**Contents**

1. General boarding policies.

2. Record keeping.

3. Health and safety within the home.

4. Cleaning and disinfection procedure.

5. Transportation.

6. Feeding procedure.

7. Enrichment activities.

8. Exercise policy.

9. Monitoring health and welfare of dogs.

10. The resident dog.

11. Disease control and prevention.

12. Death or escape of an animal procedure.

13. Emergency care for boarding dogs.

14. Waste disposal

15. Fire policy and escape plan.

16. Vaccination, flea, and worming treatment policies.

17. Medication policy.

18. Puppies under 1 year old procedure.

19. Neutering policy.

20. Emergency procedures.

This is a working document and is available upon request.

1. **General Boarding policies**

1.1 The licence must be displayed on the dining room wall where clients enter the house and is also displayed on the social media sites used to advertise Scoobys (Facebook and Instagram).

1.2 The premises is of sound construction and only registered tradespeople will be used to complete works.

1.3 No more than the stated amount on the licence will be accepted at any one time.

1.4 All policies will be pointed out to clients and clients may take a hard copy away if desired.

1.5 If it is deemed that boarding can no longer continue due to extremes of temperature or any other emergency, the client and or emergency contact will be required to collect their dog.

1.6 Written consent is obtained prior to boarding.

1.7 Dogs will sleep in the downstairs area and have use of the kitchen, dining room and living room. No dogs are permitted upstairs. They have access to two sofas in the living room, two dog beds in the living room, their own bed in the dining room and a dog’s bed in the dining room.

1.8 Owners are expected to provide their own dog’s bed wherever possible. This can be a crate if this is what the dog normally uses. Dogs can be crated overnight if that is their normal routine, and the door will remain open (unless requested not to).

1.9 A tall dog gate between the dining and living room can separate dogs overnight. Resident dog sleeps in the lounge.

1.10 Dogs are not left alone in any 24-hour period for more than 3 hours.

1.11 Dogs that suffer from separation anxiety and prone to barking are not left alone and the other key holders can provide company if the licensee has to be out for a period of time.

1.12 Dogs can accompany the licensee if appropriate.

1.13 All dogs thoroughly assessed before consenting to boarding.

1.14 If dogs are to be left alone, they are separated from resident dog unless client has given consent.

1.15 The radio is always left on for company.

1.16 Barking is monitored, and action taken if dogs bark for a period of time.

1.17 Written consent will be obtained for dogs from the same household to share the dining room whilst boarding.

1.18 Each room has a secure window for both natural lighting and ventilation.

1.19 All equipment that arrives with a dog will be recorded and returned on departure.

1. **Record Keeping**

2.1 All boarding is subject to a meet and greet walk, a play date or home trial within the home and the boarding forms being completed fully.

2.2 Boarding forms must include name and address of client, name of dog, breed, colour of dog, microchip number, age, vaccination/titre dates, flea and worming treatment dates, insurance and vet details, temperament of dog, consent for dogs to be walked, housed and fed with other dogs, exercise expectations, medication, allergy details and any other relevant details.

2.3 All records are kept in a file on the business laptop and backed up with a paper copy and in an app on the business phone.

2.4 All records are confidential; the records are encrypted, and a suitable firewall and virus protection software is installed.

2.5 All records must be viewed with data protection in mind.

2.6 The records will be regularly updated.

2.7 The records will be available to the licensee and emergency contact.

2.8 The records will be retained for three years and archived after this time.

1. **Health and Safety within the home.**

3.1 Health and safety will be maintained within the home at all times.

3.2 All dogs to be housed in a suitable environment, which is kept clean and safe at all times.

3.3 All electrical equipment including smoke detectors and carbon monoxide monitors are inspected yearly and repaired or replaced as needed.

3.4 All gas equipment to be inspected and maintained by a qualified engineer yearly.

3.5 All electrical installations at the premises are carried out by a qualified electrician.

3.6 The house will be inspected daily for any repairs needed.

3.7 All windows are latch closing and secure.

3.8 The garden will be inspected daily for any repairs needed.

3.9 The gates will be checked once a day minimum for wear and tear.

3.10 A regular cleaning regime is in place and home maintained.

3.11 All health and safety will be considered when cooking/cleaning and dogs will be kept from heat sources or being able to ingest anything.

3.12 All boarders are part of the family and are looked after to the highest standards that my own dog is looked after too.

3.13 The interior temperature will be kept between 10 and 26 degrees Celsius.

3.14 The garden at the premises is for the sole use of the licensee and the resident and boarding dogs.

1. **Cleaning and Disinfection procedure.**

4.1 General cleaning will be done daily, and a good state of cleanliness will be maintained.

4.2 All sides wiped down before and after use, floors hoovered daily, and food and water bowls washed daily.

4.3 A thorough dust, polish, vacuum and disinfect will be done on a weekly basis.

4.4 Any spillages/accidents will be cleaned up as soon as they are seen.

4.5 The garden will have excrement removed a minimum of once daily although often more.

4.6 Food preparation areas will be cleaned prior and after preparation.

4.7 An antibacterial cleaner will be used to maintain areas.

4.8 Antibacterial handwash will be available by all sinks.

4.9 Dogs can be hosed down and washed outside in good weather or the Mud Daddy can be used with warm water to clean dogs after walks.

4.10 Artificial grass will be hosed down every day and checked for defects. Disinfected as needed.

4.11 Gravel will be hosed down weekly and disinfected as needed.

4.12 The patio will be hosed down daily.

4.13 All dogs will be removed when cleaning is taking place.

4.14 Any cleaning products used at the premises will be suitable, safe, and effective against pathogens that pose a risk to animals.

4.15 All chemicals will be used and stored in accordance with the manufacturer’s instructions.

4.16 All disinfectant products used must kill both viruses and bacteria.

4.17 Flash Deep Clean Hygiene will be used on the surfaces inside the house, two sprays per surface and wiped and removed with a microfibre cloth.

4.18 Anigene RTU Disinfectant Spray will be used on all surfaces that the dogs come into contact with inside the house. Pre-diluted at 50:1.

4.19 Anigene Hld4V Disinfectant Cleaner will be used for the garden, the patio and the hard floors inside the house at a ratio of 100:1.

1. **Transportation policy.**

5.1 Dogs are expected to be dropped and collected at the start and end of their board.

5.2 The licensee’s vehicle will be used for transporting dogs to local walking areas.

5.3 Dogs will not be left unattended in the vehicle with the exception of the licensee going in to collect/drop off another dog on a walk.

5.4 The vehicle is insured to transport animals and regularly checked and maintained, whilst being serviced as needed.

5.5 The vehicle has dog seatbelts secured by D rings and a dog guard.

5.6 Any rubbish or bags of excrement are disposed of in the appropriate bins.

5.8 The vehicle is cleaned inside and outside regularly.

5.7 All dogs will be removed when cleaning is taking place.

1. **Feeding Procedure.**

6.1 All dogs are fed in separate rooms.

6.2 The owner will send their dogs food with them prior to boarding commencing.

6.3 All dogs are thoroughly assessed and watched during feeding time to make sure they are eating, not inhaling their food, or struggling to chew their food. 6.4 Dogs will be separated by a dog gate while they eat to assure safety and pace.

6.5 The client will choose to consent for treats to be given.

6.6 The client will be asked to give written details on timings, amounts and kind of food eaten as well as normal routines.

6.7 All bowls and feeders will be provided by the client and must be dishwasher safe.

6.8 All bowls will be washed in the dishwasher daily.

6.9 Food will be stored in the fridge/freezer in the kitchen or in the secure clean plastic containers in under stairs cupboard.

6.10 Dogs food intake will be monitored per meal and advice sought from a vet if the dog continues to refuse food after 24 hours.

6.11 Multiple water bowls will be provided, and water changed a minimum of twice daily.

6.12 All water bowls will be thoroughly cleaned daily.

6.13 No food to be left down and will be removed and disposed of in the outside bin after each meal.

6.14 All bowls will be lifted and placed in the sink area for manual washing.

6.15 All basic hygiene rules will be adhered to when preparing food.

1. **Enrichment activities**

7.1 All boarders will have access to enrichment activities within the home and garden that have been discussed with the owner and written consent given.

7.2 Enrichment activities include grooming, socialisation, exercise, and play. Activities within the home include the use of Licky mats, kongs, snuffle mats etc. Times and duration of using these toys will be pre-discussed with the owner or when deemed appropriate.

7.3 Dogs that are on restricted exercise or other limitations will interact with mind game type toys.

7.4 All dogs will be supervised whilst playing with toys.

7.5 All dogs will be checked over physically and all equipment checked for suitability prior to use.

7.6 A paddling pool will be provided with shallow water for dogs to cool off in warmer months. The paddling pool will be shallow and supervised at all times. 7.7 The equipment will all be inspected prior to use and cleaned or disposed of, as necessary.

7.8 Grooming and interaction will take place multiple times throughout the day.

7.9 All dogs will live as part of the family and will interact with all members throughout the day and evening.

7.10 All dogs’ behaviours will be monitored and if there are any changes, these will be recorded. The owner will be notified and if necessary, vet advice sought.

1. **Exercise Policy.**

8.1 All individual needs will be addressed with older dogs having a different type and duration of exercise.

8.2 Dogs under a year old will get 5 mins of exercise for every month of their age twice per day , as per current vet advice.

8.3 Adult dogs in good health will get a minimum of two 30-minute walks per day and with the owner’s written consent can include off lead exercise and play.

8.4 Further walks can be given if required and consented to.

8.5 Every care will be taken to ensure dog’s individual exercise needs are met with agreement with the client.

8.6 All walking equipment must be provided by the client.

8.7 All equipment provided must be in a clean and safe state.

8.8 I hold a stock of strong leads that can be used.

8.9 All equipment will be inspected prior to use.

8.10 All walks and equipment use are agreed with clients upon drop off.

8.11 All dogs must have a collar/harness with an identity tag on including the clients name, address, and number on.

8.12 I will only walk boarding dogs with one of Scoobys Boarding identity tags on.

8.13 All dogs will be assessed and walked in a controlled manor as a group.

8.14 All dogs will be handled in a safe controlled manner and will not cause any disruption to other people or animals.

8.15 I have public liability and canine insurance with Protectivity Insurance and am fully insured to walk up to six dogs.

8.16 Every precaution is taken to maintain a safe walk and all walks are familiar and considered safe.

8.17 When the boarding dogs are not being walked, they have access to the garden.

8.18 The garden has two bolted secure gates.

8.19 The fencing is secure and is inspected regularly.

8.20 Lighting is provided if it is dark outside and all gates are locked from the inside.

8.21 Dogs are fully supervised at all times in the garden and any excessive noise is stopped immediately by distraction techniques.

8.22 In the case of extreme weather the type and level of exercise will be modified.

8.23 In cases of extreme heat the boarders will have shortened walks early morning or late evening. Dogs will be walked on lead and encouraged to be calm and take regular water and shade breaks. Enrichment will be provided at home and a supervised paddling pool will be available. Cooling coats and mats are provided in summer months. Breeds with shorter noses will have limited exercise and be watched very carefully and have access to a fan at all times.

8.24 In the case of snow, exercise will be limited, clients will provide coats for their dogs. Boarders will be dried off and heating used to keep them comfortable.

8.25 In blizzard conditions dogs will have enrichment at home and be walked at calmer times. All paws will be rinsed after walking on pavements due to gritting.

8.26 Dogs will be monitored closely and if they appear to be in distress or not enjoying the weather the walk will be halted and they will return home.

8.27 In very wet conditions walks will continue unless the dog appears to be unhappy or in distress.

8.28 Dogs will not be walked in thunder and lightning storms and will receive enrichment at home and distraction techniques used.

8.29 The radio and use of low lighting will be used if dogs become upset by the storms.

8.30 If dogs are boarding at a time when fireworks are in use the walks will be during daylight hours and dogs will be supervised in the garden at those times.

1. **Monitoring Health and Welfare.**

9.1 Dogs will be physically checked over every day for lumps and bumps, ears, eyes, and mouth checked, coat checked, and paws inspected after every walk.

9.2 In winter months paws will be rinsed off after walks and in summer months surfaces will be checked for heat.

9.3 Dogs' food intake and general demeanour will be monitored continuously.

9.4 Dogs that are showing signs of stress will be given their own space and time in the garden, low lighting, and the use of the radio.

9.5 They can also have time in their own den using the blankets or beds from their own home.

9.6 All clients will fill in the boarding form and will be asked to give details of the dog's disposition.

9.7 All dogs will have a meet and greet walk followed up by a trial visit before a decision is made after discussion on their suitability.

9.8 All dogs will be handled humanely and in a way that is suitable to their needs.

9.9 Dogs will never be punished.

9.10 Techniques to maintain a calm atmosphere will be discussed with client.

9.11 All observations about dogs’ health and welfare will be recorded in the file.

9.12 Reward based training techniques will be used.

9.13 All clients will be advised that any equipment provided by them must be maintained and not be an aversive training tool. The use of choke chains, shock collars, prong collars, anti-bark collars, half choke collars is strictly prohibited, and all clients will understand that l will not use them.

9.14 No aversive methods will be used.

9.15 There will be no other animals, other than the resident dog, in the boarding home.

9.16 Dogs will have interaction with the licensee; however, this will not be forced. The licensee will be respectful of the dog's wishes.

9.17 If dogs are boarding during the periods that fireworks are in use, a den for them to escape to and the radio and tv will be used to distract them. Dogs will only be let in the garden during quiet periods and will be supervised throughout. Dogs will be given the choice of company or to hide away at this time.

1. **The resident dog**

10.1 All boarding dogs will have had a meet and greet walk with the resident dog.

10.2 If successful, all boarding dogs will then have a minimum 30-minute trial session in the licensee’s home.

10.3 Dogs will initially meet in the garden before being allowed to explore inside the house together.

10.4 Once boarding starts, the resident dop and the boarding dog (s) will be monitored closely to ensure there are no issues or concerns. Dogs will kept in separate rooms whilst the licensee if off the premises and overnight to ensure there is no problems. Once the dogs have been slowly introduced and are happy to be with each other, they may be left together if appropriate. Behaviours will be monitored and recorded, constantly checking to ensure all dogs are happy.

1. **Disease control and prevention.**
   1. All clients will provide medical details prior to the stay and appropriate treatment will be agreed.
   2. All dogs must be in good health for a minimum of 7 days prior to boarding.
   3. Dogs that have stomach upsets or anything considered infectious will not be permitted and their boarding will be cancelled. Once boarding, if any dog shows signs of infection, their space will be limited to the dining room until they can be collected by the emergency contact or the client. This will be agreed prior to boarding.
   4. Resident dogs will be housed away from the dining room and can go to a relative’s house if necessary.
   5. If necessary, soiled clothing and bedding will washed at 60 degrees. Where not possible, soiled clothing and bedding will be disposed of in an appropriate manner, e.g., a waste disposal site.
   6. All water and food bowls will be separated and cleaned separately.
   7. All advice will be taken from our vets with the handling of the boarder.
   8. All toys will be disinfected and washed between boarding dogs.
2. **Death or escape of an animal procedure.**

12.1 If any boarding dog becomes unwell or dies during boarding the client will be informed immediately and asked to come to the boarding establishment.

12.2 All actions will be taken under advice from our vet.

12.3 Deceased dogs will be taken to the client’s vet, where possible, to await the return of their owner promptly. In the event the client’s vet is not available or practical, a local vet will be used instead.

12.4 If veterinary advice is the dog should be euthanised, every reasonable attempt will be made to contact the client immediately.

12.5 Every effort will be made to contact the owner or emergency contact, but the welfare of the dog comes first.

12.6 Any euthanasia must be performed by a qualified vet.

12.7 In the case that a dog escapes from the home or on a walk every effort will be made to find the dog and both the emergency contact and client will be contacted immediately.

12.8 All local vets will be contacted along with the dog warden.

12.9 The use of social media may be used if the client consents.

12.10 The business insurance company will be contacted as soon as possible.

12.11 Zoe Martin at TWBC Animal Care will be notified as soon as possible using the contacts: 01622 602787 or via email zoe.martin@midkent.gov.uk

1. **Emergency care for boarding dogs.**

13.1 If the boarding establishment becomes uninhabitable due to lack of heating, owners and/or emergency contacts will be contacted and asked to collect their dogs, only after all endeavours and best efforts have been made to resolve the issue. This includes contacting emergency plumbers and purchasing portable heaters etc.

13.2 If the premises are out of use for any reason owners and/or emergency contacts will be contacted and asked to collect their dogs.

13.3 If the temperature is extreme either hot or cold, every measure will be taken to ensure the establishment becomes habitable.

13.4 Fans are used in the summer, but if dogs continue to struggle, boarding will be halted, and the client and/or emergency contact will be asked to collect their dogs.

13.5 In extreme weather including flood, snow and drought, every precaution will be taken to make the dogs comfortable. It is extremely unlikely that natural flooding will occur as the premises are at the top of a hill.

13.6 In the case of extreme snow, advice will be taken from emergency services and forecasts.

13.7 Fans and extra refreshment will be provided in the case of drought.

13.8 In the unlikely event that the license holder has their licence suspended or revoked, the owner and/or emergency contact will be informed and asked to collect their dog .

13.9 All clients will be informed of these clauses prior to boarding.

13.10 Dogs will only be returned home as a last resort.

1. **Waste disposal**
   1. All dog faeces will be removed from the garden at least once per day and disposed of in the appropriate waste bin.

14.2 Heavily soiled bedding will be disposed of in the bin.

1. **Fire policy and escape plan.**
   1. The establishment has a fire extinguisher and a fire blanket in the kitchen cupboard.
   2. Two smoke alarms are wired in and located by the front door and in the corridor upstairs.

15.3 A carbon monoxide detector is located in the dining room.

15.4 All are inspected and tested weekly.

15.5 The two exits are kept free of obstructions and can be locked from the outside and inside.

15.6 In case of a fire the front exit can be used, or the back exit and gate can be used. Dogs can be secured in the vehicle and taken to a safe point.

15.7 All gas equipment is inspected yearly and serviced by qualified gas safe engineer.

15.8 All electrical and gas equipment is visually inspected and tested when used.

15.9 There are two designated key holders, one lives about twelve miles away and the other lives next door. Both contact details are available in the file.

15.10 A written emergency can be found in Scoobys paperwork.

1. **Vaccination, flea, and worming treatment policies.**

16.1 All clients must bring with them and show up to date vaccination records. 16.2 All boarding dogs must have had their primary vaccinations two weeks prior to boarding.

16.3 All vaccinations must have been given by a qualified vet and be licensed in the UK.

16.4 All boarding dogs must have been treated with appropriate flea, worming and tick prevention medication prior to boarding.

16.5 If any dog appears infected, they will be treated using medication from their vets and at the owner’s expense.

16.6 All clients will be aware of the policy prior to boarding.

16.7 If an infestation is discovered all bedding, throws, soft furnishing will be washed and treated with a treatment recommended by my vet.

16.8 Any areas the dog has been will be treated appropriately.

1. **Medication policy.**
   1. Clients must provide all medication for their dogs in a plastic labelled box. Labelled with dog’s name, frequency, and dosage.
   2. The fridge in the kitchen will be used to store medicines if needed.
   3. All other medicines will be stored in the understairs cupboard.
   4. All medication will be given in accordance with the vet’s instructions on the prescription.
   5. All medicines must be returned to the client when boarding ceases.
   6. Scoobys is registered with a local vet as a boarding facility. The contact details can be found in the paperwork file.
   7. Wherever possible, in case of veterinary need, the preferred choice of vet by the owner will be used, however in the case of an emergency or if unable to contact the owner, the registered vet will be used.
2. **Puppies under 1 year old procedure.**

18.1 Toilet trained puppies are welcomed, and all puppies must have completed their primary vaccinations.

18.2 Puppies are treated like one of the family and experience as much of everyday life as possible.

18.3 Puppies spend lots of one-on-one time with the licensee and are given the opportunity to socialise with people and other friendly assessed dogs.

18.4 Puppies will be habituated to noises, objects, and activities within the boarding facility.

18.5 Regular toilet breaks are given to encourage toilet training.

18.6 All puppies are fed separately in a safe area and supervised throughout their stay.

18.7 Notice is taken of the recommended exercise regimes and puppies are encouraged to walk off lead in safe areas with the owner’s consent.

18.8 The use of a training line is permitted to ensure a safe walk.

18.9 Owners are encouraged to provide harnesses for puppies on training lines.

18.10 Increased feeds are adhered to , and toileting habits are closely monitored.

18.11 Puppies are examined and handled regularly to acclimatise them to regular contact in case of a vet visit.

18.12 Socialisation is encouraged and any play between dogs is closely monitored and an intervention if play becomes too raucous.

18.13 Basic force free training techniques are used to help puppies continue to develop during their stay.

1. **Neutering policy.**
   1. All clients are advised that we prefer bitches to be spayed prior to boarding (although not essential).
   2. We cannot accept entire dogs from the age of approximately 9 months.

19.3 Bitches in season prior to boarding commencing will not be accepted.

19.4 If a bitch comes into season during her stay, advice from the vet will be taken and the bitch will need to be either collected immediately or returned to the emergency contact.

1. **Emergency procedures.**
   1. If any boarding dog is injured or becomes unwell immediate treatment will be sought with either the client’s own vet or the registered vet.
   2. Consent will be obtained from the client to make decisions based on the vet’s advice.

20.3 Clients and their emergency contact will be contacted wherever possible before any treatment is given.

20.4 Consent to make decisions based on the vet’s advice will be given.

20.5 If a dog is injured on a walk the dog will be taken to the nearest vet when necessary, and emergency treatment will be given.

20.6 Clients will give consent for emergency treatment to be carried out.

20.7 The client and/or emergency contact will be contacted at the earliest opportunity.

20.8 A fully stocked first aid kit is kept in the vehicle and the licensee holds a diploma in canine first aid.