

Harley's Home Boarding for Dogs

Operating Procedures

Licence Display and Other Relevant Documents

The licence number and issuer will be clearly displayed on the business' website and the document will be clearly displayed on the entrance to the property. A copy will also be kept in the Meet and Greet file for clients to view.

The Meet and Greet file will contain a copy of the record keeping format for each dog, a copy of the Terms and Conditions, a copy of the daily routine, a copy of the operating procedures, a copy of the booking form, a copy of the First Aid Kit information form, DBS certificates, Canine First Aid Certificates, and Level 3 Canine Welfare, Behaviour and Care certificates. These will be available for the client to view during the initial Meet and Greet Session. Copies will also be available to view on the website.

Records

The client will be required to complete a booking form prior to the Meet and Greet session where they will be required to fill in all the relevant information regarding their dog(s). They will also have to complete and sign the Consent Form and sign the Terms and Conditions form. A copy of these will be given to the client and a copy kept in a file for the business. Relevant information will be transferred to the Registration Form which will be kept in the file. All documents will be scanned and stored on the business computer to ensure electronic records are kept up to date. The information will remain confidential and not be shared unless required by a vet.

Staffing

Mrs Verity Palmer will run the business and will be on site with the dogs at all times. Mr Richard Palmer will help run the business and will be available in the event of an emergency or illness. Both staff members are canine first aid trained and have experience with dogs.

Diet

The client will provide food for their dog(s) for the entirety of the stay. The client will state how often and how much the dog(s) will be fed and Harley's Home Boarding for Dogs will adhere strictly to the diet. Should there not be enough food for the dog, Harley's Home Boarding for Dogs will only purchase the same food that the dog has been eating at the client's cost.

Environment

The dog(s) will be boarded in the home along with the resident dog and resident indoor cats. Consent will be sought from the client to board the dog(s) with the resident dog. Consent will be sought from the client to allow the dog(s) to share the premises with the resident cats (the

cats will not be boarded in the same room as the visiting dog(s)). The dog(s) will access to the living room and kitchen/dining room at all times, unless separation is required. The dog(s) will be treated as part of the family and will be with humans throughout the stay and with the resident dog as much as possible. The dog(s) will be allowed frequent, supervised access to the private, fully enclosed garden where they can toilet and play. The client will provide the dog's regular bedding and toys if suitable (alternative bedding and toys will be provided if required) and should a dog be crated, the client will provide the crate.

Monitoring behaviour

On the booking form, the client will advise of any behavioural traits or problems. The dog(s) will be assessed on arrival and throughout their stay to ensure they do not suffer from stress. Any signs of stress will be read and dealt with appropriately. If the client's dog(s) and resident dog become possessive, they will be separated or the toy will be removed. Records will be maintained of any events that occur. The dog(s) will be rewarded through positive reinforcement.

Animal handling

The dogs will have human interaction throughout the day. They will have play and enrichment sessions, a basic grooming session and walks (a walking plan will be created at the Meet and Greet session). All interactions are positive to retain a strong relationship.

Protection from pain, suffering, injury and disease

All areas of the house and garden will be monitored and assessed daily to ensure there is no danger to the dog(s). The dog(s) will not have access to electrical cables or chemicals. The dog(s) will not be left alone with the resident dog at any time. If a dog acquires an injury, appropriate first aid will be administered and the client's vets will be consulted. In the case of an emergency, Harley's Home Boarding for Dog's usual vets, Hook Norton Vets at Deddington, will be consulted. The client will be contacted as soon as possible should these events should occur. A canine first aid kit is kept in the house and another is carried on all dog walks, both Verity and Richard Palmer are Canine First Aid trained.

To prevent disease, Harley's Home Boarding for Dogs will not accept any dog who has not received their annual vaccinations, including Kennel Cough, at least two weeks prior to the stay. Harley's Home Boarding for Dogs will not accept any infectious dog. All dogs will need to have a regular worming and flea treatment regime.

The food preparation area will be cleaned after every meal preparation and the food bowls will be cleaned in the dishwasher every day. Water bowls will be washed and clean, fresh water will be available throughout the day. The areas of the house the dog(s) are allowed in, will be kept clean of dust and rubbish. The areas of the house the dog(s) are allowed in, will be thoroughly disinfected (using pet safe products) and will be allowed to dry before the dogs can access them. Toys will be regularly washed and removed if they become unsafe.

Emergency Procedures

If a medical emergency arises, Harley's Home Boarding for Dogs will take the dog(s) to Hook Norton Vets at Deddington. The client will be contacted and if uncontactable, their emergency contact will be contacted.

Mrs Jane Palmer will have a set of keys in case of an emergency and there are a set of keys in a key safe at the bottom of the garden which both members of the business and Mrs Jane Palmer have access to.

In the event of a fire, there are fire extinguishers in the kitchen and living room and there is a fire blanket in the kitchen. If a fire occurred in the kitchen and the dining room doors or utility room door was blocked, a set of keys are kept in the drawer by the front door and the dogs would be evacuated via the front door. If a fire occurred in the living room and the front door was blocked, a set of keys are kept by both the back door and the dining room doors and the dogs would be evacuated to the garden. Evacuating the dogs to the garden would be the priority in all cases. Alternative boarding in kennels would then be arranged immediately. Overnight, internal doors are kept shut to prevent the spread of fire. Electric smoke alarms are fitted in the dining room, top of the stairs and the second bedroom. These are tested weekly. A carbon monoxide detector is installed in the living room for the wood burner. The wood burner is cleaned and inspected professionally yearly and a certificate is issued. The boiler and oil tank are inspected professionally yearly. All rooms which dogs have access to, have external access for a quick and easy evacuation.

If a dog became unwell and required isolation, they would be placed into the utility room with the door shut. The owner or emergency contact would be contacted and requested to come and collect the dog or if this failed, the dog would be taken to the Hook Norton Veterinary Group who would isolate the dog. The utility room 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.

Client's dogs will have the original ID tag taken off the collar and replaced with the contact details of the business. The dog will wear the collar at all times.

Emergency contact details and important information regarding the dogs are placed on Day 1 of the stay in the First Aid kit which is carried on all walks and removed and stored in the client's file on the collection day. These are checked every time the client books the dog(s) in to board in case the details have changed.

Emergency contact details and 24-hour contact numbers are stored on the business phone and copies are kept in the First Aid kit which is carried on all walks.

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. Cool mats will be provided throughout the day, 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.

Thermometers will be used in rooms to ensure a suitable temperature is maintained. 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 Harley's Home Boarding for Dogs believes the weather to be 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.

Dog walking

An exercise plan applies and can be adapted for each dog. Should a dog not be walked for medical reasons or age, an enrichment plan will be created. The plan will be discussed and adapted at the Meet and Greet session with the client.

The client must consent to their dog(s) being walked off lead. Should they choose this, Harley's Home Boarding for Dogs will decide if the dog is safe and will return to the recall.

Medication

The client will inform the business of any medication the dog(s) are on and Harley's Home Boarding for Dogs will ensure the correct administration and storage of the medication.

Puppies

Harley's Home Boarding for Dogs will not board puppies under the age of 6 months. Puppies between 6-12 months of age will have a separate exercise plan according to their age. Puppies will be walked for 5 minutes for every month of age (e.g. 6 months old = 30 minutes of gentle walking). During play sessions, puppies will be encouraged to play at ground level so as to not negatively impact their joints and will be constantly monitored with the resident dog to ensure rough play does not occur. Whilst boarding, puppies will be given ample opportunity to sleep in a quiet area, more frequent toileting opportunities, puppy-related treats for rewards and basic training (e.g. recall training, waiting for a treat, walking well on the lead). Puppies will need to have had full vaccinations at least two weeks prior to boarding. Puppies will never be left unsupervised with the resident dog and will be encouraged to have "alone" time away from the resident dog. Puppies will be given ample time to settle into their new

surroundings with lots of positive reinforcement to ensure they settle quickly. They will not be left alone until deemed settled and used to the noises and objects in the environment.

Cleaning

All areas will be kept clean and free of dust and rubbish. The areas will be cleaned daily with pet-safe products and the dog(s) will not be allowed to walk on the area until it is fully dry. Food bowls will be placed in the dishwasher daily and water bowls will be cleaned and refreshed throughout the day. Bedding will be washed if it becomes soiled. Dogs will be brushed to remove excess dirt and have their feet washed and dry after a walk. Towels will be washed daily.

Transportation

Dogs will be transported securely via car. They will wear a suitable harness (preferably one provided by the client) and will be secured via a seatbelt clip. They will sit in a secured, canine hammock. The hammock and seat belt clips will be checked after every trip and will be replaced should they become damaged. The car will be thoroughly cleaned after each trip.

Meet and Greet Session

All dogs will have a Meet and Greet session to check suitability and to allow a smooth introduction to the resident dog. The Meet and Greet session will allow the client to ask questions, pass on any information and allow the business to check they have all the information they require to allow for a comfortable stay for the dog. Should the visiting dog not socialise well with either the resident dog or resident cats, the booking will be terminated. Should the business feel the visiting dog is going to pose a risk to the family or the resident animals, the booking will be terminated.

The Escape of an Animal

Harley's Home Boarding for Dogs has 6ft high fences in the garden and carries out checks on the fences daily to ensure no damage has occurred. Gates are kept locked at all times and external doors are kept locked. There are stair gates and internal doors within the house that are kept shut when the front door is being opened to eliminate the risk of a dog escaping. Whilst on a walk, dogs are kept on leads unless the owner has consented to a dog being walked off lead and this will only occur in safe locations where the walker has deemed the dog's recall to be good enough.

Should the boarding dog escape, the Local Authority will be contacted as soon as possible. Dogs will wear collars with tags on at all times so that if found, Harley's Home Boarding for Dogs can be contacted. 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.

The Death of an Animal

In the unlikely event that a boarding dog should pass away, the owners or emergency contacts will be contacted 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.

Suspension / Revocation of License

Harley's Home Boarding for Dogs is required to have procedures in place should the license be suspended or revoked whilst dogs are boarding. If this should happen, the owner or emergency contact will be advised as soon as possible. If the dog is not able to be collected immediately, Harley's Home Boarding for Dogs will take instructions from the owner or emergency contact and follow them 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. Harley's Home Boarding for Dogs requires any person collecting a dog in such circumstances to provide us with proof of their ID (e.g. driving licence or passport). If instructions cannot be obtained by the owner or emergency contact, Harley's Home Boarding for Dogs will arrange for the dog to be boarded at a licensed home boarding facility or license kennels at no cost to the owner. This will continue until instructions from the owner or emergency contact can be implemented.

Children

Harley's Home Boarding for Dogs does not have any children living at the premises. Any children visiting Verity and Richard Palmer will only be allowed to visit the premises when there are not any dogs boarding at the property.

The owner's children are allowed to attend the Meet and Greet session but must stay with an adult and be supervised at all times.