



East Brent Dog Services Operating Procedures

Licensing and Record Keeping

Licence to be displayed prominently at entrance to property and available to view in the meet and greet file. The same file will contain a copy of the Operating Procedures, Terms and Conditions, DBS certificate, and Insurance schedule.

The owner will be required to complete a booking form prior to the initial meeting detailing all relevant information regarding their dog(s).

A copy of the Terms and Conditions will also be provided which must be signed prior to the booking being accepted.

Owner contact details and emergency contact details must be provided prior to the stay along with confirmation of vaccination status and microchip number.

Records of any events that occur will be kept and shared with the owner.

All documents will be kept secure in our office and not shared with anyone else unless required by a vet.

All dogs should be wearing a collar/harness complete with nametag and contact info on arrival. A nametag with the details of East Brent Dog Services will be supplied for periods spent outside of the home and garden.

Diet

The owners will provide food for the dog(s) for the duration of their stay. The owners will state how often and what quantity of food the dogs will be fed on the booking form and this will be strictly adhered to.

Living arrangements

The dog(s) will be boarded in the home along with the resident dog and cared for as a family pet.

The dog(s) will have access to the kitchen, hallway, living room, garden room, unused upstairs bedroom(s) and garden under supervision.

The dog(s) can have separate sleeping arrangements where required using the living room, hallway upstairs bedroom(s) and garden room, resident dog is crated in the kitchen overnight.

A condition of boarding is that the dog(s) will meet the resident dog prior to staying to ensure compatibility. A trial night stay will be advised for any dog staying more than 3 nights. 14 nights will be the maximum stay permitted.

The dog(s) will be cared for and rewarded using positive reinforcement and will have human interaction throughout the day and evenings during their stay.

Owners will be asked to provide an inventory of the dogs supplied possessions to be returned on collection. Dogs will be boarded along with dogs from other households only with their owner's permission.

A maximum of 2 dogs will be boarded at any time along with the resident dog (3 in total).

If transported by car dogs will be secured in boot area separated by bars from the main passenger space. Dogs to be checked visually to ensure compliance before boot is opened. Dogs to be placed on lead before alighting from the vehicle. The vehicle to be cleaned used appropriate dog friendly products following transportation.



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Cleaning

All areas of the property will be kept clean and free from rubbish at all times. The areas will be cleaned with dog friendly products (ie Johnson's Clean and Safe for Cats and Dogs disinfectant, no dilution required) and the dog(s) will not be allowed access until floors and surfaces are fully dry. Cleaning products are stored in the kitchen with a safety lock on the door.

Bedding will be washed and dried if/when it becomes soiled. Dogs will be brushed regularly to remove excess dirt and their feet cleaned and dried after walking.

Clean fresh towels will be used at all times.

Dogs will be checked for ticks/insects following walks and these removed where necessary.

Care and exercise

The dog(s) will receive interaction and play sessions during their stay along with any basic grooming required.

A walking schedule will be agreed with the owner prior to the stay and adhered to. If the dogs are not be walked for medical reasons or age an enrichment plan will be created in consultation with the owner.

The client must consent to the dog being walked off lead (and where and when this can take place).

In periods of excessive heat all walks will take place early morning or later evening when temperatures are lower. Doors and windows can used to regulate internal temperatures but as property is older and stone built there is less temperature fluctuation. The owner will inform us of any regular medication the dog(s) require and this will be stored and administered correctly.

Protection from harm

All areas of the house and garden will be monitored and assessed daily to ensure there is no danger to the dog(s).

If the dog(s) are left alone for any period they will be indoors with access to water and separated from the resident dog.

If a dog acquires a minor injury appropriate first aid will be administered and veterinary advice sought where necessary. A canine first aid kit is kept on the premises and also carried on walks.

To prevent transmission of disease all dogs must be up to date with vaccinations (including Kennel Cough) prior to boarding.

All dogs must be up to date with a regular worming and flea treatment programme.

The food preparation areas and feeding bowls (where relevant) will be cleaned after each use. Water bowls will be cleaned daily and fresh water will always be available.

Toys will be cleaned regularly and removed if they become unsafe.

The secure garden is checked daily to ensure dogs cannot leave unattended. Gates and internal/external doors are kept shut as appropriate. Should the boarding dog escape, the Local Authority will be contacted as soon as possible. Every effort will be made to recover the dog as soon as possible. Immediate searches will take place for the dog whilst conditions (e.g. light, weather) are deemed safe. The owners or emergency contacts will be contacted immediately.



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Extreme Temperatures

In the event of excessive heat, dog walks will take place early in the morning or late in the evening when the temperatures are cooler. Water will be refreshed more regularly, play will take place indoors where it is much cooler. Secure windows can be opened to allow for air flow keeping all rooms fresh and cool.

In the event of extreme cold weather, heating will be provided to ensure the dogs do not become too cold. Extra blankets can be provided for the dog to sleep on and if provided by the client, dog coats will be used whilst outside.

When coming in from outside, the dog will be properly dried using clean towels and paws will be properly washed to remove mud or grit from the road.

Beds will be positioned away from radiators to prevent the dog from becoming overheated and away from windows and doors to prevent access to draughts. If the weather is too extreme or unsuitable for walking, e.g. it is too hot or snowing heavily, other forms of enrichment will be provided to occupy and stimulate the dog.

The Death of an Animal

In the unlikely event that a boarding dog should pass away, the owners or emergency contacts will be notified immediately. The Local Authority will be contacted within working hours on the day or the next working day.

If the owner is not able to collect the dog immediately, it will be taken to a veterinary surgeon who is qualified to certify the death of an animal. Gloves will be worn at all times when handling the body and the body will be securely wrapped in a blanket or towel and placed on a plastic covering for storage and transportation.

The body will be isolated from all other dogs on the premise and be moved to a veterinary practise as soon as possible to safely and hygienically store the body until the owners instructions regarding aftercare arrangements can be carried out.

Emergency Procedures

In a medical emergency the dog(s) will be taken to Black Rock Vets in Burnham on Sea. The owner will be contacted (or the emergency contact if the owner is for any reason unavailable).

In the event of a fire we are equipped with fire extinguishers and fire blankets along with having smoke alarms fitted. Overnight internal doors are kept shut to reduce the spread of fire. The dog(s) would be evacuated via either the front door, back door or garden room door depending on the location of the fire. Temporary shelter could be sought in the garage or covered out building at the end of the garden, separate from the house. Alternative kennelling would then be arranged.

A carbon monoxide alarm is fitted in the living room near the wood burner.

If a dog became unwell and required isolation, they would be placed in the garden room or an upstairs bedroom with the door closed. The garden room or upstairs bedroom would be thoroughly cleaned to ensure the resident dog and other dogs are safe. Clothes used when handling the dog would be washed immediately and if the dog needed to be transported, the vehicle would be professionally valeted. All toys, food and water bowls the dog had come into contact with would be thoroughly cleaned before use. The client's vet would be contacted in order to know what the best treatment for the dog would be.



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Emergency Procedures (continued)

If a boarding licence is suspended or revoked the owner or emergency contact will be advised as soon as possible. If the dog is not able to be collected immediately, instructions would be taken from the owner or emergency contact as to the removal of the dog into the immediate care of another person, including to a family member, friend or another home boarding business or kennels. Any person collecting a dog in such circumstances would be required to provide proof of ID using an official document (e.g. driving licence or passport).

If instructions cannot be obtained by the owner or emergency contact, it would be necessary to arrange for the dog to be boarded at a licensed home boarding facility or license kennels at no cost to the owner. This would continue until instructions from the owner or emergency contact can be implemented.

Two sets of neighbours are keyholders for the property, Mr G Adams and Mrs J Radcliffe. Both are resident within a minute's walk and can gain access to the house and garden.