a changeover of dogs. Toys are disinfected weekly and prior to a changeover of dogs. Vacuuming is done daily. All receptacles are non-porous and cleaned after every feeding time by cleaning them in the sink located in the downstairs WC. Receptacles receive enhanced cleaning in a 1/20 bleach solution for a minimum of 10 minutes, prior to the intensive/sanitising washing cycle in a dishwasher once a week.

Faeces will be removed from the garden throughout the day as it appears. A very dilute mixture of disinfectant and hot water will be thrown down on paving areas and a brush used to scrub and sweep fluid away. Water must not be left standing and we will allow the area to dry before dogs are allowed out. Dog waste is bagged and further bagged in a labelled dog bin, kept safely away from the dogs in the secure alleyway by the side of the house. Bags are regularly disposed of in local dog waste bin and/or disposed of in our lidded bin which is then collected with the general household waste every other Tuesday.

In the event of suspected infectious dog, they will be taken immediately to our nominated veterinary practice. Any areas the dog came into contact with will be disinfected, and disposable contaminates will be disposed of. All owners of other dog residing here at the time will be informed.

✓ **Condition 5.5** *Procedures must be in place to ensure accommodation and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained. The accommodation must be capable of being thoroughly cleaned and disinfected*

✓ **Condition 6.4** *Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable*

✓ **Condition 9.4** *All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites*

✓ **Condition 9.5** *All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation*

✓ **Condition 9.11** *Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals. They must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals*

✓ **Condition 18.1** *Before a dog is admitted for boarding, all equipment to be used by or in relation to that dog must be cleaned and disinfected*

Animal welfare & handling

Pet travel

For the safety of all dogs and humans, no dogs will travel without a restraint and in accordance with our **Pet Travel Plan** ([see Appendix 6](#)). Wherever possible, we ask clients to provide their own travelling restraints, which their dogs are familiar and comfortable with. However, we have two PetSafe Solvit On Seat Car Boosters (each for up to two dogs) and accompanying harnesses, which are independently crash tested and are one of the safest restraints in the UK.

When travelling in hot weather or for prolonged periods, water (and where necessary, comfort breaks) will be provided. Dogs will not normally be left unattended in the vehicle and in exceptional circumstances would not be left for any longer than is absolutely necessary.

✓ **Condition 5.6** *The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease*

✓ **Condition 5.9** *The animals must not be left unattended in any situation or for any period likely to cause them distress.*

Supervision

Dogs are not left unsupervised as there is always at least one member of the household present. Emergency arrangements are in place as detailed in the **Emergency & Evacuation Plan** ([see Appendix 2](#)). This includes three designated keyholders within five minutes' travelling distance.

Kathryn, who is canine first aid trained, is primarily responsible for ensuring the health, wellbeing and safety of the animals in our care, supported by Paul, also canine first aid trained, who shares the family home. All rooms in which the dogs are located have natural light. Artificial light would only be used in the evenings and, if needed, would never exceed recommended levels.

✓ **Condition 4.2** *The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour*

✓ **Condition 5.7** *All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals*

✓ **Condition 5.9** *The animals must not be left unattended in any situation or for any period likely to cause them distress.*

✓ **Condition 10.4** *A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency*

✓ **Higher standard** *There must be a designated other person or member of staff who can cover any emergency or absence of leave so that the dogs are never left alone*

Suitable diet

Each room will have at least one water bowl and at least one sleeping/resting area for each dog, positioned appropriately to minimise competitive behaviour. Water bowls will be cleaned and refilled daily or more frequently if necessary.

Adult dogs must be fed at least once per day and in accordance with the individual dog's needs. The diet will be agreed with the owner via the **New Customer Form** and, to help prevent stomach upset, owners are required to bring the food their dog is used to eating (wherever possible). Alternatively, they will be offered food by Lily's Kitchen (which we give Frankie & Benji), which has been developed in partnership with vets and nutritionists using natural, wholesome ingredients.

Dogs are supervised during feeding and will be separated for feeding unless written consent from owners has been received permitting otherwise.

The kitchen has adequate work surfaces for food preparation and easy access to hot and cold running water. It is cleaned regularly as outlined in the **Preventative Healthcare Plan** (see [Appendix 5](#)). Food is stored and dogs are fed in line with our **Feeding Policy** (see [Appendix 7](#)). A separate hand wash basin with hot/cold water, soap and hygienic drying facilities is available in the downstairs WC. This basin is also used to clean dog's drinking and feeding utensils.

✓ **Condition 5.8** *All resources must be provided in a way (for example as regards frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals*

✓ **Condition 6.1** *The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new feeds must be introduced gradually to allow the animals to adjust to them*

✓ **Condition 6.3** *Feed and drinking water provided to the animals must be unspoilt and free from contamination*

✓ **Condition 6.4** *Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable*

✓ **Condition 6.5** *Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it*

✓ **Condition 6.6** *Where feed is prepared on the premises, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage*

✓ **Condition 14.1** *Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary*

Suitable play, exercise & enrichment

Puppies and dogs will be given plenty of opportunities to socialise with people and friendly dogs (we do not board aggressive dogs). Subject to the agreement/consent of owners, and any veterinary advice, we offer a variety of enrichment activities both inside and outside including walks, socialisation, obedience training and play. Our **Pet Enrichment & Socialisation Plan** (see [Appendix 8](#)) is informed by *Defra's Code of Practice for the Welfare of Dogs*. All our activities are also guided by our **Preventative Healthcare Plan** (see [Appendices 5](#)). Please note:

- We have a large, safe, secure back garden in which dogs can run free and play chase
- The outdoor area is checked for potential hazards and dogs do not have access to bins
- Faeces is cleared regularly throughout the day
- Should any dog require separate or different feeding/enrichment activities, nap and feeding times may be staggered to enable this to be facilitated

✓ **Condition 7.1** *Active and effective environmental enrichment must be provided to the animals in inside and any outside environments*

✓ **Condition 7.2** *For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a veterinarian suggests otherwise*

✓ **Condition 7.4** *Where used, training methods or equipment must not cause pain, suffering or injury*

✓ **Condition 7.5** *All immature animals must be given suitable and adequate opportunities to: (a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and (b) become habituated to noises, objects and activities in their environment*

✓ **Condition 8.2** *The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary*

✓ **Condition 8.3** *The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare*

✓ **Condition 15.3** *Dogs which on the advice of a veterinarian cannot be exercised must be provided with alternative forms of mental stimulation*

✓ **Higher standard** *Any outside space will have two secure physical barriers between any dog and any entrance/exit*

We have a wide selection of safe, sturdy toys (e.g. Kong, Tuff toys), which will be used in accordance with any instructions and checked regularly for any damage, removed, repaired or replaced if necessary. Toys, which are cleaned and disinfected regularly, will not be accessible to dogs unless they are being supervised by a member of staff.

✓ **Condition 5.8** *All resources must be provided in a way (for example as regards frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals*

✓ **Condition 15.1** *Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used*

We offer dogs in our care two walks a day. Please note:

- No more than four dogs will be walked by at one time
- No walks will take place without prior written consent from the owners
- We offer twice daily walks for at least 20 minutes at a time, though the frequency, distance and duration of walks will be adjusted to suit the needs of each dog
- Client-owned dachshunds will not be let off the leash without consent of the owners
- Puppies (six to 12 months) will be walked according to their age needs

The general guidance is five minutes of 'formal' exercise per day per month of age. At six months, they should be going for a 30-minute walk on the lead each day and by one-year-old 45-50 minutes a day.

✓ **Condition 5.6** *The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease*

✓ **Condition 7.5** *All immature animals must be given suitable and adequate opportunities to: (a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and (b) become habituated to noises, objects and activities in their environment*

✓ **Higher standard** *There must be a clear plan setting out two walks per dog each day for a minimum of 20 minutes each. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time*

✓ **Higher standard** *Dogs must be exercised at least twice per day. Each dog must have a written daily exercise regime including lead exercise and free running in a secure area. There must be an alternative form of enrichment for dogs which cannot be exercised for veterinary reasons for the same periods of time*

Dogs will be supervised at all times, in accordance with our **Emergency & Evacuation Plan** (see Appendix 2) and **Puppy Policy** (see Appendix 11).

✓ **Higher standard** *There must be a designated other person or member of staff who can cover any emergency or absence of leave so that the dogs are never left alone*

Rest & sleep

We appreciate that dachshunds are strong pack animals. Frankie and Benji sleep together in our master bedroom in their own extra-large, covered, luxury crate (door open). Owners are encouraged to bring their dog's own bedding and we will do our best to accommodate their usual sleeping routine (e.g. downstairs in the kitchen, dining room, living room or upstairs in our bedroom). We have sufficient dog baskets, soft and hard portable crates, as well as a second extra-large covered luxury crate in the bedroom, should they be required.

The dining room, which is used as a sleeping room, has a double sofa bed, where the licence holder can sleep should any puppies or dogs need time to settle into a new home environment.

Dogs will not be crated for rest or sleep without the consent of owners and only if it forms part of their usual routine (doors will be left open as a safety precaution). We reserve the right (with owners' consent) to crate a dog as a short-term measure in an emergency (for example, if there is a risk of injury or harm to the dog, other dogs or people). In such circumstances, no dog will be confined to a crate for longer than three hours in any 24-hour period.

We require bedding brought by owners to be in a good, safe condition and made of a material that is easy to wash/disinfect or is disposable. Procedures and policies in relation to cleaning are documented within our **Preventative Healthcare Plan** ([see Appendix 5](#)). Please note:

- Owners give consent for more than one dog from the same household to sleep in the same designated areas
- Owners give consent for dogs to be crated safely
- Designated rooms for sleeping are good size, secure, safe and temperature controlled
- All beds and bedding will be kept clean, dry and parasite free
- Excellent hygiene is maintained throughout the house

✓ **Condition 13.3** *Each dog must have a clean, comfortable and warm area within its designated room where it can rest and sleep*

✓ **Condition 13.4** *Each designated room must have a secure window to the outside that can be opened and closed as necessary*

✓ **Condition 13.5** *A dog must not be confined in a crate for longer than three hours in any 24-hour period*

✓ **Condition 13.6** *A dog must not be kept in a crate unless: (a) it is already habituated to it, (b) a crate forms part of the normal routine for the dog; (c) the dog's owner has consented to the use of a crate*

✓ **Condition 13.7** *Any crate in which a dog is kept must be in good condition and sufficiently large for the dog to sit and stand in it at full-height, lie flat and turn around*

Animal handling & interactions

Dogs will never be punished to cause distress or suffering. Kathryn is the primary carer of the animals, supported by Paul, with the older children on hand to help in emergency situations. All members of the family – including our youngest son (13) – are familiar with caring for animals. We have raised Frankie and Benji from 12 weeks, so the entire family is aware of the extra care to be taken around puppies.

As documented in our **Risk Management Policy** (see [Appendix 9](#)), our youngest son would never be left unsupervised with any of the dogs and he is aware of the inherent dangers posed by having such animals in the house.

One of the reasons we have chosen to dedicate our services to dachshunds is because of the breed's anxiety and preference to socialise with each other, rather than other breeds and, in particular, larger dogs. Owners give consent for their dogs to mix with other dogs from different households. With the exception of our two resident dogs, Frankie and Benji, there are no other animals living on the premises.

Dogs are supervised at all times and we have sufficient knowledge of dogs to identify anxious or fearful dogs, who can be separated in designated rooms if needed. However, we will not knowingly board dogs who have shown significant fear or aggression to other dogs and/or people.

✓ **Condition 4.2** *The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour*

✓ **Condition 8.1** *All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease*

✓ **Condition 8.2** *The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary*

✓ **Condition 8.3** *The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare*

✓ **Condition 13.1** *Dogs from different households may only be boarded at the same time with the written consent of every owner*

✓ **Condition 15.3** *Dogs which on the advice of a veterinarian cannot be exercised must be provided with alternative forms of mental stimulation*

Compatibility is tested and monitored during a mandatory familiarisation visit to determine whether or not Dachshunds Daycare will be a good fit for them. Notes of the visit and observations about the dog's behaviour is recorded on the **Introduction Assessment Form** (*copies kept in the physical Operations Manual Folder & emailed to licensing authority*), which is kept in the owner's file. During this evaluation, each dog is assessed and scored according to our colour-coded behavioural designation chart (below).

	Happy with general behaviour
	Minor behavioural issues noted (consistent with breed or considered normal)
	Behaviour may require close monitoring
	Severe behavioural issues present too much risk (not suitable for boarding)

1-4	6	9
5	8	11
7	10	12

	Positive/negative reaction		
Score	Handling	Frankie & Benji	Environment
1			
2			
3			
4			

Upon arrival at the house, dogs are carefully introduced to other dogs being boarded. There are sufficient rooms to separate dogs. However, in the case of a new dog/s arriving showing any form of aggression despite a positive assessment/trial period, a decision will be made whether it is appropriate to board the dog/s or not. In extreme cases, the dog/s will not be boarded. Owners are asked to provide the name of an emergency contact who could look after their dog should such a situation or other emergency arise.

✓ **Condition 4.2** *The licence holder and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour*

Dog body language

General body language signs to look for include:

- If they stiffen their bodies and stare into each other's eyes with their hair up and their teeth bared, they probably are not going to become fast friends.
- If they lunge at each other and try to fight, separate them and do not try further introductions without help from a certified professional behaviour consultant. Some

dogs cannot safely interact with other animals and therefore should be the only pet in the home. Most of these dogs can be taught to ignore other animals while out in public, but they may never be able to safely interact with them.

- Be wary of nose-to-nose greetings. This type of greeting is very stressful for many dogs, particularly those who are fearful or feel threatened by eye contact. For these dogs, nose-to-nose greetings may cause them to make a bad decision and bite out of fear and defensiveness.
- When dogs first look into each other's eyes, the appropriate behaviour is to give a glance and then look away. A hard stare into another dog's eyes is a challenge — not a friendly way to greet.
- If the dog's practise inappropriate behaviour like stiffening or staring, try to get the dogs to calm down by offering verbal feedback. If that doesn't work, you can pick up their leashes and walk them around until they shake off and loosen up, then try again.
- If the dogs rush up to each other with or without the hair raised at their shoulders and at the base of the tail and engage in loud, raucous play, stay alert. This type of play can often escalate to fighting if the dogs do not know how to calm themselves down.
- If one dog pursues the other continually and ignores the other dog's corrections (e.g. lip curls, growls or air snaps) or requests to take a break, it can turn from play into bullying. These kinds of corrections are frequently mistaken for aggression, but they are part of healthy, normal dog communication. Dogs should be able to correct each other when one is being inappropriate; likewise, they should be able to pay attention to another dog's corrections.
- It is also important for dogs to take turns being the chaser and the one being chased, and to take breaks when they get too amped up. If they are not able to do that for themselves, pick up their leashes and walk them around until they shake off and loosen up, then try again.
- If the dogs try to play by pawing or play-bowing with their legs stretched out in front of them, they may want to be best buddies. Allow them to get to know each other, and give praise for each nice interaction.

FIGHT: The fight reflex normally begins with the dog indicating by a snarl, lift of lip, backing off etc. that it is not coping. When the perceived threat does not respond to the behaviour that the dog is exhibiting, it is likely that the behaviour will escalate, and the growl could become an air bite or perhaps a lunge and a snarl. In this way, the behaviour gradually escalates until a bite does occur.

FLIGHT: In this case, it may not be the dog running away. It could try and make its body look smaller so that the perceived threat would not regard it as a threat. It could also go and hide behind a chair or a person. A dog hiding away behind a person or an object can be a dangerous dog, especially if its means of escape is blocked. So be cautious.

FOOLING AROUND FIDGET: Any excess (or lack of normal) of behaviour should be considered as a stress signal from the dog. Dogs that are very hyperactive, jump around, lick constantly or circle are not coping.

FREEZE: An extreme of this is that the dog stands dead still, the eyes become fixed, and the body is rigid. This, however, is not always the case and you may find that the dog only freezes for a split second. It is so very important to recognize this very first sign of fear and one of the best things to do is to turn the dog away from the perceived threat. If the dog is acting reactively towards you, take a step away to give the dog the space it needs.

Monitoring of behaviour

Owners give their permission for us to act as guardian to their dog and take any action we consider suitable in order to protect and keep their dog in good health, which may include the application of essential first aid in accordance with our training. Prior consent is also obtained from the owner to seek guidance, advice and/or treatment from the vet if deemed necessary.

All dogs will be checked daily or more regularly if necessary, for any signs of pain, suffering, injury, allergic reaction, swellings, disease or abnormal behaviour. Any abnormal signs (e.g. lack of appetite or poor water intake) will be recorded and reported to owner. Any abnormal presence or absence of faeces and urine will also be recorded and reported.

Client-owned dachshunds in our care will be treated as a member of our family and given the same love, respect and care as Frankie and Benji. Please note:

- All dogs will be taken outside for toilet breaks every two hours, after food and play or before travel
- Dogs will be monitored to check for any signs of discomfort in relation to room temperature (we have two portable room thermometers)
- All feed (where appropriate) and water intake will be monitored so that any problems (e.g. lack of or excessive fluids) can be recorded, flagged to owners and addressed as required and in line with our **Preventative Healthcare Plan** ([see Appendix 5](#))
- A **Daily Record** ([copies kept in the physical Operations Manual Folder & emailed to licensing authority](#)) will be kept noting standard patterns of behaviour and activities for each of the dogs in our care, stored with the client's files & a copy given to them
- Behaviour, sickness or injury will be reported to owners via **End of Stay Report forms** ([copies kept in the physical Operations Manual Folder & emailed to licensing authority](#))
- If dogs exhibit any signs of distress, discomfort or pain, owners will be immediately notified and/or professional veterinary help sought in accordance with our **Emergency and Evacuation Plan** ([see Appendix 2](#))
- Dogs can be separated within their designated rooms if required

✓ **Condition 6.2** *Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed*

✓ **Condition 7.3** *The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate, and without delay, from a vet if adverse or abnormal behaviour is detected*

✓ **Condition 9.13** *All animals must be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently. Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed*

✓ **Condition 10.1** *A written emergency plan, acceptable to the local authority, must be 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*

Protection from pain, suffering, injury & disease

Written policies are in place (see [Appendices](#)) relating to: feeding; transportation; preventative health (includes cleaning, removal of faeces, extreme cold/heat); emergency and evacuation (includes death, escape, isolation). Please note:

- Vaccination certificates (against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis and leptospirosis) or titer test results are made available by the owner prior to commencement of boarding
- Owners are required to confirm the dog is protected against parasites and give consent that if any are found on/in the dog during boarding, we reserve the right to administer the appropriate treatment with veterinary advice and be reimbursed for the cost
- As part of our terms of service, owners confirm vaccination courses have been completed at least two weeks before boarding and that their dog is in good health on arrival and they have disclosed any pre-existing health concerns or known allergies
- We do not board dogs who have been in kennels or large dog care facilities one month preceding the board
- Faeces is double bagged and stored in a labelled dog bin, disposed of in local dog waste bin and/or collected with the general household waste every other Tuesday

Prior consent is obtained from the owner for us to seek guidance, advice and/or treatment from the vet if deemed necessary. All dogs will be checked daily or more regularly if necessary, for any signs of pain, suffering, injury, allergic reaction, swellings, disease or abnormal behaviour. Any abnormal signs will be recorded and reported to owner. Any abnormal presence or absence of faeces and urine will also be recorded and reported.

Our nominated veterinary practice has agreed to store deceased dogs and will keep dogs who require isolation until they are collected by the owner or they are no longer in need of isolation. Any dogs showing signs of illness can be separated into a designated room for close monitoring. They will not be exercised with other others or allowed in the same internal or external areas. We have sufficient bedding, water and feed bowls to accommodate each dog.

✓ **Condition 9.1** *Written procedures must: (a) be in place and implemented covering (i) feeding regimes, (ii) cleaning regimes, (iii) transportation, (iv) the prevention of, and control of the spread of, disease, (v) monitoring and ensuring the health and welfare of all the animals, (vi) the death or escape of an animal (including the storage of dead animals); (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency*

✓ **Condition 9.2** *All people responsible for the care of animals must be made fully aware of these procedures*

✓ **Condition 9.3** *Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals*

✓ **Condition 9.4** *All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites*

✓ **Condition 9.5** *All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation*

✓ **Condition 18.2** *A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented*

Owners give their permission for us to act as guardian to their dog and take any action we consider suitable in order to protect and keep their dog in good health, which may include separation within a designated room or the application of essential first aid in accordance with our training. Any treatment will be noted on the **Daily Record** and reported on the **End of Stay Report** form.

Should any dog be suspected of being ill or injured, we will contact our nominated veterinarian for advice as soon as possible. Any instructions for treatment will be duly recorded and strictly followed with further guidance sought if there is an ongoing concern.

A well-stocked first aid kit is kept on site and regularly checked/replenished. This includes:

- Anti-bacterial hand gel
- Apron
- Buscopan
- Cotton wool
- Disinfectant
- Flea spray
- Gauze
- Gloves
- Hibiscrub antibacterial wash for dogs
- Piriton
- Scissors
- Tic remover
- Tweezers
- Vet wrap

✓ **Condition 9.6** *Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and the advice of that veterinarian or, in the case of fish, that competent person must be followed*

✓ **Condition 9.7** *Where necessary, animals must receive preventative treatment by an appropriately competent person*

✓ **Condition 13.2** *Each dog must be provided with its own designated room, where it can be kept separate from other dogs*

Nominated veterinary practice

As outlined within our **Emergency and Evacuation** and **Preventative Healthcare Plans** (see [Appendices 2 and 5](#)), owners give consent for us to use Healers Veterinary Centre Burton Latimer, which has agreed to act as Dachshund Daycare's nominated veterinary practice in the event of illness or an emergency. They have agreed to care for any dogs in my care who become unwell and will provide an isolation area in the event of an infectious disease of a dog.

No dog will be euthanised by anyone other than a veterinarian. In the unfortunate event of a dog's death or euthanasia, our nominated veterinary practice has agreed to store the dog's body and/or dispose of it appropriately, depending on the owner's wishes.

The practice is located just five minutes' walk away at:

23 High Street
Burton Latimer
Kettering NN15 5LB
Office: 01536 726198

It provides 24 hours emergency service via Vets Now Northampton (25-minute drive) at:

2 Southfield Road
Northampton, NN5 6HN

✓ **Condition 9.7** *Where necessary, animals must receive preventative treatment by an appropriately competent person*

✓ **Condition 9.8** *The licence holder must register with a veterinarian with an appropriate level of experience in the health and welfare requirements of any animals specified in the licence and the contact details of that veterinarian must be readily available to all staff on the premises used for the licensable activity*

✓ **Condition 9.12** *No person may euthanise an animal except a veterinarian or a person who has been authorised by a veterinarian as competent for such purpose or (a) in the case of fish, a person who is competent for such purpose; (b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose; (c) a person who has been authorised by a veterinarian as competent for such purpose*

✓ **Condition 10.1** *A written emergency plan, acceptable to the local authority, must be 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*

✓ **Condition 18.2** *A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented*

Medication

Medication prescribed by a vet before or during a dog's boarding will be stored and administered in accordance with our **Medication Policy** (see [Appendix 10](#)). If owners require us to administer medicine on boarding, they must waive liability and complete our **Medication Form** (*copies kept in the physical Operations Manual Folder & emailed to licensing authority*). Please note:

- A separate fridge for dogs is available to store medicines which must be clearly labelled by owners
- All medicine will be given as directed by and according to the specifications given by the veterinarian
- All courses of medication will be completed
- Any unused medications will be returned to the owner

✓ **Condition 9.9** *Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian*

✓ **Condition 9.10** *Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian*

Emergencies

Owners are encouraged to provide their own collar/harness/lead, though we have spares. During our care and when dogs are away from premises, dogs will wear a tag with Dachshunds Daycare's contact details. Leads will be removed when indoors.

✓ **Condition 17.2** *When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.*

The precautions we employ, and the action taken in an emergency situation are documented in our **Emergency and Evacuation Plan** ([see Appendix 2](#)). This includes arrangements to ensure dogs in our care are never left unattended. Please note:

- Access to back garden from the front of house is via a narrow passageway, with two lockable wooden gates: a sturdy full-height gate and a second half-gate
- There are two lockable outer doors to the rear from both the kitchen and living room (via conservatory)
- The front door is kept locked as standard during the day and there is a second portable entrance barrier to create a reception area and provide additional security during drop-off/collection
- Entrance and exits will be kept free of obstruction
- Collars and leads will be kept together by the front door in case dogs need to be removed quickly in an emergency
- There are two smoke detectors and two carbon monoxide alarms within the premises
- There are two fire blankets and one powder (all-purposes) extinguisher
- There are four keyholders in total: the licence holder Kathryn, Paul, next door neighbour and Kathryn's mother (10 minutes' walk away)
- Kathryn's mother's home (10 minutes' walk away/five minutes' driving time) can provide a second 'emergency' base until owners/emergency contacts can collect dogs
- Owners must provide the name of an emergency contact who could look after their dog in the event of an emergency

✓ **Condition 5.9** *The animals must not be left unattended in any situation or for any period likely to cause them distress.*

✓ **Condition 10.1** *A written emergency plan, acceptable to the local authority, must be 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*

✓ **Condition 10.2** *The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police*

✓ **Condition 10.3** *External doors and gates must be lockable*

✓ **Condition 10.4** *A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency*

Conditions checklist & page references

Conditions	Page ref
1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity	4
1.2 The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.	4
2.1 The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form.	4, 5
2.2 The licence holder must keep all such records for at least three years beginning with the date on which the record was created.	4, 5
3.1 No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.	7
3.2 The number of animals kept for the activity at any time must not exceed the maximum that is reasonable considering the facilities and staffing on any premises used for the licensable activity.	7, 8
4.1 Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.	9, 30
4.2 The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour.	9, 10, 17, 22, 23
4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.	10
5.1 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.	12
5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to: (a) their behavioural needs, (b) its situation, space, air quality, cleanliness and temperature, (c) the water quality (where relevant), (d) noise levels, (e) light levels, (f) ventilation.	12
5.3 Staff must ensure that the animals are kept clean and comfortable.	11
5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.	11
5.5 Procedures must be in place to ensure accommodation and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained. The accommodation must be capable of being thoroughly cleaned and disinfected.	16
5.6 The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.	17, 19
5.7 All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals.	12, 17
5.8 All resources must be provided in a way (for example as regards. frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.	18

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.	17, 30
6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new feeds must be introduced gradually to allow the animals to adjust to them.	18
6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.	25
6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.	18
6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.	16, 18
6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.	18
6.6 Where feed is prepared on the premises, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.	18, 11
7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.	19
7.2 For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a veterinarian suggests otherwise.	19
7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a veterinarian or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.	25
7.4 Where used, training methods or equipment must not cause pain, suffering or injury.	10, 19
7.5 All immature animals must be given suitable and adequate opportunities to— (a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and (b) become habituated to noises, objects and activities in their environment.	7
8.1 All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.	9, 10, 22
8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.	19, 22
8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.	19, 22
9.1 Written procedures must— (a) be in place and implemented covering: (i) feeding regimes, (ii) cleaning regimes, (iii) transportation, (iv) the prevention of, and control of the spread of, disease, (v) monitoring and ensuring the health and welfare of all the animals, (vi) the death or escape of an animal (including the storage of dead animals); (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.	26
9.2 All people responsible for the care of the animals must be made fully aware of these procedures.	26
9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.	8, 26
9.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.	6, 16, 26
9.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.	16, 26

9.6 Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and the advice of that veterinarian or, in the case of fish, that competent person must be followed	27
9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.	27, 28
9.8 The licence holder must register with a veterinarian with an appropriate level of experience in the health and welfare requirements of any animals specified in the licence and the contact details of that veterinarian must be readily available to all staff on the premises used for the licensable activity.	28
9.9 Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.	29
9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.	29
9.11 Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals. They must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.	12, 16
9.12 No person may euthanise an animal except a veterinarian or a person who has been authorised by a veterinarian as competent for such purpose or a person who has been authorised by a veterinarian as competent for such purpose	28
9.13 All animals must be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently. Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.	25
10.1 A written emergency plan, acceptable to the local authority, must be 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.	25, 28, 30
10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police.	30
10.3 External doors and gates must be lockable.	11, 30
10.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency.	9, 17, 30
12.1 Dogs must be accommodated within the home.	11
12.2 The home must include: (a) direct access to a private, non-communal, secure and hazard-free external area, and (b) a secure physical barriers between any dog and any entrance to or exit from it.	11
13.1 Dogs from different households may only be boarded at the same time with the written consent of every owner.	6, 22
13.2 Each dog must be provided with its own designated room, where it can be kept separate from other dogs.	12, 25, 27
13.3 Each dog must have a clean, comfortable and warm area within its designated room where it can rest and sleep.	8, 21
13.4 Each designated room must have a secure window to the outside that can be opened and closed as necessary.	8, 21

13.5 A dog must not be confined in a crate for longer than three hours in any 24-hour period.	21
13.6 A dog must not be kept in a crate unless: (a) it is already habituated to it, (b) a crate forms part of the normal routine for the dog; (c) the dog's owner has consented to the use of a crate.	21
13.7 Any crate in which a dog is kept must be in good condition and sufficiently large for the dog to sit and stand in it at full-height, lie flat and turn around.	21
14.1 Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary.	6, 18
15.1 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.	19
15.2 Each dog must be exercised at least once daily as appropriate for its age and health.	20
15.3 Dogs which on the advice of a veterinarian cannot be exercised must be provided with alternative forms of mental stimulation.	19, 22
16.1 Written consent must be obtained from the owner or owners (as the case may be) to keep dogs together in a designated room.	6, 8
16.2 Unneutered bitches must be prevented from mating.	7
16.3 If any person aged under 16 years resides at the home, there must be procedures in place to regulate the interactions between the dogs and that person.	10
17.1 A register must be kept of all the dogs at the premises which must include: (a) the dates of each dog's arrival and departure; (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed; (c) the number of any dogs from the same household; (d) a record of which dogs (if any) are from the same household; (e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details; (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency; (g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog; (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise; (i) details of the dog's diet and related requirements; (j) consent forms; (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments; (l) details of any medical treatment each dog is receiving.	5
17.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.	7, 30
18.1 Before a dog is admitted for boarding, all equipment to be used by or in relation to that dog must be cleaned and disinfected.	16
18.2 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.	26, 28

Required Higher Standards	Page ref
There must be a designated other person or member of staff who can cover any emergency or absence of leave so that the dogs are never left alone.	17, 20
There must be a clear plan setting out two walks per dog each day for a minimum of 20 minutes each. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.	20
Dogs must be exercised at least twice per day. Each dog must have a written daily exercise regime including lead exercise and free running in a secure area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.	20

Optional Higher Standards	Page ref
A person responsible for the care of the dogs with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.	10
Any outside space will have two secure physical barriers between any dog and any entrance/exit.	11, 19

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Appendix 1: Privacy Policy

Privacy Policy

Introduction

The EU General Data Protection Regulations (GDPR), which came into effect from May 25, 2018, require all companies to treat personal information collected or handled securely and maintain accurate records as to how this information is stored and used. Your personal data is data which by itself or with other data available to us can be used to identify you. We, Dachshunds Daycare, with offices at 5 Rye Close, Burton Latimer, Kettering, NN15 5YW, are the data controller and this privacy policy provides you with details of how we collect and process your personal data through your use of our site and in booking our services.

Dachshunds Daycare (referred to below as 'we' or 'us') recognises that when you choose to provide us with information about yourself, you trust us to act in a responsible manner. We believe this information should only be used to help us provide you with a better service. That's why we have put a policy in place to protect your personal information. It is underpinned by the following eight data protection principles:

- 1. Obtain and process information fairly**
We will obtain and process your personal data fairly, with transparency and in accordance with statutory and other legal obligations.
- 2. Keep it only for one or more specified, explicit and lawful purposes**
We will keep your personal data for purposes that are specific, lawful and clearly stated. Your personal data will only be processed in a manner compatible with these purposes.
- 3. Use and disclose only in ways compatible with these purposes**
We will use and disclose your personal data only in circumstances that are necessary for the purposes for which we collected the data.
- 4. Keep it safe and secure**
We will take appropriate security measures against unauthorised access to, or alteration, disclosure or destruction of your personal data and against its accidental loss or destruction.
- 5. Keep it accurate, complete and up-to-date**
We adopt procedures that ensure high levels of data accuracy, completeness and that your data is up-to-date.
- 6. Ensure it is adequate, relevant and not excessive**
We shall only hold personal data to the extent that it is adequate, relevant and not excessive.
- 7. Retain for no longer than is necessary**
We have a retention policy for your personal data.
- 8. Give a copy of your personal data to you, on request**
We adopt procedures to ensure that data subjects can exercise their rights under the Data Protection legislation to access their data. A small administration fee applies to data protection requests.

By using this website and/or booking our services, you give your consent that all personal data you submit may be processed in the manner and for the purposes described.

What personal information do we collect?

We may collect and process the following data about you:

- Full name and personal details including contact information (e.g. home address, email address, home and mobile telephone numbers).
- Family, lifestyle or social circumstances of relevance to our services (e.g. details about your pet and pet care).
- Personal data about other named emergency contacts (e.g. home address, email address, home and mobile telephone numbers). You must have authority to provide their personal data to us and share this data protection statement with them, together with details of what you have agreed on their behalf.

We do **NOT** store any client payment information, i.e. credit card details, debit card details or any other mode of payment data.

Monitoring of communications

If you contact us, we may keep a record of that correspondence and other communications in relation to your dealings with us. We will also keep a record of our correspondence to you and other information (e.g. diary of activities) to help us provide you with improved services. We will do this for regulatory compliance, self-regulatory practices, for quality control and when we need to see a record of what has been said/agreed.

Using your information to perform our services

We will process and use information about you in the following ways:

- To manage and deliver our service to your stated requirements.
- To update our records, help us identify you and any accounts you hold with us.
- To enable us to review, develop and improve the website and our services.
- To carry out marketing and statistical analysis.
- To notify you about changes to our website and services.

Using your information to comply with legal obligations

We will process and use information about you in the following ways:

- To ensure we can respond if you exercise your rights under data protection law and make requests.
- To keep a record of consent required as part of dog home boarding/daycare regulations (e.g. permission to mix your dog with animals from different households, to walk off/on lead).
- To keep a record of your contractual responsibilities as part of our services (e.g. confirmation dog has been vaccinated, is not aggressive).

Use of Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. For further information about cookies, you may like to visit www.allaboutcookies.org.

Disclosure

We may disclose information about you to any of our agents (e.g. insurance broker) or suppliers (e.g. nominated veterinary practice) as considered reasonably necessary for the purposes as set out in this Privacy Policy. In addition, we may disclose your personal information:

- To the extent that we are required to do so by law.
- In connection with any legal proceedings or prospective legal proceedings.
- To establish, exercise or defend our legal rights.
- To any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information.

Where we store your personal data

All information you provide to us is stored on our secure computers at our office location, backed up to a secure hard drive and our secure One Drive Business account. Your data is secure through OneDrive for Business services, backed by Microsoft's agreements and reaffirmed by its adoption of the world's first international code of practice for cloud privacy, [ISO/IEC 27018](#). Please check [How Microsoft manages your data](#) for more detailed information. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Web links

Our website may provide links to third party sites, which are of relevance or interest to our business. Since we do not control those websites, we encourage you to review the privacy policies of these third party sites. Any information you supply on such sites will not be within our control.

Your rights

- You have **the right to be informed** about us processing your data. We inform you through this Privacy Policy.
- You have the **right to access** information held about you. You can send us a request and we will inform you about the data we hold about you (for a small administration fee).
- You have the **right to rectification**. You can help us maintain the accuracy of your information by notifying us of any changes to your address, title, phone number or e-mail address.
- You have the **right to erasure (right to be forgotten)**. You can ask us to erase/delete/anonymise data we hold about you. We will comply with your request within the boundaries that the regulations and our legal compliance sets.
- You have the **right to restrict processing** of your personal data which means we may store but not use it or only use it for the purposes you permit.
- You have the **right to portability** of your data if data is processed automatically. We confirm that we have no automatic processing in place. This right can therefore not be exercised.

- You have the ***right to object*** to processing your personal data for marketing purposes.
- You have ***rights related to automated decision making*** based on your personal data. We confirm that no automated decision making takes place. This right can therefore not be exercised.

The personal information we collect and maintain will be subject to the version of the Privacy Policy in effect at the time of collection. We reserve the right to change this Privacy Policy from time to time and will provide notice of these changes on the Privacy Policy on this page. You should make sure you periodically review the Privacy Policy to make sure it meets your needs.

Policy Dated: August 2019

Appendix 2: Emergency & Evacuation Plan

Emergency & Evacuation Plan

Introduction

This plan outlines the precautions put in place to prevent and the steps to be taken in the event of an emergency, whereby the owner is unable to collect their dog, Kathryn Jones is incapacitated and/or our business premises need to be evacuated. See separate [Healthcare Plan](#) for details of how we prevent and deal with sickness and injury.

Our aim is to reassure owners that the health and safety of their dog is of paramount importance to us and that we are prepared for most emergencies. The plan covers the following eventualities:

- Revocation of licence
- Parasitical or infectious disease outbreak
- Fire
- Burglary
- Natural disaster – severe weather, flooding, heatwave etc.

Roles & responsibilities

Kathryn Jones, who is canine first aid trained and the owner of the business, is responsible for ensuring the health, wellbeing and safety of the animals in the care of Dachshunds Daycare. She will execute any emergency procedures, as indicated and arising from the circumstances outlined below.

Paul Jones, also canine first aid trained, will be a secondary emergency contact. He shares the family home, has remote access to owner and emergency contact information, and also acts as an additional key holder for the business premises, should access to the property be required if Kathryn is incapacitated/absent for any reason.

Emergency checklist

An emergency checklist will be kept on the noticeboard by the front door with a list of actions to be undertaken in the event of an emergency and should Kathryn Jones be incapacitated/absent for any reason. A copy of the emergency checklist will also be stored securely on our One Drive Business account.

Emergency kit bag

An *Emergency Kit Bag* will be kept by the front door, which includes essential items outlined in this Emergency Plan. Leashes and collars will be kept here, together with a spare copy of the emergency checklist, owner contact information and the emergency contact list. All information will be backed up to our secure One Drive Business account, which can be remotely accessed by both Kathryn and Paul Jones.

Emergency pet travel

A two-pet travel basket will be kept on hand in the car, which is parked on the drive when not in use for the business. Additionally, a spare two-pet travel basket will be kept in the garage if, for any reason, the car is not available.

Owner contact information

The *Noticeboard* by the front door will display cards with owner/dog information (changed

daily) with a photograph of the dog, the personal, veterinary and emergency contact information of current customers, together with any medical records and/or veterinary information about their dogs. Owner contact information will also be stored securely on our One Drive Business account.

Emergency contact list

The *Emergency Kit Bag* will also include an emergency contact list with contacts for staff, our nominated veterinary practice, out-of-hours veterinary support, emergency services, utility companies, local animal welfare organisations, neighbouring kennels/catteries etc. This contact list will be updated bi-annually. A copy of the current emergency contact list will also be stored securely on our One Drive Business account.

Parasitical or infections disease outbreak

Dogs are accepted into our care on the understanding that they are up-to-date with vaccinations (or titer tested), flea, tick and worm treatments. The premises shall be regularly cleaned and, if necessary, treated for fleas and parasites with a veterinary recommended product which is not harmful to the dogs.

Owners consent that in the event there is evidence of external parasites (fleas, ticks, lice), their dog must be treated with an appropriate product authorised by our nominated veterinary practice. Owners will be informed if there is an outbreak of parasites while multiple dogs from mixed households are in our care. Veterinary advice will be sought as a precaution to ensure we have taken all the steps necessary.

Dogs showing signs of any disease or illness shall be isolated from any other dogs in their designated rooms until veterinary advice is obtained. Our nominated veterinary practice has agreed to keep dogs who require isolation until they are collected by the owner or they are no longer in need of isolation. We will inform owners (or emergency contacts) of the situation. If a dog develops an infectious disease, we will inform Environmental Services. We will contact owners (or emergency contacts) so that they can collect dogs from other households. Following an episode of infectious disease during any stay, we will refrain from operations for a reasonable quarantine period, as specified by the Licensing Authority and agreed with their authorised Veterinary surgeon.

Should a dog die on our premises, we will inform the Licensing Authority and owner (emergency contact). The body will be stored at our nominated veterinary practice until the owner can collect or gives instruction for its disposal.

Fire prevention & action

Entrance and exits will be kept free of obstruction (for exits and evacuation routes, see image of ground floor overleaf). Collars and leads will be kept together by the front door in case dogs need to be removed quickly in an emergency.

There are two smoke detectors and two carbon monoxide alarms within the premises. There will be no naked flames in the vicinity of the dogs. There is a fire blanket and extinguisher in the hallway downstairs and an additional fire blanket in the bedroom.

In the event of a fire, the following actions will be taken:

- If it is safe to do so, we will attempt to extinguish the fire
- Kathryn (or Paul) will collect and distribute the emergency kit bag
- Occupants will leave the house with dogs on lead with collars/name tags

- Call the Emergency Services
- Kathryn (or Paul) will go through the emergency checklist
- If unable to evacuate, we will safely secure dogs as far away from the danger area as possible, closing doors within the premises
- If smoke enters the room, we will stay low as heat and gas rises
- Signal position to emergency services from window.

After the area has been secured and persons/dogs removed to safety, we will contact owners/emergency contacts to make alternative arrangements.

Evacuation & rehousing of dogs

In case of an emergency where the premises are not deemed to be safe to live in, where dogs cannot be boarded due to a domestic emergency or following the suspension/revocation of our licence, we will move into Kathryn's mother's nearby family home (five minutes' travelling distance). Owners and/or emergency contacts will be informed to make necessary arrangements for alternative boarding/collection.

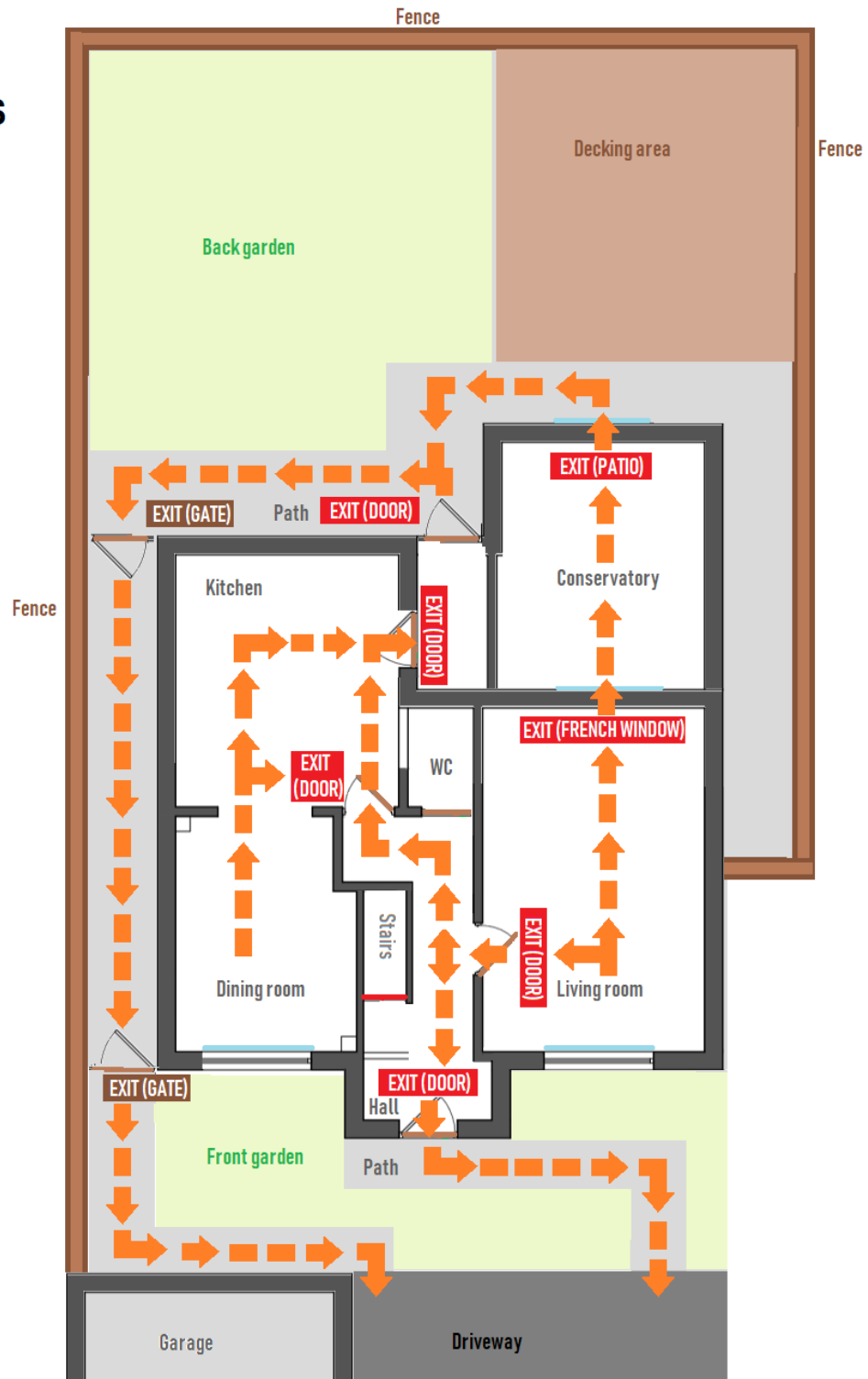
If longer term care is required, we can arrange for the dogs to be cared for in local kennels.

Key holders

Paul acts as a second keyholder and we have two further key holders, our next door neighbour and Kathryn's mother (five minutes travelling distance), to provide access to the premises if necessary.

Policy Dated: August 2019

Ground floor plan with exits



Appendix 3: Common Health Issues in Dachshunds

Back injuries

Back injuries are the most common type of dachshund health problem. The breed's body shape makes them particularly susceptible to canine intervertebral disc disease (IVDD) – essentially a ruptured or leaking disc. The discs are the thick plate- or disc-like cushions which lie between the bony vertebrae in the spine.

Spinal cords can't take much pressure, so a ruptured disk that presses on the cord can quickly deprive the spinal cord of essential blood and oxygen, causing lasting damage. Look for the following signs:

- Shivering — especially when combined with unusual inactivity
- Refusal to get up and play, even for food
- A yelp when you pet your dachshund or try to pick him up
- A pulled-in head, arched back or any other strange position
- A refusal to bend down to the food or water dish to eat or drink
- Limping of any kind
- A 'drunken' rear end, which moves but looks as if it isn't completely under control
- Dragging of the back legs.

If your dachshund shows any of these warning signs, we will call the vet immediately and drive immediately to the vet's office or nearest pet emergency facility. Immediate surgery on a dachshund with a Type I ruptured disk has a success rate around 95%, but if you wait longer than 24 hours after a disk injury, the success rate drops to 5%.

Patella luxation

Patella Luxation (loose knees) occurs when your dog's kneecap pops out from its groove. Dachshunds are more likely to develop this condition given their short legs (which changes the angle of their kneecap). Preventative measures to help reduce the likelihood of this disease include maintaining your dog at a healthy weight and providing regular exercise. Look for the following signs:

- Lameness such as limping, or favouring one leg.

In cases of suspected Patella Luxation, we will advise you to contact your vet, who will perform a physical examination, and if confirmed, the condition is often treated surgically.

Hip dysplasia

This condition is caused by a deformity of the hip joint, where the thigh bone doesn't properly fit into the socket, and may lead to rear leg lameness. You can help reduce the likelihood of hip dysplasia by feeding your dog a nutritious, healthy diet and discouraging jumping up and down, which increases the load on their back legs. Look for the following signs:

- Hind leg lameness
- Difficulty getting up
- Walking unsteadily.

If your dog displays any of these symptoms, we will advise you to see the vet for a thorough assessment.

Bloat

Some experts theorize that you can prevent bloat by keeping a dog from eating or drinking too quickly. Bloat occurs when the stomach twists on itself, cutting off the blood supply to several organs. Without immediate treatment, bloat is fatal. Look for the following signs:

- Pacing, salivating and acting upset, nervous, or in pain—or it just seems like something is very wrong, we will call the vet immediately. The only hope is emergency surgery.

Canine epilepsy

Dachshunds are more prone to seizures than other dogs. Look for the following signs:

- If your dachshund suddenly goes stiff, starts shaking or becomes completely non-responsive or totally limp
- If your dog suddenly starts spasming, paddling, and/or has lost control of their bowel movements.

Dogs, like humans, can have sporadic seizures. They might have one seizure and never have one again, or have seizures years apart. However, if your dog has frequent seizures, they may have epilepsy. You can't prevent epilepsy, but it is treatable with medication. If your dachshund has a seizure, we will advise you to make an appointment to have it examined by your veterinarian. If your dog has more than one seizure in a row, especially if they do not fully recover between seizures, we will call an emergency veterinarian immediately.

Hypothyroidism

This is a disorder in which the thyroid doesn't secrete enough of its hormone. Your vet can treat the condition with medication. Look for the following signs:

- If your dog starts showing signs of weight gain, fatigue, sluggish behaviour, dry skin, hair loss, and severe behavioural changes.

Progressive retinal atrophy (PRA)

This is a degenerative eye disease that eventually results in blindness. There are often few symptoms until the dog is almost completely blind. However, look for the following signs:

- Some dogs will show reluctance to go downstairs or go into dark areas (night blindness can be an initial stage of the disease)
- In some dogs, the eye lens looks more opaque or cloudy.

There is no treatment for PRA, however, blind dogs can live a happy life, with a little extra care. Longhaired miniature dachshunds may be particularly prone to PRA. PRA is a hereditary retinal disease, which is why breeders screen their studs/bitches. They can also perform a DNA test to determine whether a dog is a carrier for PRA.

Allergies

Dachshunds are prone to skin problems that are caused by allergies, typically in response to environmental contacts and inhalants or food. Look for the following signs:

- If your dog develops rashes, itchy sores and exhibits plenty of scratching.

If you suspect food may be the trigger, switch to a higher quality food with a single protein source. If pollen may be the source of irritation, wash your dog after walks. Consult your vet if the problem persists.

Acanthosis nigricans

Primary acanthosis nigricans is a skin disease that is unique to dachshunds and will usually appear before the dog's first birthday. The skin can itch and become black and scaly, which often leads to bacterial and yeast infections that must be treated. Look for the following signs:

- Dark, thick skin sometimes accompanied by hair loss, around the dog's armpits or groin area. You should consult your vet.

The origin of the condition is not clear and there is no cure for it, but symptoms can be alleviated with ointments and periodic medicated baths.

Obesity

Due to their distinctive body shape and short legs, obesity is a common health problem in dachshunds. The condition can affect their joints, heart and lungs. An overweight dachshund may be at risk for other severe health issues, including back problems, as obesity can cause extra weight to pull on their lower backs. Dachshund owners should monitor their pet's weight. The cause of obesity can be prevented and reversed in dogs with a proper diet and regular exercise.

Acute kidney disease

Acute kidney disease, or acute renal failure, is the most common form of canine kidney disease. It happens suddenly and over the short period of a few days. Acute kidney injury is not specific to any breed, but it is more common in older dogs. It is often a result of severe dehydration, a reaction to medication or severe blood loss from an injury or surgery. It can also be caused by ingestion of poisons, particularly antifreeze, which contains the chemical ethylene glycol, a highly toxic substance in the kidneys.

Symptoms of acute renal injury can vary based on the dog and the severity of the disease, but look for the following signs:

- Disorientation
- Lethargy
- Weakness
- Coordination issues
- Increases or decreases in thirst
- Increases or decreases in urination frequency
- Straining while urinating
- Vomiting
- Loss of appetite

If we notice any of these symptoms, we will seek veterinary assistance. During a physical examination, your vet may also find ulcers in the mouth, on the tongue, gums, or inside the cheek; swelling of the limbs; pale mucus membranes; high blood pressure; retinal changes. The vet will likely perform a variety of tests to determine what exactly is causing the acute kidney issues and determine the most appropriate form of treatment.

Anal glands

Also known as scent glands, the secretion from these glands marks the dog's territory and identifies other dogs. They empty normally when the dog defecates a normal firm stool and cause discomfort if they become too full. Look for the following signs:

- Scooting along the floor on their bottom
- Licking or biting the anus
- Chasing their tail
- Finding it difficult to sit
- Smelly fishy breath after your dog has licked his bottom

Older dogs are more likely to have problems with anal glands, which may mean they need expressing every two weeks or perhaps even more often. We will advise you to consult your vet to have this done and/or ask them to show you how to carry out the procedure yourself.

Canine Cushings Disease

Canine Cushings disease or hyperadrenocorticism is a serious disease that is most often seen in middle aged and older dachshunds. The two endocrine glands involved in Cushings disease are the pituitary gland (which sits at the base of the brain) and the adrenal gland (which is found in the area of the kidneys). The adrenal gland produces cortisol, which is important for normal body function, but it is when an excess of the corticosteroid hormone is produced that Cushing's disease develops.

The leading cause for the excessive corticosteroid hormone production is usually a tumour, either in the adrenal or pituitary glands. These tumours called adenomas, are slow growing and not normally life threatening. Most dogs suffer from pituitary-dependant hyperadrenocorticism, which is when a tumour has grown on the pituitary gland, causing this gland to produce excessive amounts of a hormone known as adrenocorticotrophic (ACTH) hormone which travels through the blood to the adrenal glands. This leads to an over stimulation of the adrenal glands where excessive amounts of corticosteroid hormone are then produced. Look for the following signs:

- A marked increase in thirst which in turn increases their urine output, the dog's appetite often increases also
- Affected dachshunds will often show a pot-belly appearance, suffer from a lack of energy and put on extra weight
- Their skin often develops an unhealthy look becoming thin and greasy; this can also be accompanied by loss of hair which can result in baldness
- Heat can also cause discomfort for dogs suffering from Cushing's and they will pant to try to get some relief.

Consult your vet who will discuss treatment options with you.

Canine cancer

Dachshunds are particularly prone to contracting cancer or developing tumours, which, as with humans, can take many forms. Dachshunds are particularly at risk of developing mast cell tumours, a type of skin cancer, or Squamous Cell Carcinoma.

Cancer mainly affects older dogs, so dogs over eight-years-old should regularly be checked for any abnormal lumps on the skin or just under the skin's surface. Check their feet, too, since they are especially vulnerable to Squamous Cell Carcinoma. Other signs that your dog might have cancer include extreme losses in appetite and/or energy. Consult your vet immediately.

Appendix 4: Training Policy

Personal development plan

Each year, the licence holder and secondary carer will assess their professional development needs in terms of knowledge gaps and identify appropriate training.

- We will use online courses and literature to enhance our knowledge, particularly of the dachshund breed
- We will also undertake refresher first aid courses as required

In 2019, the licence holder will complete the Ofqual Regulated Level 3 Professional Day Care and Boarding course.

In 2020, the licence holder will look to undertake a dog training course and learn more about puppy care.

Appendix 5: Preventative Healthcare Plan

Preventative Healthcare Plan

Introduction

All home boarding providers are now required as part of local authority licensing regulations to implement a Healthcare Plan, to ensure that policies and procedures are in place to prevent and minimise risk and to protect animal welfare. This plan outlines how we prevent the risk of and deal with sickness and injury. Please also refer to the separate [Emergency & Evacuation Plan](#) and our [Pet Travel Policy](#).

Roles & responsibilities

While we may care for other people's dogs for varying periods of time in our home or on dog walks, they are all treated as if they were our own dogs.

Kathryn Jones, who is canine first aid trained and the owner of the business, is responsible for ensuring the health, wellbeing and safety of the animals in the care of Dachshunds Daycare. She will execute any procedures, as indicated and arising from the circumstances outlined below. *Paul Jones*, also canine first aid trained, will be a secondary contact (who has remote access to owner and emergency contact information).

Nominated veterinary practice

Healers Veterinary Centre Burton Latimer has agreed to act as Dachshund Daycare's nominated veterinary practice in the event of illness or an emergency. They have agreed to care for any dogs in my care who become unwell or in the unfortunate event of a death. They will also provide an isolation area in the event of an infectious disease of a dog.

Feeding

Dogs are fed dogs according to the owner's instructions and our [feeding policy](#). Feeding should always take place no less than one hour prior or one hour after exercise. All feeding bowls will be removed from all rooms after feeding; they will be washed after each meal and disinfected between dogs or weekly, whichever is sooner.

Equipment safety

All toys, beds, bedding, leads, collars and other equipment used by the dogs in our care will be regularly checked for damage, wear and tear, with appropriate action taken (removed, replaced or repaired).

Medication, food and treats will be stored out of reach of the dogs within secure storage, either in a cool, dry place or fridge/freezer as appropriate. Owners provide their own food for their dogs; however, we will check all 'use by' dates.

All first aid and cleaning utensils/materials will be stored in a secure and/or lockable cabinet away from dogs.

Cleaning procedures

Hard floors and surfaces are kept clean at all times and cleaned with anti-bacterial, viricidal solutions. Dogs will be excluded from the area until dry.

All receptacles are non-porous and cleaned after every feeding time by cleaning in the sink.

Receptacles receive enhanced cleaning on the intensive/sanitising washing cycle in a dishwasher at least twice a week.

Spot cleaning is carried out throughout the day. Throws, cushion covers, bedding etc are washed regularly (at least once a week) at 60 degrees. Toys are disinfected weekly. Vacuuming is done daily.

Faeces will be removed from the garden throughout the day as it appears, and the paving areas disinfected weekly and allowed to dry before dogs are allowed out. Dog waste is bagged and further bagged in a labelled dog bin. Bags are regularly disposed of in local dog waste bin and/or disposed of in our lidded bin which is then collected with the general household waste every other Tuesday.

Garden

Grass will be kept short for ease of faeces removal. The garden will be checked regularly for any damage or wear that may cause injury to the dogs.

Escape

The front door will be kept locked at all times and a second portable, sturdy barrier further restricts movement and creates an entrance area for drop-off and collection. We will ensure dogs are placed in a room with the door closed or behind the hallway barrier in the event of the front door having to be opened i.e. receiving deliveries, the arrival/departure of other dogs.

Two separate gates prevent exit from the back garden and will be kept shut/bolted as standard to prevent escape. We will also ensure dogs are secured inside the house before opening either of the two gates in the external area.

Owners are asked to keep their dogs on lead when dropping off. We will ensure dogs are wearing the correct collar/harness and double check leads are fully secured before opening the exit door. During our care and when dogs are away from premises, they will wear a collar and tag with Dachshunds Daycare's contact details. Leads will be removed when indoors as a precaution.

If a dog should escape on a walk or from premises, every effort will be made to locate and recapture the dog. We will:

- Advise the owner (or emergency contact)
- Contact the microchip database
- Make the local vets, kennels and council aware of any escape
- Check online lost and found websites including Animal Tails Northamptonshire UK
- Post and check on local area Facebook pages
- Contact police if there is any suspicion of the dog being stolen
- Put up notices in the local areas with a photo of the dog and contact details
- Visit places where dog walkers go and hand out leaflets.

Disease prevention & control

As outlined within our [Terms of service](#) and consented to on customer registration, all dogs must be up-to-date with vaccinations against parvovirus, distemper, hepatitis and leptospirosis (or have a recent titre test). Primary vaccination must be completed at least two weeks prior to stay. All dogs must be up-to-date with the treatment of internal and external parasites in accordance with veterinary advice prior to boarding.

No dogs will be boarded if they have had (within 21 days prior) or currently have an infectious disease prior to boarding.

Any dog in need of isolation will be taken to our nominated veterinary practice and remain there until they are collected by the owner or they are no longer in need of isolation.

Cleaning procedures will be followed and recorded.

Exercise

Dogs are exercised accordingly twice a day and subject to owners' instructions and prior consent. We provide a home-from-home stimulating and safe environment for them.

Healthcare monitoring & action

Owners give their permission for us to act as guardian to their dog and take any action we consider suitable in order to protect and keep their dog in good health, which may include the application of essential first aid in accordance with our training. A well-stocked first aid kit is kept on site.

Prior consent will be obtained from the owner to seek guidance, advice and/or treatment from the vet if deemed necessary. All dogs will be checked daily or more regularly if necessary, for any signs of pain, suffering, injury, allergic reaction, swellings, disease or abnormal behaviour. Any abnormal signs will be recorded and reported to owner. Any abnormal presence or absence of faeces and urine will also be recorded and reported.

Room temperature

We have two portable thermometers to monitor temperatures in the rooms within which dogs are located. We can adjust radiator settings within all rooms, except the conservatory (which has a separate air conditioning unit).

Should heat become a problem, we have a large portable cooling fan and several smaller USB powered fans. Our garden has plenty of shade and we plan to invest in two *All for Paws Chill Out Fresh Breeze Mats*.

In the event of a boiler breakdown, electrical heaters are available and will be strategically placed.

Death

If a dog should pass away during the stay, the owner and/or emergency contact will be notified. Should a dog die on our premises, we will inform the Licensing Authority. The body will be stored at our nominated veterinary practice until the owner can collect or gives instruction for its disposal.

Veterinary release form

Owners are required to consent to veterinary release for each dog. The veterinary release form is contained within the customer registration form. This form will be kept on file at all times. Owners will be asked to check their details on an annual basis and advised to update us if any information changes.

Policy Dated: August 2019



DACHSHUNDS DAYCARE

WITH FRANKIE & BENJI

NOMINATED VETS

Healers Veterinary Centre

All licensed and insured home dog boarders are governed under strict DEFRA (Department for Environment, Food and Rural Affairs) rules and legislations. By law, we are now asked to provide a **Preventative Healthcare Plan** in accordance with our business.

With this in mind, since you are my personal veterinary provider, I wish to ask for your signature to agree to be my business' nominated veterinary practice in the event of illness or an emergency with the dogs in my care and provide the following undertakings:

Should a dog in my care become injured, unwell or die, I wish to seek your permission to care for the dog

In the event of the unfortunate death of a dog, I would ask your practice to cold store the body until the owner's return

In the event of an infectious disease of a dog, I would ask your practice to provide an isolation area until such disease is brought under control and/or upon the return of their owners

Prior to the commencement of any services by Dachshunds Daycare, owners are required to sign a consent form, giving me permission to seek care for their dog at my nominated veterinary practice. Should any of the circumstances described above occur, I will contact the owners and keep them informed of the situation.

If I were to bring a dog to you, I would supply their owners' written consent form, their own vet's details and an up-to-date copy of their dog's vaccination records, in order that you may keep copies for your files.

If you are happy to agree to being Dachshunds Daycare's nominated veterinary practice as outlined above, I would be grateful if you could sign this letter and return it to me.

My name:	Kathryn Jones	Business name:	Dachshunds Daycare
Street address:	5 Rye Close		
Town/city:	Burton Latimer	Postcode:	NN15 5YW
Home phone:	01536 725701	Mobile phone:	07423 067721
Email:	kathryn.l.jones@hotmail.co.uk		

Kind regards,

Kathryn Jones (Frankie & Benji's mum)

Signed:  Date: 20/08/2019
 Print name: DR. MOTE RUTH BVMS, MRCVS Position: CLINICAL DIRECTOR
 On behalf of: Healers
 Veterinary Centre

Appendix 6: Pet Travel Plan

Pet Travel Plan

Introduction

In an emergency, for variety and to keep walks entertaining for the dogs in our care, at times, we may transport dogs in our care by car. Prior permission will be obtained from owners for dogs to be transported in our vehicle. We ask owners to provide us with the dog's usual transportation devices so their dogs may be transported in the same manner in which they are accustomed to and comfortable/familiar with.

Safety restraints

When travelling in the vehicle suitable restraints will be used to maximise safety. We use the PetSafe Solvit On Seat Car Booster for dogs, which features a rigid internal structure and integrates with the vehicle's seatbelts for maximum security. The strength-rated safety tether has been tested to 900 kg and is accompanied by the Solvit Deluxe Safety Harnesses, which are made from strong and durable material. These have also been independently crash tested and are one of the safest dog harnesses available in the UK.

Vehicle maintenance

We are fully insured to provide a 'pet taxi' service. Our car will be kept clean and free from hazards, subject to regular service and maintenance.

Pet care & comfort

When travelling in hot weather or for prolonged periods, water (and where necessary, comfort breaks) will be provided. Dogs will not normally be left unattended and in exceptional circumstances will not be left in the vehicle for any longer than is absolutely necessary.

Policy Dated: August 2019

Appendix 7: Feeding Policy

Feeding Policy

Introduction

Dogs are fed according to the owner's instructions and in line with this feeding policy.

Multiple water and feeding stations are provided, according to the number of dogs being boarded. Water bowls will be cleaned and refilled daily or more frequent if necessary.

Feeding should always take place no less than one hour prior or one hour after exercise. Feeding must be supervised, and food aggressive dogs fed first, separate from the other dogs. Food will not be left out after the feeding opportunity to avoid competitive behaviour.

Feeding

Dogs will be separated into their designated room prior to any food preparation starting. Each dog will have its own room or at least its own space to eat to avoid competitive behaviour.

To help prevent stomach upset, owners are required to bring the food their dog is used to eating (whenever possible and practical). On the customer registration form, you will be asked to provide complete feeding instructions regarding the quantity and schedule of food. We can accommodate a wide variety of diets and preparations.

If a dog shows disinterest in food at the feeding times, the food will be offered at various intervals throughout the day. In the event of a dog showing disinterest in food or water for longer than 24 hours, the owner (or emergency contact) will be contacted and veterinary advice sought.

Food storage

We have a separate fridge and freezer for dog food, together with secure drawers/shelving.

- *Raw food:* This must be kept in a sealed container and stored on the bottom shelf of the fridge to prevent cross contamination.
- *Cooked meats/tinned or packet dog meat:* This must be kept in a sealed container, lidded tin or press seal bag and stored in the fridge above any uncooked foods to prevent cross contamination.
- *Dry food:* This must be stored in either a sealed container or manufacturers bag in the designated cupboard, labelled with dog's name.

Food Preparation

- *Raw food:* This carries a risk element due to E-Coli and other bacteria. All surfaces and utensils will be cleaned using an antibacterial cleaner after preparation. Hands will be washed thoroughly after handling food and bowls to prevent totally any transfer of germs from the raw food. They will be dried using kitchen roll.
- *Cooked meats:* Clean utensils and bowls will be used. We will wash hands thoroughly after handling food and dry them with kitchen roll.
- *Dry food:* Appropriate measuring cups/scales will be used in accordance with feeding/owners' guidelines.

Cleaning

All bowls will be picked up as soon as they are empty to prevent dogs going from bowl to bowl - looking for any leftovers - again to prevent any cross contamination from dog to dog and avoid competitive behaviour.

All feeding bowls will be removed from all rooms after feeding; they will be washed after each meal and disinfected between dogs or weekly, whichever is sooner.

Policy Dated: August 2019

Appendix 8: Pet Enrichment & Socialisation Plan

Pet Enrichment & Socialisation Plan

Introduction

Dogs are intelligent animals and can suffer from boredom, which may lead to inappropriate behaviour e.g. excessive barking or destructive behaviour such as chewing. They need a combination of sufficient rest and sleep, plus regular exercise and regular opportunities to walk, run, explore, play, sniff and investigate. Our goal is to provide a home-from-home stimulating and safe environment for them.

Dog walks

In recognition of the fact that the amount of exercise a dog needs varies with age, breed and health, owners are asked to provide an indication of their pet's walking habits (in terms of the length of time and frequency of walks). We are aware that many dachshunds can be afraid of other dog breeds and people, which is why we have chosen to offer a dachshund-only service.

Subject to owners' instructions, puppy/dog's individual needs and prior consent, dogs are exercised either solo or as a pack twice daily, for at least 20 minutes at a time, morning and afternoon. We will try to avoid exercising dogs in extreme weather or during events which they may find frightening, such as firework displays. We will use the pavement test to assess whether it is too hot: *'If it's too hot to hold your hand on the pavement, it's too hot for a paw.'*

A maximum of four dogs will be taken out for walks at any one time by one member of staff (ratio of 1:4). Client-owned dogs will not be let off the leash without express written permission of the owners and without prior testing of recall by the licence holder.

- All dogs must be walked on lead near traffic
- We will carry a mobile phone at all times
- We will make sure we have plenty of poo bags
- In hot weather, we will take water with us and make sure dogs have access to shade, so they don't overheat
- In winter, if the owner brought a coat for their dog, we will make sure they wear it
- If a dog is wet, we will dry it and make sure it is somewhere warm
- If a dog becomes dirty on a walk, we will wash it (subject to owner's consent)

Owners will be kept fully informed of any plans for pet travel, which will be conducted in accordance with our [Pet Travel Policy](#).

Training & obedience

Training dogs is important to help them learn to behave appropriately and to make it easier to keep them under control. As part of our daily activities, in discussion with and under instructions from owners, we are happy to participate in positive, reward based training, incorporating treats, a favourite toy or praise.

Play & socialisation

Dogs are sociable animals that need, enjoy and value company; many dogs do not like being left alone and may suffer if left without company, or with nothing to do for long periods of time. Dogs will not be left unsupervised in our care and will be given plenty of opportunities to spend time with people and other friendly dogs, including our resident dogs Frankie and Benji.

We have a wide selection of safe, sturdy toys (e.g. Kong, Tuff toys), which will be used in accordance with any instructions and checked regularly for any damage, removed, repaired or replaced if necessary. Toys, which are cleaned and disinfected regularly, will not be accessible to dogs unless they are being supervised by a member of staff.

Structured games may include anything from ball throwing and tug-of-war (played safely) to water chase, bursting bubbles, hide and 'go seek' or find the treat.

Rest

All dogs need rest, but we recognise that individual dogs have different needs, and some will sleep for long periods after exercise or food, while others will be more active.

Nap time will as standard be scheduled in the dining room around midday; this means that in summer dachshunds in our care will be in the cool and shade during the hottest part of the day.

Owners are required to bring their dog's own bedding; however, we have sufficient extra resources (soft and wire crates, dog baskets and rest areas) to ensure each dog can rest comfortably without competing for space.

Separation

We have knowledge and experience of recognising the symptoms of and proactively managing/handling anxiety and reactivity, which the dachshund breed is prone to. This can occur, for example, in the event that dogs are frightened, startled, separated from owners or if guarding a high value possession such as food or toys.

Should any dog require separate or different feeding/enrichment activities, for whatever reason, nap time, feeding and play times may be staggered to enable this to be facilitated. Dogs will have access to their own designated room.

Policy Dated: August 2019

Appendix 9: Risk Management Policy

Risk Management Policy

Dachshunds Daycare is committed to safeguarding and promoting the welfare, indoors and outside, of both the dogs in our care, and anyone else – including children (under 16), young people (16-18), adults and other dogs – we may encounter during our business operations. There is currently one child (13) under the age of 16 living within the premises. Our assessment of risks and the actions we have taken to mitigate these are documented below.

Hazard/s	Who is at risk?	Risk mitigations	Additional actions
Aggressive behaviour/ dog bite by dog indoors	Other dogs and all visitors to/occupants of the property, particularly children (under 16)	<ul style="list-style-type: none">• Pre-assessment and familiarisation visit undertaken before confirming booking (details recorded)• Dogs who display significant fear or aggressive behaviour will not be boarded• No child will be left alone with a dog• Dogs will be supervised at all times, with particular attention paid if dogs are playing with toys with children present• Dogs will be separately away from other dogs, young people and adults• If a dog exhibits signs of aggression or anxiety it will be kept separate from children in the home or visiting for the duration of its stay• Barriers and safety equipment is in place to separate dogs from home occupants and/or visitors (e.g. safety gate/closed door/crates etc.)• The bedroom of a child under 16 will not be used as a designated room• Children will only be allowed supervised access to dogs in the home by licence holder or responsible adult• Children will be gradually familiarised with any new dog• Assess if any child at the property has individual needs (i.e. disabilities, learning difficulties) which may require a separate assessment and additional control of measures	<ul style="list-style-type: none">• A further trial session may be invited to further monitor a dog's behaviour• Educated children on correct behaviour around a dog (e.g. teach a child not to chase, leave dog alone when eating or when it goes into its crate, not approach dog even it was friendly before).• Dog to go on lead if necessary• Dog to be separated from children/young people if necessary• Review risk assessment to ensure it remains suitable and sufficient

Hazard/s	Who is at risk?	Risk mitigations	Additional actions
Aggressive behaviour/ dog bite by dog outdoors	Other dogs and people, particularly children (under 16)	<ul style="list-style-type: none"> • Pre-assessment and familiarisation visit undertaken before confirming booking (details recorded) • Dogs who display significant fear or aggressive behaviour will not be boarded • Dogs will be walked in areas known to the licence holder to be safe and not over-populated by other dogs or walkers • People or dogs will be approached with caution and will be advised to do the same • Dogs will not be allowed off leash without prior consent of the owner • A dog who exhibits signs of aggression or anxiety to other people/dogs on lead may be walked separately from other dogs • If a dog exhibits signs of aggression or anxiety it may remain on lead if necessary and/or be returned home 	<ul style="list-style-type: none"> • A further trial session may be invited to further monitor a dog's behaviour • Dog to be given alternative form of exercise (in back garden/home) if necessary • Review risk assessment to ensure it remains suitable and sufficient
Choking (from dog toys or other items)	Dogs in our care and children who may be at the property, particularly young children under 5	<ul style="list-style-type: none"> • House is kept clean, tidy and safe, regularly checked • Dog toys regularly inspected for any wear, tear or damage (removed, replaced or repaired) • Dogs to be supervised at all times, with particular attention paid if dogs are playing with toys or eating • Dog toys to be kept separate from children at the property • No dog toys with small parts or damage (which may injure small child or dog) will be kept at the premises and any supplied by owners will be returned immediately • Dogs will not be fed in the company of children • All dog food and dog treats will be cleared away promptly to avoid a child picking them up and choking on them • Known 	<ul style="list-style-type: none"> • Education of children not to move or touch dog toys

Hazard/s	Who is at risk?	Risk mitigations	Additional actions
Communicable diseases between dogs & dogs to humans (zoonoses)	Other dogs and people, particularly children (under 5)	<ul style="list-style-type: none"> • Ensure dogs are vaccinated (proof of vaccinations or titer test prior to acceptance) • Ensure dogs are up-to-date with parasite treatments • All children to wash hands thoroughly if they have been in contact with a dog or dog equipment/belongings • Discourage and prevent dogs from licking faces • Strict cleanliness and hygiene regimes as documented in Preventative Healthcare Plan • Arrangements in place to take extra precautions with any dog showing signs of sickness or illness, as documented in Preventative Healthcare and Emergency and Evacuation Plans 	<ul style="list-style-type: none"> • Educate children as to the dangers of allowing dogs to 'give kisses' by licking faces
Allergic reaction to dog	People, particularly children (under 5) on premises	<ul style="list-style-type: none"> • None of the licence holder's family are allergic to dogs • Pre-check with anyone visiting the premises that they are not allergic to dogs • Pre-check with parents/guardians of children visiting the property that they are not allergic to dogs (record details of any checks made) • Any allergy medication brought to the property must be kept separately and secure from the dogs and other children • Allergy medication may only be administered to a child by their parent/guardian 	<ul style="list-style-type: none"> • If children are allergic but parents/guardians still want them to visit, ensure that safe measures are in place (e.g. emergency contact numbers and/or accompanied by adult with suitable medication)
Allergic reaction of dog	Dogs in our care	<ul style="list-style-type: none"> • Pre-screening of dogs for known allergies prior to acceptance with any details recorded • Any allergy medication brought to the property must be kept separately and secure from the dogs and other children • Any allergy medication for dogs will be administered according to veterinary or package guidance • Piriton (which is safe for dogs) will be kept within the first aid kit, to be administered by licence holder if a dog is bitten or stung by an insect • Food items known to be toxic to dogs (such as grapes, chocolate, coffee, garlic, onions, mushrooms etc.) will be kept separately and securely away from the dogs • All members of the household educated about toxic food items 	<ul style="list-style-type: none"> • Visitors to household informed about toxic food items
Dog faeces contamination	Children	<ul style="list-style-type: none"> • Ensure dog faeces is picked up on a regular basis and disposed of in an appropriate waste disposal facility • Ensure dogs are house trained • Walk dogs on regular basis • Always carry poo bags when outdoors • Pick up dog faeces when outdoors 	<ul style="list-style-type: none"> • If dogs are in the exercise area they should be monitored to ensure that faeces are cleaned up as soon as possible

Hazard/s	Who is at risk?	Risk mitigations	Additional actions
Provision of food for dogs and/children	Children who may be at the property	<ul style="list-style-type: none"> • Dogs food and water bowl kept in area, away from children • Feeding of dogs should take place away from children • Feed the dogs in separate parts of the home, as mealtimes are frequently a flashpoint for disputes • Dogs food kept in a separate fridge and/or in secure cabinets away from children • Children closely supervised when eating food or snacks and in an area away from the dogs 	<ul style="list-style-type: none"> • Education • Signage
Chemical contamination	Other dogs and children who may be at the property	<ul style="list-style-type: none"> • Ensure all chemicals and medication is kept in locked cupboard away from children/dogs • Child-proof locks are fitted on all cupboards where chemicals are kept in the kitchen • Human medication is stored in child-proof containers within secure cabinets • Dog medication is kept in separate dog fridge or secure cabinet out of reach of children and dogs 	
Dog taken ill	Other dogs and children who may be at the property	<ul style="list-style-type: none"> • Emergency arrangements must be in place to take care of children at the property and other dogs while licence holder is having to take ill dog to vets etc. 	<ul style="list-style-type: none"> • Emergency contact to take care of other dogs • Children's parents to collect
Child taken ill	Children who may be at the property	<ul style="list-style-type: none"> • Emergency arrangements must be in place to take care of children at the property and other dogs if a child is taken ill • If own child is ill and needs care, have emergency contact to help take care of dogs 	<ul style="list-style-type: none"> • Fit and proper person to take care of the other dogs • Children's parents to collect
Safety of children while exercising dogs (e.g. child knocked over by dog)	Children	<ul style="list-style-type: none"> • Exercise children away from the property only when other person is able to take care of children at the property or children are being carried in a suitable pushchair or similar device • Walks to be staggered, with separate dogs, at different times • Dogs left in a secure, designated room while walk takes place with other dogs • Dogs being exercised to be kept on lead if children are near • Children advised against approaching dogs unless they are known to be friendly and children are with adult who can ensure they approach with caution 	
Slips and trips	Children who may be at the property	<ul style="list-style-type: none"> • General good housekeeping is carried out • All areas are well lit • No dog toys, leads, bones, etc. left lying about • Areas near dogs drinking bowls dried regularly to avoid slips 	

Hazard/s	Who is at risk?	Risk mitigations	Additional actions
Risk of dog aggression from inappropriate child contact	Children at the home with individual needs that may put them at risk with being with a dog	<ul style="list-style-type: none"> • There are no children at the property with individual needs (i.e. disability, learning difficulties) which may require a separate assessment and additional control measures • Discuss with parents/guardians in advance and assess any children visiting the property with individual needs (i.e. disability, learning difficulties) which may require a separate assessment and additional control measures • Seek advice from parent/guardian regarding any behavioural traits of the child which may trigger adverse reaction to a dog (i.e. unsteady walking gait) • Put extra measures in to protect under-fives (e.g. keep separate from dogs at all times and looked after by another fit and proper adult within the premises) 	<ul style="list-style-type: none"> • Check with parent any individual needs that would need to be considered if the child was visiting the property
Noise from excessive dog barking on the premises	People within the premises and neighbouring houses	<ul style="list-style-type: none"> • See Noise Reduction Policy (Appendix 12) 	

Appendix 10: Medication Policy

Medication Policy

Introduction

We are happy to give your dog medication and have a separate fridge for dogs, which can be used to store medicines which require being kept at certain low temperatures. However, we also want you to be aware of limitations and exceptions. For example, you should be aware that your dog may act differently in our care and may not take their medication the same way that they do at home.

Administering medication

Pills, creams, liquids and ear/eye drops for cooperative animals are administered at no additional charge. Please note that we are unable to administer injections to your dog and suggest that you seek professional veterinary care should this be required.

You must complete our Medication Form prior to your dog's arrival and provide sufficient medication in original labelled containers/packaging. If medications change, it is your responsibility to update us each time you place your dog in our care.

All courses of medication must be completed to the specifications given by the veterinarian. Any unused medications must be returned to the owner, nominated contact or prescribing vet.

For those pets who will not easily take their medications, we will use the various methods/food items as directed on the Medication Form to entice them. However, we will not jeopardize our safety to force a pet to take their medication and/or cooperate with giving eye/ear drops. If your pet's health is dependent upon receiving medications and they are shy/skittish or aggressive when taking medication, we suggest boarding them in a veterinary office where you can be assured they receive the necessary medical attention.

Waiving liability

Should you proceed to authorise Dachshunds Daycare/Kathryn Jones to administer medication as directed to your dog, you must understand that it is your responsibility to leave adequate supply of medications for the duration of your dog's care. Should the medication supply need replacement, you will be required to consent to Dachshunds Daycare purchasing replacement medication and must agree to reimburse any costs incurred. Dachshunds Daycare/Kathryn Jones will administer medication as directed to the best of their ability, but will not be held responsible for any reactions to the medication and you must consent to release Dachshunds Daycare/Kathryn Jones of any liability of any kind whatsoever arising from the administration of medication.

If you have any questions about your pet being given medications please [contact us](#) prior to making a booking to discuss their needs in more detail.

Policy Dated: August 2019

Appendix 11: Puppy Policy

Puppy Policy

As with other dogs, any puppies coming into our care must comply with vaccine requirements and be up-to-date with parasite treatments. We recognise that puppies (under the age of one) will need extra care and attention during their time with us. Puppies will be supervised with extra vigilance at all times.

They will never:

- Be left alone with other dogs or children in the house
- Be allowed to play with toys unsupervised
- Be allowed to eat unsupervised
- Be over-exercised

They will:

- Be given safe, age-appropriate dog toys and treats
- Be taken outside for more frequent toilet breaks
- Be allowed sufficient time to rest and recuperate
- Be encouraged to socialise (supervised with friendly dogs) to aid their development
- Continue any basic training as guided by and on the instruction of owners

Puppies will be separated from other dogs when sleeping. Additionally, the licence holder can sleep downstairs on the sofa bed in the dining room to keep a watchful eye and ensure outside toileting during the night – if needed.

Puppies (six to 12 months) will be walked according to their age needs and we will stagger walks with other dogs who require more exercise if needed. The general guidance is five minutes of 'formal' exercise per day per month of age. At six months, they should be going for a 30-minute walk on the lead each day and by one-year-old 45-50 minutes a day.

Appendix 12: Noise Reduction Policy

Noise Reduction Policy

Barking comes naturally to dogs (especially dachshunds!), but we appreciate that the constant barking or whining of a dog can be disturbing or annoying for the neighbours. Under the Environmental Protection Act 1990, the local authority has the power to prosecute owners with noisy dogs. If a dog barks continuously and the owner makes no efforts to curtail this, they can be taken to court. This policy aims to ensure sufficient measures are in place to avoid dog barking becoming a noise nuisance.

There are many reasons why dogs may bark:

- Loneliness
- Boredom or frustration
- Attention seeking
- Defending territory
- Medical problems

Loneliness

Dogs are not by nature solitary animals; they are pack animals who thrive on the security of a family group. Pet dogs regard their owners as a substitute family and can soon become distressed when left alone. We offer dog walking, daycare and home boarding services for other dachshund owners specifically so that their dogs don't have to be left alone. The dogs in our care are never left unsupervised and have company from our family, resident dogs and the other dogs in our care. If we had to separate dogs, making use of the kitchen/dining room, we can keep a radio on at a low volume, which can often reassure dogs.

Boredom or frustration

We have a typical daily routine, which dogs in our care quickly become accustomed to. Our **Pet Enrichment & Socialisation Plan** ensures they also have a schedule of activities, including play, training, walks and rest time.

Attention seeking

We deliberately plan to restrict the number of dogs in our care so that they can be given plenty of individual attention. We know that some dogs will bark to attract their owner's attention, and this can become habituated. In such instances, the best response is to ignore the unwanted behaviour and reward the dog for being quiet (with treats and/or affection). We do not punish dogs. Owners bring their dog's own bedding, so we can ensure it is comfortable and warm. We also make sure there are no draughts in sleeping areas, which may cause discomfort.

Defending territory

Dachshunds are well known for barking at anyone who passes by their window. Fortunately, our house is located at the end of a long drive, so the only 'traffic' that passes are visitors or deliveries coming to our house. Our resident dogs Frankie and Benji know the command '*in the living room*' means they have to remove themselves while we answer the front door and be quiet.

The entrance to the front of the house is relatively private with no houses overlooking to the front and neighbours who are typically out at work. Doors and barriers prevent dogs from

rushing out to the door and the heavy fire doors and double glazing of the windows acts as a natural noise suppressant. If we believe that barking is becoming a problem, we will try to preempt visitors and always have tasty treats at hand to give to the dogs when they are quiet. We may also remove the dog from the stimulus or vice versa i.e. close the curtains, place them on the living room floor or in another room so they cannot see visitors to the front door, or bring them back in the house from the garden if they are barking at noise outside.

Medical problems

The dogs in our care are monitored closely for any signs of illness, pain or discomfort, with the appropriate action taken. Barking in these circumstances is likely to be rare, but will be short-lived with appropriate medical attention sought.

Training

The owners who use our services are responsible dog owners, who ensure their dogs are well cared for and well trained. We will support owners whose puppies (six to 12 months) are still being trained.

Excessive dog barking

We will work with owners to try to improve the behaviour of any dog who exhibits excessive barking, recommending they seek professional dog training if necessary, which we will try to support (with guidance). However, in extreme cases, we reserve the right to rescind our services if we feel the barking is causing a noise nuisance to ourselves, the dogs in our care and our neighbours.