

Emergency plan and operating practices

This plan has been created in recognition of having effective contingencies for dealing with foreseeable emergencies such as fire, loss of power, loss of heating, extreme weather (hot and cold) and widespread disease outbreak. This will include evacuating and contingencies for dogs at 85 Trent Road, will be trading as All about dogs, dog day-care and boarding.

Fire Safety

CO2 fire extinguishers will be place in the kitchen and landing with fire blankets also available. Fire extinguishers to be serviced annually.

Smoke detectors are located in the hallway and landing on all floors.

Upon discovering a fire, the alarm will be raised.

All dogs will be put on leads kept on the door of their room or on the hooks in the hallway at the bottom of the stairs. We will wait outside 85 Trent Road, (All About Dogs) if possible, in the vehicle used for the business. When possible and if necessary, the dogs will be places in temporary accommodation. The dogs will only return to the house when it is safe to do so. Dogs which can't be returned to the house will be placed with other licenced dog boarding establishments.

A fire drill involving the removal of all dogs will be carried out twice a year.

Carbon monoxide

Carbon monoxide detectors are also present in the rooms above the boiler (located in the cellar), which is serviced annually by a gas safe engineer, and on the chimney breast which serves the log burner when in use. The chimney is swept annually.

In the event of the carbon monoxide detectors sounding, the dogs will be evacuated, opening windows on the way out and the emergency services contacted.

Loss of Power

Emergency torches are available by the hallway and on the landing, rechargeable lighting is also in place on the staircase, all batteries charged regularly and tested monthly.

In the unlikely event of power loss, the power company will be contacted to find out the likely return of power. If this is likely to take more than 24 hours, hiring an emergency generator should be considered. If this happens in winter, it will be possible to keep part of the house warm using the log burner which can also use solid fuel.

If it is not restored power, then arrangements will be made with other boarding kennels nearby.

Emergency contacts for all boarded dogs shall be kept on the cloud or in a grab folder by the door.

Loss of heating

In the event the boiler fails and there is loss of central heating then electric heaters can be used in the bedrooms and the multifuel burner can be used downstairs

If the temperature cannot be maintained above 10° c then alternative accommodation shall be sought.

Extreme weather conditions

HEAT: fans are provided, escape proof windows can be left open for air flow. In the unlikely event the temperature cannot be maintain below 26 c Airconditioning units shall be hired shading of windows can also help keep the indoor temperature cool. Dog walk should be carried out early in the morning, late in the evening, in cool shaded woodlands or by water (with the owner's consent). Dogs shall also be kept calm. It is possible to shade most of my garden and a child's paddling pool can also be provided.

Drinking water should be refreshed regularly and cool mats and damp towels can also be used.

COLD: the heating system is less than 10 years old and in good order. A comfortable temperature of 16c minimum and 21c Maximum is maintained throughout the winter months. A bock up of electric oil filled radiators and a solid fuel burner (logs and smokeless coal) can also be used to maintain the temperature should the heating fail. No naked flame heating is in use or any type of heating which has an exposed heating element.

DAMAGE TO BUILDING: during extreme weather conditions, dogs shall be kept inside. the risk of property damage is low due to the style of house, no large trees and a newer roof. However, in the event of a significant loss of roof tiles or French windows being broken at 85 Trent Road, and quick repair not possible, alternative licenced accommodation will be sought.

Loss of water

In the event of water loss at 85 Trent Road, Severn Trent water will be contacted to ascertain the duration of the loss of supply.

If less than 24 hours, sufficient bottled water will be purchased to maintain fresh drinking water, hand washing and spot cleaning. Sanitizer can help but is not a substitute for hand washing.

In the event the water is not reconnected within 24 hours, alternative licenced accommodation will be sought. When water is restored, a deep clean will be carried out.

Feeding Regimes

At 85 Trent Road, All About Dogs, fresh water is provided for each dog daily in separate water bowls. Water will be changed once 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.

Feeding regimes ctd*

Food to be provided by the owner. A dedicated cupboard is provided for the storage of dry food and treats. A dedicated fridge is provided for the storage of wet dog food.

Dog food will be removed and disposed of if they don't eat it to prevent other dogs over eating if using the same area and to prevent pests or food spoiling and becoming harmful.

We will work with the owner to ensure their dog's dietary requirements and eating habits are met.

Food intake will be monitored daily and veterinary advice sought if a dog has not eaten for 24 hours.

Cleaning Regime

At All About Dogs 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. Each designated room is checked and cleaned daily as necessary. Soiled toys or bedding materials will be removed and cleaned and disinfected. Water and feed bowls are emptied and cleaned daily.

Cleaning Procedures

Daily cleaning tasks–

1. The designated rooms will be hoovered to remove debris such as dog fur. Smooth floors (tiles, Laminate) will be moped. Carpeted rooms spot cleaned if soiled
2. Clean food and water bowls in hot soapy water. Throw away damaged bowls, refill water bowls frequently
3. Dog beds/ crates (if used) to be checked for soiling.
4. Use hot soapy water and paper towels to spot-clean designated rooms paying particular attention for area which may be soiled with vomit, urine, faeces, mud etc.
5. All communal area moped and disinfected daily.
6. Wash all cleaning instruments by dunking and agitating in a bucket of hot soapy water. Disinfect and allow to air dry
7. Clean sink area with hot soapy water. Disinfect sink with disinfectant spray.

Deep cleaning designates rooms between dogs or weekly.

1. If not vacant remove dog from designated room
2. Remove bedding, toys and dishes from the room.
3. Wash in warm soapy water then disinfect all dishes, toys, crates and beds.
4. Vacuum and or sweep and mop.
5. Soft furnishing such as carpet, sofas, cushions, rugs will be sprayed with ANIGENE
6. Soft dog blankets, towels, etc will be washed on a hot wash.
7. Allow disinfectant to remain on surfaces for the time required by the manufacturer's instructions. Wipe off if the instructions indicate to do so.
8. All cleaning equipment to be cleaned as above
9. Carpets and rugs may need to be cleaned with carpet cleaner if soiled

Cleaning other areas

1. The kitchen will be swept and moped daily with ANIGENE. All kitchen surfaces to be wiped with hot soapy water and antibacterial spray.
2. The garden will be inspected 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

Premises Vehicles

All vehicles will be cleaned with hot water and soap and disinfected daily (If used).

If a dog soils the vehicle, the vehicle will be cleaned and disinfected before using again.

Transportation

All About Dogs vehicles include Volvo V50 estate. Dogs can be transported to and from an owner's home to a place for daily exercise and to or from the vet. 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 15 minutes for exercise. Any longer journeys will be planned 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 Car will be thoroughly cleaned and disinfected according to the cleaning regime.

Any crate provided by the owner must be large enough for the dog to stand, move around and wag their tail.

Whenever moving dogs to and from the vehicle the MUST be kept on suitable leads. If a dog is prone to bolting, then it Must be restrained in the vehicle with the appropriate harness and not released until a lead is secured.

All exercise areas are within 10mins drive. No dog shall be transported for longer than 3 hours in any 24hr period. They will be kept out of direct sunlight and away from heating/ cooling vents

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

Ill Health

No animal suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted. All About Dogs 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 immediately transferred to the isolation facilities or our Vet, Vets for Pets Netherfield, who provide isolation. The home and vehicles are cleaned according to the cleaning regime.

Vaccinations

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 All About Dogs we also ask that dogs are vaccinated against:

- bordetella bronchiseptica and
- canine parainfluenza virus

Fleas and Worming

It is All About Dogs 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 clients' vets to arrange treatment. The cost of any treatment will be invoiced to the client.

Handwashing

1. All staff will wash their hands when they start work, before interacting with any dogs
2. All staff will wash their hands in the designated hand washing sink after interacting with dogs
3. All staff will wash their hands after undertaking any cleaning jobs
4. Hand wipes and sanitizer will be carried by all staff when out with the dogs away from home
5. A clean hand drying towel will be provided daily, two if heavily used.

Infection Control for dogs in Isolation

All About Dogs has an agreement with Vets for pets Veterinary Practice, Netherfield branch for them to act as an isolation facility for sick dogs whilst they are treated.

Dogs showing signs of infectious disease will be kitchen while advice from the vet is sort. All surfaces are smooth and easy to clean in the kitchen. If further isolation is required, the dog will be transported to the Vets for Pets (Netherfield) Veterinary Practice as per our agreement. Any area the dog has been prior to this will have all fabric items removed and washed in the washing machine PPE will be worn in the area the dog has been occupying whilst deep cleaning and disinfection takes place.

The minimum PPE will be protective apron, shoe covers and gloves. PPE will be used only once and disposed of. PPE must be removed when leaving infected room.

Waste from contaminated room must be bagged and treated as hazardous waste before being removed from contaminated room. Toys, bowls, laundry and bedding must be bagged before removing from the contaminated room. Hands must be washed immediately after leaving the contaminated room. Any clothing changed is soiled while cleaning before interacting with any other dog to avoid spreading infectious diseases.

Monitoring and ensuring the health and welfare of all Dogs

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

1. Check to ensure the dogs are feeding and drinking normally
2. Undertaking health checks 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 and behaving properly

If there is concern for the health or safety of a dog more frequent observations may be 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 the staff member or members who have made the decisions.

Enrichment

Enrichment activities are essential for a dog's mental wellbeing. Daily enrichment for dogs will be undertaken which is tailored to 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 in the garden
- ▯ Puzzle feeders
- ▯ Access to a variety of dog toys
- ▯ Extra time spent playing with dogs not able to go for the two 20 minute walks

Veterinary Interventions

If All About Dogs believes the dog requires treatment by a Vet we will first try to contact the owners or the owner's local proxy, except in emergencies. All About Dogs will always endeavour to take the dog to its usual vet, but if that is not possible it will be taken to Vets for pets namely Netherfield Branch. If expensive treatments and investigations are required, All About Dogs will again try to make contact with dogs' owner or owner's local proxy. If the owner or proxy cannot be contacted All About Dogs will take advice from our Vet and make the decisions based on the health and welfare of the dog. If euthanasia is recommended, on humane grounds by the Vet, All About Dogs will try to contact the owner or proxy however All About Dogs will not unnecessarily prolong the suffering of dog.

Medicines

All About Dogs will administer all medicines according to the instructions of the owner or Vet. All medication is stored safely in the medicine tin in the upper kitchen cupboard.

The use of Crates in the house.

It is our policy to not keep dogs on crates unless:

- The use of the crate is already the habit of the dog
- The crate forms part of the dog's routine
- The dog's owner has consented to the use of the crate

*any crate provided by the owner must be of adequate size for the dog to stand, turn around and wag their tail and be of suitable construction.

Some dogs may choose to sleep in their crates during the day or overnight. In this case, the door will be left open for the dog to be allowed to make that choice.

New Dogs

All new dogs are closely monitored, especially in the first 48 hours to ensure they are enjoying their stay.

When mixing dogs from different households, a supervised trial session of new dogs will take place to introduce the new dogs to each other. This will be recorded, including which dogs have mixed and the relevant behaviours. Dogs that are aggressive towards each other will not be boarded the same time.

New dogs will also have a 3 day overnight trial

New Dogs Supervised Trial Session Form

Name of dog:		Date:	
Dogs mixed with:			
Observations			
Suitable for mixing with the named dogs?:		Yes / No	
3 night trial undertaken?		Yes / No	

Off lead activities to be discussed with the owner which will also be on the booking agreement.

All dogs will be on the lead until a safe distance from the road or carpark.

Extra precaution always taken when getting dogs from the vehicle that no other vehicle is passing.

Daily Records kept Demonstrating:

1. That the dogs are feeding and drinking normally
2. The health check is agreed with the owner
3. The dog has their 1st Daily walk away from home
4. The dog has their 2nd Daily walk away from home
5. The dogs have had access to external Garden for at least 20 mins
6. The dog is defecating and urinating normally
7. The dog is behaving normally and not showing signs of stress or ill health
8. Record any concerns from observations and appropriate action; further monitoring, and if vet has been contacted should concerns prolong

Daily monitoring

Week commencing Date:.....

Dogs Name	Checks	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
	Feeding /Drinking							
	Health Check							
	1 st Dog Walk							
	2 nd Dog Walk							
	Garden Access							
	Defecating/Urinating							
	Behaviour/Health							
	Further Monitoring							
	Feeding /Drinking							
	Health Check							
	1 st Dog Walk							
	2 nd Dog Walk							
	Garden Access							
	Defecating/Urinating							
	Behaviour/Health							
	Further Monitoring							
	Feeding /Drinking							
	Health Check							
	1 st Dog Walk							
	2 nd Dog Walk							
	Garden Access							
	Defecating/Urinating							
	Behaviour/Health							
	Further Monitoring							
	Feeding /Drinking							
	Health Check							
	1 st Dog Walk							
	2 nd Dog Walk							
	Garden Access							
	Defecating/Urinating							
	Behaviour/Health							
	Further Monitoring							
Reason for	Further Monitoring							

The death or escape of a dog

Escape of a Dog

Every effort is made to ensure that the home is secure, and dogs cannot escape. All boarding dogs must wear a collar at all times. All About Dogs will attach to the collar a tag with the premises name, address, phone number and name of licensee. All windows are fitted with window restrictors to prevent dogs from escaping or kept locked (to prevent accidental opening).

In the unlikely event that a dog does escape the following procedure will be followed:

1. All available staff will make an immediate search of the All About Dogs premises and grounds.
2. The Dog Warden Service will be contacted to see if the dog has been handed in and details of the dog left with them to make contact if the dog is found.
3. The local RSPCA will be contacted to see if the dog has been handed in and details of the dog left with them to make contact if the dog is found.
4. Local Vets will also be contacted to see if a dog has come to their attention.
5. The owner and local proxy will be contacted and kept informed of the situation, if possible, the home address will be checked by the local proxy, or member of staff, in case the dog has returned home.
6. Posters will be placed, and local streets searched.
7. Social media posts will be utilised asking local residents etc to share a photograph of the dog and report any sightings to All About Dogs.
8. A thorough investigation will be undertaken into the circumstances of the escape and procedures implemented to prevent a similar occurrence. The Incident Investigation Form will be completed.

Death of a Dog

In the unlikely event of a death of a dog the following procedures will be followed.

1. The dog will be removed from the home and taken to Vets for Pets (Netherfield).
2. The Vet will be asked to determine the cause of death.
3. The owner and/or local proxy will be contacted at the earliest opportunity to inform them of the death.
4. The dogs' body will be stored at the Vets until the owner is able to collect the body or gives instructions for the dogs' disposal.
5. An Incident Investigation form will be completed.

All About Dogs Incident Investigation Form

(This is not a mandatory form, but its use constitutes good practice)

This form should be completed when an unusual or unexpected event occurs, such as the escape of a dog, injury to a dog or death of a dog. It should also be completed after an emergency situation such as loss of power or water.

Briefly describe the incident; Consider who, what, where when and how.

Identify the root causes of the incident: This should help you determine the causes behind the incident. You should think beyond the obvious. For example, a member of staff allowing a dog to escape when they entered the dog area. Who left the room/door/gate open? Why did they leave it open? Have they received sufficient training, is the training adequate? Are the procedures adequate?

Name of person completing the form:	
Date of Incident:	
Time of Incident:	
Location of Incident:	
Brief Description of the Incident	
Staff witnesses:	

Brief Description of the Incident
Identify the root causes of the incident
Matters undertaken to prevent reoccurrence of an incident

Procedures to follow in the case of the suspension or revocation of a licence.

If the License is suspended or revoked by the Licensing Authority, then the All About Dogs is no longer allowed to board dogs. Arrangements will be made to place any dogs in local licensed dog boarding establishments within 24 hours. Nottingham City Council will be informed when all dogs have been placed. All dog owners or their local proxy will be informed of the name, address and contact details of the dog boarding establishment that is now caring for their dog. In the unlikely event that the dog is unable to be placed with a licensed animal boarding establishment, the local proxy will be contacted to care for the animal.

Although I do not intend to employ any staff, I have produced this policy so should things change I have a plan in process. It can also be used to record training I undertake either online or in person.

Training Policy

1. This policy sets out the All About Dogs commitment to the current and future development of staff skills, expertise and ability. All About Dogs recognises that effective staff development is not only vital to meeting future goals and ambitions but also makes an essential contribution to the development of a responsive, supportive staff and well managed business.

2. Staff training can take the form of:

- a. Mentoring/shadowing of senior staff
- b. Short in-house training
- c. Short courses run by a third-party
- d. On-line webinars/courses
- e. Accredited courses which lead to a recognised qualification
- f. Join Facebook/Whatsapp Groups with other boarder and associations to keep up to date with technological developments and industry guidance.

3. All new staff will undergo a staff induction that will cover;

- animal welfare, including recognising poor welfare
- animal handling
- animal behaviour
- cleanliness and hygiene
- feeding and food preparation
- disease prevention and control
- recognition and first aid treatment of sick or injured animals
- Our written policies and procedures relating to the care of animals.

4. All Staff training will be recorded in the Staff Training Record.

5. All new staff will be sent on an Animal First Aid course at the earliest opportunity. Animal First Aid training will be renewed when the certificate expires (or after 3 years).

6. All staff will have annual reviews where their current qualifications will be reviewed and updated. Training needs and knowledge gaps will be identified.

7. The training needs/requests of individuals will be balanced alongside the training needs of others and the importance to the business.

8. Senior Staff will undergo relevant OFQUAL regulated training in support of the premises Animal Activities Licence.

Staff Training Record

All training undertaken by Licence Holders, Owners, Managers and other employees in relation to Animal Welfare must be recorded on this training record.

Employee Name:

Home Boarding Dogs

In-House Training (Given by the Licence holder/Owner/experience staff to other staff)		
Topic	Date Completed	Trainer
Animal welfare, including recognising poor welfare		
Animal handling		
Animal Behaviour		
Cleanliness and hygiene		
Feeding and Food Preparation		
Disease Prevention and Control		
Recognition and first aid treatment of sick or injured animals		
New Dogs Training		

External Training (Colleges, On-line, Distance Learning etc)			
Topic	Date	Awarding Body	Copy of Certificate on file y/n