**Health and Welfare Policy**

Monitoring Health and Welfare

Dogs will be physically checked over every day. Their coat, skin, ears, eyes and mouth will be checked and paws inspected after every walk. In the winter months paws will be rinsed off in the back garden with the hose after muddy walks and in summer months and we will assess cold temperatures before setting off out on walks, we will also check surfaces for heat in the summer months and adapt walks to the cooler parts of the day.

Dog food intake and general demeanour will be assessed at least once a day and continuously. Dogs that are showing signs of stress will be given re-assurance, strokes, cuddles or their own space and time in the garden if they require it. They can also have time in their own bed using blankets from their own home.

All clients will be given a boarding form that will ask for as much information as possible about their dogs disposition. All dogs will come for a meet and greet and a decision will be made after discussion on their suitability. Techniques will be discussed to maintain a calm atmosphere with the client. All observations about the dogs health and welfare will be recorded on the daily check sheet. All dogs will be handled gently and rewards will be given based on training techniques, where consent is given. All clients will be advised that any equipment provided by them must be maintained and not be aversive. The use of choke chains, shock collars, prong collars, anti-bark and half choke collars are strictly prohibited and all clients will understand that we will not use them s this goes against animal welfare standards. No aversive methods will be used. We also prefer the use of flat leads rather than the extendable leads so please do not be offended if you do not see us using your lead if you do not provide one of these.

If dogs are boarding during a period of fireworks and they are sensitive to this noise we have a noise reduction system in the kitchen and we play Classic FM calm on the radios in each room to help them relax. They will be given lots of TLC and reassurance during this time and walks will be limited to the lighter hours, letting them in the garden during quiet periods where they will be supervised throughout.

If there is anything that we are unsure of with your dog or anything seems amiss you will always be contacted first to make sure all is as it should be. We will provide you with regular updates throughout your dog’s stay to include photos, videos and messages however you are more than welcome to message and call anytime you have any queries about your beloved pooch. Please be reassured that your dog is in very good hands.