**Emergency Plan**

This Plan has been produced in recognition of the importance of operating effective contingencies for dealing with foreseeable emergencies such as fire, loss of power, loss of heat, extreme weather (hot and cold) and widespread disease outbreak.

This plan will considers dealing with evacuation and shelter contingencies for dogs at The Cav Club.

1. **Fire Safety**

Smoke detectors are located in the kitchen, hall and on the upstairs landing. Upon discovering a fire, we will immediately sound the alarm. All dogs will be put on a lead. Leads are kept in the utility room next to an external door. We will wait with all dogs outside of 3 Hemmings Place. If possible dogs will be placed in crates or in our transport, which hold five dogs.

The dogs will only be returned to the house when it is safe to do so. Dogs that can no longer be accommodated due to damage shall be transferred to their emergency contact forthwith. Fire drills are undertaken twice per year, one shall involve the removal of all dogs from the house.

1. **Carbon Monoxide**

Carbon Dioxide is a tasteless, colourless, odourless gas that is toxic. There is a gas boiler providing heating and hot water located in the kitchen which has a carbon monoxide detector built in. A Carbon Monoxide detector is located in the kitchen and tested monthly. The gas boiler is serviced annually by a competent gas safe engineer and was last done so in October 2022. In the event that the Carbon Monoxide detector sounds, we shall quickly make our way out of the house, opening windows and doors as we go. We will call 999 and make our best efforts to take all dogs outside with us as we leave. We will not re-enter the building until we are told it is safe to do so, even to rescue a dog that may have been unavoidably left behind.

1. **Loss of Power**

Emergency torches are located in the utility room under the sink. The torches are tested monthly to ensure the batteries are working. In the event of a power loss the power company will be called to ascertain when the power is likely to be returned. If the power is likely to be off for more than 24 hours then consideration will be made to move the dogs to their emergency contact. Loss of power in winter is likely to lead to loss of heating, so the loss of heating plan shall be followed. Alternatively, if the power cannot be restored via main or generator then arrangements to re-house the dogs to their emergency contact will be made. Emergency contacts for all boarded animals shall be kept ‘on the cloud’ so they can be accessed remotely.

1. **Loss of Heating**

In winter the loss of heating could be serious. Ensure all doors and windows are closed to prevent any dogs entering the outside areas and to prevent the unnecessary loss of heat. See scenario for loss of power. Consider providing alternative heating arrangements such as portable heaters. Before gas or solid fuel appliances are used a thorough risk assessment will be performed considering fire, burns and potential for carbon monoxide poisoning. Only heaters approved for indoor use shall be used. Alternatively, if the temperature cannot be safely maintained above 10°C arrangements to board the dogs with their emergency contact will be made.

1. **Extreme Weather Conditions**

**Heat:** Fans are provided and escape proof windows can be opened to help with the air flow. In the unlikely event that the temperature cannot be maintained below 26°C air conditioning units will be hired to lower the indoor temperatures. Dog walks will be limited to the coolest part of the day (early mornings & late evenings) and dogs will not be encouraged to be active when it is hot. Regular replenishment of cool drinking water will be undertaken. Wet cool towels will be provided for dogs to lie on and a padding pool will be provided in the shaded area of the garden.

**Cold:** If the current system cannot maintain the temperature above 10°C supplementary heating electric or gas heating will be provided. Before electric or gas appliances are used a through risk assessment will be performed considering fire, burns and potential for carbon monoxide poisoning. Only heaters approved for indoor use shall be used.

**Damage to buildings:** In extreme weather the dogs shall be restricted to indoors only. In the event that the house is damaged (e.g. falling trees, roofs missing significant tiles or flat roof come away) arrangements to board dogs with their emergency contact will be made if there is no longer sufficient suitable safe accommodation at The Cav Club. Efforts should be made to capture any dogs that have escaped, but only if safe for us to do so.

**Loss of Water:** In the event that there is a loss of water the utility company will be contacted to determine how long The Cav Club will remain without water. If it is to be no longer than 24 hours, then sufficient water bottles will be purchased from a local shop to ensure the dogs are supplied with fresh drinking water. Sufficient water for handwashing and spot cleaning should also be purchased. (Note sanitiser is not a suitable alternative to handwashing but can help to reduce the bacteria and viral loading on a person’s clean hands). If the premises are to be without water for longer than 24 hours then it becomes difficult to deep clean, use washing machines and maintain hygiene standards. In this case dogs will be placed with their emergency contact until the water supply is re-established. When the water supply is re-established then the premises will be deep cleaned.

1. **Feeding Regimes**

At The Cav Club, we provide fresh water for each dog on a daily basis in separate water bowls. Water will be changed twice daily or sooner if visibly soiled/contaminated. Water bowls are kept separate from food bowls and positioned in several areas around the kitchen to allow all dogs to access water. When dogs are confined to their designated rooms a water bowl will be provided in that room. All dogs will be fed separately unless the owner has given permission for them to be fed together with other dogs. Dogs that show signs of aggression when fed shall be fed separately. All dogs will be fed at least one meal per day, unless advised differently by their owner or Vet. We will work with the owner to ensure their dog’s dietary requirements and eating habits are met. Food intake will be monitored on a daily basis and veterinary advice sought if a dog has not eaten for 24 hours.

1. **Cleaning Regime**

At The Cav Club, we recognise that cleaning and disinfection are important to help prevent the spread of infectious disease. The house and designated rooms are thoroughly cleaned and disinfected following departure of any dogs. We use a pet-safe disinfectant and cleaners which use natural ingredients. Each designated room is checked and cleaned daily as necessary. Soiled toys or bedding materials will be removed, washed and cleaned and disinfected. Water and feed bowls are emptied and cleaned three times daily.

**Cleaning Procedures**

Daily cleaning tasks

1. The designated rooms will be hoovered to remove debris such as dog fur. Smooth floors (tiles, lino etc) will be moped. Carpeted rooms will be spot cleaned if there is soiling.
2. Clean food and water bowls in hot, soapy water. Throw away broken or damaged bowls. Refill food and water bowls.
3. Dog beds/crates will be checked for soiling.
4. Use hot, soapy water and paper towel to spot-clean the designated room. Pay special attention to scrub vomit, faeces, mud, etc.
5. All communal areas will be moped and disinfected daily.
6. Wash all cleaning instruments by dunking and agitating in a bucket of hot, soapy water. Disinfect all cleaning instruments after cleaning, allow all cleaning instruments to air dry.
7. Clean sink area by wiping down with hot soapy water. Disinfect sink area by spraying with disinfectant

Deep cleaning designated rooms; between different dogs or weekly.

1. If not vacant remove dog from designated room.
2. Remove all bedding, toys, and dishes from the room.
3. Wash in warm soapy water then disinfect all dishes, toys, crates and dog beds.
4. Vacuum and/or sweep the room.
5. Soft furnishings such as carpets, sofas, cushions, rugs will be mister sprayed with an appropriate product.
6. Soft dog bedding, blankets and towels etc will be washed on a hot wash.
7. Allow disinfectant to remain on the surfaces for the time specified in the manufacturer’s instructions (most require several minutes to be effective). Wash off the disinfectant (unless the instructions advice otherwise).
8. All cleaning equipment will be cleaned with detergent and hot water and then disinfected.
9. Carpets and soft furnishing may need to be shampooed if heavily soiled

Cleaning other areas.

1. The kitchen will be swept and moped daily with disinfectant. All kitchen units will be wiped down with warm soapy water and then wiped down with disinfectant.
2. The garden will be inspected twice daily for dog faeces, urine and vomit. Dog faeces will be removed forthwith. Dog vomit, urine and poorly formed stools will be rinsed away and the area treated with disinfectant where necessary. There is also a hot and cold water tap in the garden with a hose for use here.

Premises Vehicles

1. All vehicles will be cleaned with hot water and soap and disinfected daily (If used).
2. If a dog soils the vehicle, the vehicle will be cleaned and disinfected before being used again

Transportation

The Cav Club’s vehicles include a Jeep Renagade and a Nissan Qashqai. Dogs can be transported to and from an owner’s home to a place for daily exercise and to or from the vets. Dogs will be placed in (a secure dog crate/purpose-built cages/secured wearing harness to seat buckle) to ensure their safety. Dogs will only be transported for a maximum of (10 miles / 30 minutes) and all long journeys will be planned in advance to minimise delays due to traffic. Sufficient drinking water will be carried for the dogs when transported and being exercised away from the home. Sufficient cleaning materials will be kept in the vehicle to deal with soiling when away from the home. Dogs will not be transported in the vehicle in extremely hot or cold weather, unless in an emergency. The vehicle will be thoroughly cleaned and disinfected according to the cleaning regime.

The prevention of, and control of the spread, of disease.

1. **Ill Health**

No animal suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted.

The Cav Club will refuse admission to any animal showing signs of ill health pending advice from a vet. Daily observations are made to check if any dogs are showing signs of illness. Should an animal in our care show signs of suffering from an infectious or contagious disease they will be isolated in a crate in a separate area at The Cav Club where the dog will be kept as comfortable as possible and advice will be sought from a vet. The owner will be contacted and if necessary the dog will be immediately transferred to our Vet (The Willows) who will provide isolation facilities. The dog will be treated according to the agreements in the consent form. The home and vehicles are cleaned according to the cleaning regime.

1. **Vaccinations**

All mandatory vaccination courses must be completed at least 2 weeks before a dog will be accepted into boarding. An up-to-date vaccination card must accompany all dogs. It is compulsory that all dogs must be vaccinated against:

* canine parvovirus
* canine distemper
* infectious canine hepatitis (adenovirus)
* leptospirosis

At The Cav Club we also ask that dogs are vaccinated against:

* bordetella bronchiseptica
* canine parainfluenza virus and
* kennel cough

1. **Fleas and Worming**

It is The Cav Club’s policy to ask all clients to worm and flea treat their dogs within 1 week prior to boarding for their own well-being. If there is evidence of fleas, lice, ticks or worms whilst they are staying with us, we will contact the client’s vets to arrange treatment or arrange to attend our own vet for treatment if necessary. The cost of any treatment will be invoiced to the client.

1. **Handwashing**
2. We will wash our hands before interacting with any dogs.
3. We will wash our hands in the hand wash sinks after interacting with dogs.
4. We will wash our hands after undertaking any cleaning jobs.
5. Handwipes and sanitiser will be provided when we are walking dogs away from the home. A clean hand drying towel will be provided daily or more frequently if soiled and we will take fresh towels out in the car with us on walks should the dogs get wet or muddy.
6. **Infection Control for dogs in Isolation**

A dog showing signs of an infectious disease will be placed in the utility room in a crate. This room has smooth floors and wipeable surfaces for easy cleaning and infection control. Fabric items will be removed from the room except for the dog’s bed or blankets, which can be easily washed in the washing machine. Personal Protective Equipment (PPE) must be worn by us and visitors (owners/vets etc) entering the utility room that is housing a potentially infectious dog. At a minimum, this consists of disposable gloves, disposable apron and impermeable shoe covers that are only worn in the isolation area. Gloves, apron and shoe covers must be discarded after a single use. Designated Personal Protective Equipment (PPE) must be removed before leaving the utility room.

Contaminated items (e.g., dishes, litter trays, toys and laundry) must be bagged prior to being removed from the isolation area, to be cleaned and disinfected, or disposed of. Waste from an isolation room must be treated as infectious and must be bagged prior to being removed from the isolation area. Bags should then immediately be discarded in the external bins. Hands must be washed immediately after leaving isolation. If clothing becomes soiled then it must be changed and washed before we interact with other dogs, to avoid spreading any potential disease.

The Cav Club also has an agreement with The Willows Veterinary Hospital, Hartford, Northwich for them to act as an isolation facility and house sick dogs whilst they are treated.

1. **Monitoring and ensuring the health and welfare of all Dogs**

The health, safety and welfare of our resident dogs is the top priority at The Cav Club. Dogs are checked continuously throughout the day and interactions with each dog are recorded on the daily record sheet.

1. Check to ensure that the dogs are feeding and drinking normally,
2. Undertake a health check as agreed with the owner
3. 1st Daily Dog Walk
4. 2nd Daily Dog Walk
5. Access to external garden for at least 20 minutes
6. Dog is defecating and urinating & behaving normally

If there is concern for the health or safety of a dog more frequent observations maybe undertaken and recorded separately to the daily observation sheet. The date and time of every check should be listed, and notes made on the observations (temperament, behaviour, vomit, diarrhoea, lethargy etc) and the decisions made on next steps e.g., make further observations in an hour, move to isolation, contact a vet, and who has made the decision.

1. **Enrichment**

Enrichment activities are essential for a dog’s mental wellbeing. Daily enrichment for dogs will be undertaken which is tailored the individual dog’s needs. This includes:-

* Human interactions such as ‘play time’ or grooming activities
* Interactions with other dogs
* Two 20 minutes walks per day (as a minimum!)
* Opportunity to spend time the garden
* Puzzle feeders
* Access to a variety of dog toys

1. **Veterinary Interventions**

If The Cav Club believes the dog requires treatment by a vet we will first try to contact the owners or the owner’s emergency contact, except in emergencies. The Cav Club will always endeavour to take the dog to its usual vet, but if that is not possible it will be taken to The Cav Club’ Vet’s namely The Willows, Hartford. If expensive treatments and investigations are required The Cav Club will again try to make contact with the dogs’ owner or owner’s emergency contact. If the owner or emergency contact cannot be contacted The Cav Club will take advice from the Vet and make the decisions based on the health and welfare of the dog. If euthanasia is recommended, on humane grounds by the Vet, The Cav Club will try to contact the owner or emergency contact however The Cav Club will not unnecessarily prolong the suffering of the animal.

1. **Medicines**

The Cav Club will administer all medicines according to the instructions of the owner or Vet. All medication is stored safely in the cupboard in the utility room. The owner’s will always be kept up to date of any medication that is to be administered and how often and of any progress of the dog.

1. **New Dogs**

All new dogs are closely monitored, especially in the first 24 hours to ensure they are enjoying their stay. We invite owners to visit us for an initial familiarisation session with their dog(s) which lasts from 30 minutes to 1 hour. This visit will take place at our home where we can meet the dog and assess its behaviour and the dog can meet the resident dogs and see the environment in which it could be potentially staying. We will gather as much information about the new dog and check its suitability for boarding with The Cav Club. When mixing dogs from different households, a supervised trial session of new dogs will take place to introduce the new dogs to each other. New dogs will also have a 1-night overnight trial to ensure suitability to our environment and that the dog is comfortable staying with us and our resident dogs. This will be recorded on an overnight trial form, including which dogs they have mixed with and the relevant behaviours. We only board Cavalier King Charles Spaniels, Cavvy Crosses and dogs of a similar size and temperament at The Cav Club and therefore dogs will need to show a gentile temperament. Dogs that are aggressive towards each other or are excessively noisy will not be boarded.

1. **Emergency Contact Information**

In the event of an emergency the following are to be contacted:-

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| **Name** | **Address** | **Contact** |
| Emergency Services |  | 999 |
| Vets - Willows Veterinary Hospital | 267 Chester Road, Hartford, CW8 1LP | [01606 723202](tel:01606%20723202) |
| Designated Key Holder – Ken Jones | 9 Carriage Drive, Hartford, CW8 1GY | 07866 295053 |
| Cheshire West and Chester Animal Health |  | 0300 1237038 |
| Dog Warden |  | 0300 1237038 |