

# Happy Dogs Daycare

## Welcome to our first Newsletter:

This is our chance to share news, information, our plans and gossip with our customers and a wider audience. We welcome your feedback and input, so if there is anything you'd like us to include in future editions, please speak to Adam or Paul and we'll try to include it. We will produce the Newsletter each quarter but first we need a name for the Newsletter so please give us your ideas...

### Enrichment Games:

As you may have seen from our pictures and videos, we endeavour to create a fantastic environment for all our dogs, as well as looking for ways to improve things on a continual basis.

Some of our enrichment games are listed below...

Ball hunt, rope tug-o-war, scavenger hunts, woodland leaves, Parcels hide 'n' seek. We also have Scratch boards, Licky-mats and Kongs.

Herb enrichments include lavender, catnip, parsley wrapped up tightly in cardboard parcels.



### Bank Holidays:

We have taken the decision to trial opening on Bank Holidays throughout this year, our first bank holiday openings will be Good Friday & Easter Monday; opening hours will be 9.00am – 5.00pm which hopefully gives you more options on how you spend your holidays, or support if you are working bank holidays. Bank holidays will be charged at a one off rate of £18.

Your feedback on this and other ideas, or services you'd like us to offer, is very useful. We are always open to hear your thoughts and comments (both good and bad).

### What not to eat...

As well as the more commonly known poisons to dogs (Chocolate, Onions, Garlic, Grapes and Raisins), Did you know there are many more household plants and foodstuffs which can be very dangerous to dogs???

Caffeine, mouldy foods, dough, corn on the cob, blue cheeses and alcohol.

Plants include... Spider plants, chives, apricot kernels, clematis, ivy, horse chestnuts, Privet, rhubarb leaves and rhododendrons to name but a few.

### Did you know...

Our most popular breeds in daycare are:

<b>Cockapoos</b>	<b>13</b>
Beagles	11
Labradors	10
Pugs	5
Yorks' Terriers	5
Schnauzers	4
Shih Tzus	3
Fr. Bulldogs	3
Cavapoos	3
Collies	3
Huskies	3

### Volunteer days:

We'd like to announce that we have volunteer days available and would like to extend an offer to any of our customers who may be interested. Several customers have already taken us up on this, spending a couple of hours with us (and the dogs) and have found it enlightening, informative and valuable. If you would like to arrange to come down for a morning (or afternoon) in the fresh air and get covered in dog hairs, then speak to Adam or Paul and we'll sort out a convenient date. (Poo bags & mops provided).

### Did you know...

The most common dogs name of our furry visitors:

<b>Molly/Mollie</b>	<b>4</b>
Baxter	3
Alfie	3
Buddy	3
Freddie	3
Oscar	3

### Now open Happy Dogs Grooming:

As you know, we opened our high class grooming salon in November. We aim to bring many years experience and always be available for consultations with new and existing customers. To compliment the steady growth, we will be running a number of promotions for our daycare customers - make sure to ask for current offers.

Our 5 star pamper is proving a huge success for that extra spa treatment for your pooch. For just an additional £10 from the standard bath, your dog will benefit from 6 fantastic treatments.

If your pooch is nearly ready for a groom, or just needs a bath, nail trim, or a little TLC, then give us a call on **07437 530 556** and we will book your appointment.



We have also started our new referral scheme.... If you refer a friend or family member to us and they visit our grooming salon for a full groom, you will receive £5 off your next groom. There is no limit to the number of £5's you can claim, so spread the word and get yourself some money off!



### Drop off point...



We are very proud to announce that we are now an official food donations drop off point, for Manchester & Cheshire Dogs Home.

We would like to express our sincere appreciation to all who have kindly donated food and toys for the charity.

Any donations (preferably tinned food) are always welcome.

Thank you all very much.



## Did you know...

Since opening we have used approximately **14,750** poo bags



## Animal Welfare Regulations 2018...

In October 2018 a new and comprehensive change to the Animal Welfare Act came into effect, which is intended to improve the wellbeing and care for animals in various sectors, including Dog Daycare.

The requirements have been raised to make sure your pets are looked after to a very high standard and as such, should make significant changes to dog daycare centres across the UK, flushing out the unlicensed daycares, which are unfortunately on the increase. Also, many daycares operate out of residential properties, so hopefully this will be a positive move and (if enforced by local authorities), will make for better care from pet shops, breeders and daycares.

We are delighted to announce that Happy Dogs Daycare scored the highest possible marks, achieving 'exceeded standards' in every section. We were given the highest scores in all 21 sections and are proud of the efforts of our staff, in making our inspection a huge success. We were also informed by Tameside Council that Happy Dogs Daycare is still the only licenced dog daycare facility in the whole borough of Tameside!!!

## 2019 Plans...

Puppy Party Cafe - in the coming weeks we plan to open our Saturday morning café serving tea & coffee (in biodegradable cups), bottles of water, cans of pop, as well as snacks.

Dog Training - though still at the concept stages, we are working towards dog training sessions in the arena; these will be held in evenings and we plan to cover puppy training as well as adult dog training.

Dog First Aid - if the dog training gets a favourable response, we will extend the classes to cover basic first aid for dogs. Again, these would be held during the evenings and would hopefully give our customers a set of skills which are handy to have, even if one never needs to use them.

Maintenance - As well as the regular, ongoing repairs (and as soon as the weather warms up sufficiently), we will be reconditioning the arena floor; this will be done on a Friday evening so will not have any impact on the business opening hours. This will be a huge undertaking, so please feel free to bring us a brew if you're at a loose end!

## Did you know...

**23%** of all our assessments are unsuccessful.

*[The main reasons for this are: High anxiety / separation fears, excessive barking and signs of aggression]*



## Puppy parties & puppy graduation:

We've now been running puppy parties on Saturday mornings, since April last year and they have proved to be a huge success.

At this crucial age of development it's so important to the social well-being of any dog, to learn and understand good dog manners and behaviour. We encourage all our pups to mix and play at their own pace. Wanting to be part of a pack is deeply instinctive for dogs but domesticated dogs need to learn how to adapt to a pack environment and through guided play sessions, we have helped numerous pups develop behaviour skills that will stand them in good stead for the rest of their lives. The natural step is to graduate from puppy parties to regular daycare sessions. We work closely with owners to make sure this transition is smooth and trouble free. Feedback we have had from new dog owners has been very positive and we take encouragement that our plan is well implemented and is working fine.

**Our puppy parties are every Saturday mornings from 9.00am to 11.00am and cost just £9**

## Meet the team...

### The Lovely Claire Smith, Manager

Claire joined Happy Dogs back in November 2017 and has been a valued member of the team ever since. Now our Manager, Claire takes day to day responsibility for the staff and plans daily activities for the pack. Claire has a significant number of years experience of working with (and owning) dogs and has run a successful dog walking and boarding business. Claire is involved in staff training and running our enrichment program.

#### Favourite meal?

*Christmas dinner*

#### Favourite dog breed?

*Favourite dog breed .... I can't choose just one but Irish wolfhounds, Newfoundland's and of course Labradors*

#### What's the best thing about working for Happy Dogs?

*The dogs! Seeing them all having fun, being mischievous, having cuddles, getting to know their different characters. They do some funny things.*

#### What's the one piece of advice would you give to a new dog owner?

*The initial puppy training is essential but don't think that's the end of it. Most dogs go through a teenage phase and require continual guidance and discipline. Also your dog is not a human, treat it like a dog!*

#### What best 3 words best described your role at Happy Dogs?

*Responsible, caring and*

#### What's your favourite film?

*Too many to choose Godfather, Shawshank Redemption and Hachi (if you haven't seen it watch it with a big box of tissues)! No it's not that sort of film!*

#### What one thing could you not live without and why?

*My kids obviously, my dogs, any dogs, can't go through a day without seeing a dog, I've tried I'm just a dog person, and my nails, in this job you need a tiny bit of glam!*

#### What's your guilty pleasure?

*McDonald's Apple pie, listening to 90s dance music or Barbara Streisand and yes I do sound just like her!*

