

## **Policies and Procedures**

This document is to be used to assist the licensee writing their policies and procedures that are required under The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018. This document will need to be amended to suit the individual business and is not exhaustive of everything you will need to consider as every establishment is different. You may prefer to write your procedures in a different style or format, which is perfectly acceptable.

### **Monitoring new dogs coming into the home boarding environment**

Before any dog comes to stay at (*insert company name*) a trial familiarisation session/period of (*insert time period*) will be carried out to ensure that the proposed boarder is suitable for a longer stay. The purpose of the trial familiarisation session is to enable the licensee to get to know the dog and to see how it reacts in a new environment and how it interacts with any resident dogs and family members.

Trial familiarisation sessions that have been carried out will be recorded on the top of each new client registration form along with any comments/issues/observations that arose during the trial period. If a dogs stay is refused for any reason this will also be recorded on the client registration form.

Not all dogs are used to staying away from their owner so all dogs staying will be closely monitored to see if they are showing any signs of being nervous, stressed, scared or aggressive. If a dog is showing any of these behaviours this will be recorded on the monitoring form recording the date, the problem and what action has been taken to resolve the issue. For example it may be necessary to give the dog a quiet area where it can get away from other boarding/ resident dogs.

How will you ensure that a bitch in season and an unneutered male are not kept at the premises at the same time?

### **Feeding regime**

All boarding dogs will be fed in line with their owner's instructions which will be recorded on the client registration form. The client will provide all food that will be required for their pets stay. All dogs will be separated when feeding to avoid aggression or competition. If there are two dogs from the same household boarding and the owner wishes for them to be fed together in the same room the owner must record this on their client registration form. All bowls will be cleaned after each meal. If a dog does not eat/drink well this will be recorded on the monitoring form and the owner will be contacted. If the dog cannot be tempted with any other food and remains inappetant after 24hrs this will be recorded on the monitoring form, the owner will be contacted and veterinary advice sought.

When writing your own procedure, consider the following;

1. Where will the dogs be fed?
2. If the dogs need to be separated, where and how will this be done?
3. It may be worth having a food chart for the dogs currently staying with you, to indicate how many meals each dog has, which food and how much they are to be given, plus any medication that is needed.

### **Cleaning regime**

See cleaning regime/checklist doc

## **Transportation**

Boarding dogs will be transported in **(Make,model,registration)** the purpose of **(collecting from owners/taking on dog walks/emergencies only to attend 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 **(distance/time)** and all long journeys will be planned in advance to minimise delays due to traffic. A log of all journeys will be kept in the vehicle. Extra water will be carried for the dogs when transported.

**Is there vehicle breakdown cover in place to minimise delays especially in time of extremes of temperature hot/cold?**

The vehicle will be cleaned routinely as per the cleaning procedure.

## **The prevention of and control of the spread of disease**

All dogs including resident dogs will have current up to date vaccinations, flea treatment and worming. Vaccination certificates must be presented to the licensee and the dates of expiry will be recorded on the client registration form. Vaccinations must only be administered by a veterinary practitioner and must be completed as follows;

1. A puppy will require an initial set of 2 vaccinations; the first dose is usually given at 8 to 10 weeks of age and the second does 2 to 4 weeks later. The puppy can not be boarded earlier than 2 weeks after the second dose.
2. An adult dog that has not been vaccinated previously, or that had been vaccinated but has not received a booster in the last 12 to 13 months, will require a full set of vaccinations as for a puppy. The dog can not be boarded earlier than 2 weeks after the second dose.
3. Adult dogs require a booster vaccination every 12 to 13 months and may be boarded immediately .
4. Do you also insist on Kennel Cough vaccinations? These are given separately and are annual.

The owner must also ensure that their dogs have received recent flea and worming treatment and record the date administered on the client registration form. All treatments must be a product that is approved by a veterinary practitioner, and the quantity and frequency of treatments must be in accordance with the directions given with the product, unless advised otherwise by a veterinary practitioner. If a boarding dog does show signs of fleas/worms etc. this will be discussed with the owner and treatment sought from a veterinary practitioner. This will also be recorded on the monitoring form. The owner has to consent to any preventative treatment on the client registration form or in writing.

The premises, including vehicles, will be regularly cleaned using **(Insert disinfectant)** which is virucidal and bactericidal (See cleaning regime/checklist).

It may be necessary to isolate a boarding dog from others. Isolated dogs will be placed **(Name location/explain how they will be kept separate/ use of protective clothing/using different routes through house to exit property so they wont cross paths/has a vet agreed to provide isolation for you in writing?/will extra cleaning be carried out?/use of separate bowls just for isolated animals).**

### **Monitoring and ensuring the health and welfare of all animals**

All boarding dogs are monitored constantly throughout their stay. They are regularly checked for injuries and if there are any signs of physical or behavioural abnormalities/problems with poo or pee/sickness/weight loss this will be recorded on the monitoring form along with the action taken to resolve the issue.

If there are ever any concerns the owner/emergency contact is informed and a decision for the best course of action is discussed where possible and recorded on form. It may be necessary to seek veterinary advice and this will be followed and recorded on the monitoring form and the owner kept updated.

### **The death or escape of an animal including the storage of dead animals**

In the event that a dog dies whilst boarded it will be wrapped in a blanket and taken to the vet for storage. The owner/emergency contact will be informed and if the death is unexpected, for example a young healthy dog, an autopsy may be considered by the owner.

If a boarding dog escapes, all local vets will be contacted along with the dog warden who can be contacted on 01962 848 097 and the owner/emergency contact. The area where the dog was lost will be searched.

All boarded dogs wear an identity tag with *(Insert company details)*

If the dog is lost from a location near to the border of another local authority they will also be contacted.

All details are recorded on monitoring form

### **Covering the care of the animals following the suspension or revocation of the licence or during or following an emergency**

In the event that my licence is suspended or revoked the owner/emergency contact will be called to arrange immediate collection of their dog. If that is not possible the dog will be placed in the care of a licensed animal boarding establishment and the owner/emergency contact will be informed as to its location.

In the event of an emergency and the dogs cannot be taken with the licensee the dog will be placed in the care of [state name, address, contact number of person who will be able to take the dog in an emergency] and the owner/emergency contact will be informed as to its location.

**Emergency plan**

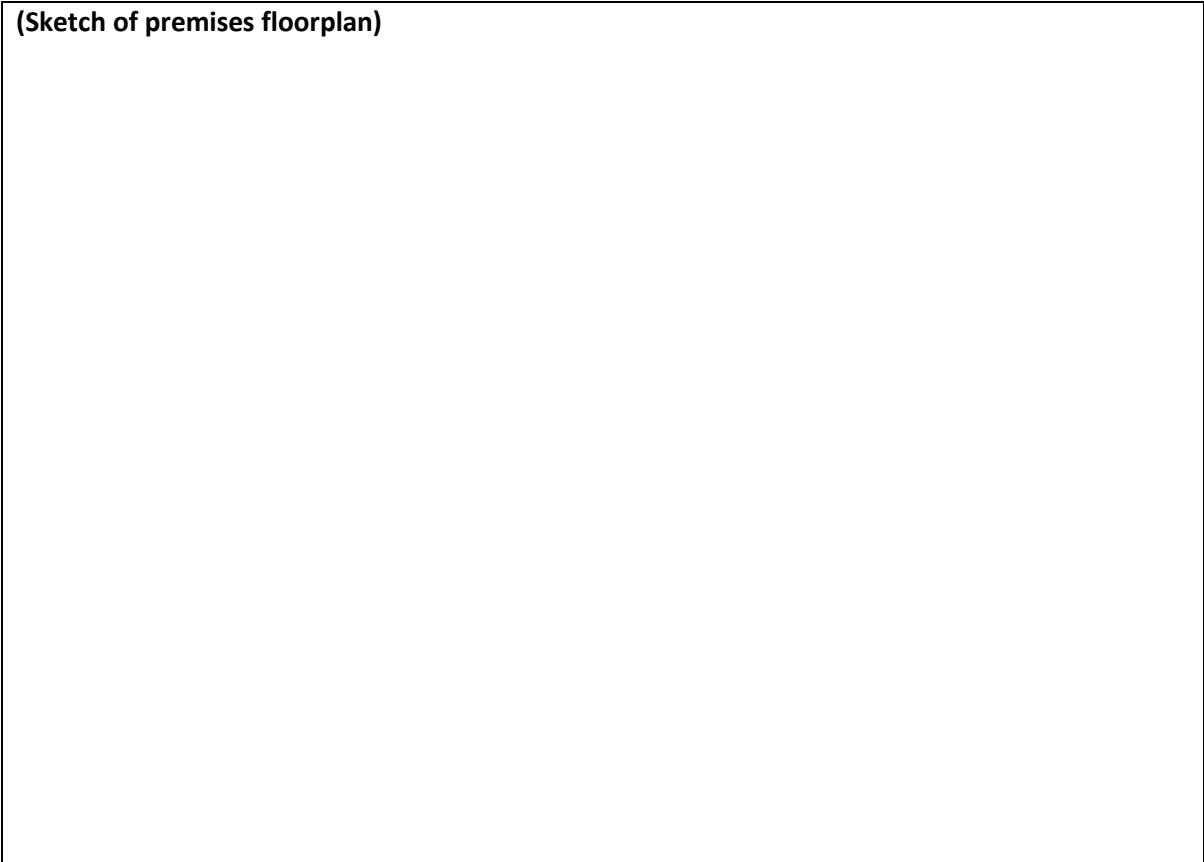
This is where you will have to write down how you will deal with a variety of emergencies and should include contact number and addresses of those who need to be contacted in an emergency. All residents/staff must be aware of these policies and procedures.

Designated key holder(s) within 30minutes from the premises is (Name/address/telephone)

**Fire**

It may be useful to draw out a floor plan to show all fire exits and locations of where dogs will be taken in the event of an emergency.

**(Sketch of premises floorplan)**



- In the event of a fire where possible all dogs will be put on lead and all residents will be evacuated via..... and will meet at.....
- 999 will be called
- If the property becomes inhabitable list where you will go?
- Emergency accommodation address (Friends/family)
- Owners/emergency contact will be called to collect dog where possible
- There are (X number) of fire/smoke/carbon monoxide detectors on the premises and these are located ..... These detectors are tested once a month to ensure that they are still working.
- Fire extinguishers and a fire blanket are located ..... and the fire extinguishers do not need to be serviced/replaced until..... (Most fire extinguishers have the month and year of manufacture written on the side of the bottle. It will also specify how often they need to be serviced. If you have your extinguishers serviced, ask the company to give you a receipt for your file, or to label the extinguishers.
- An electrical safety check is carried out every 10yrs by a qualified electrician. You will need to obtain a Certificate of Electrical Safety to show when this was last done.

### **Breakdown**

- To minimise the risks of breakdown of heating systems are serviced every.....
- In the event of heating system breakdowns (Insert company details including address and telephone number) will be contacted immediately.
- If the heating system breaks down alternative heating can be provided by .....
- Do you have any measures in place in the event of a power cut?

### **Extremes of Temperature**

#### **Heat**

In times where the weather is hot, this poses a risk to the boarding dogs and special measures will be put in place to minimise risks.

- The dogs' exercise away from the property will be limited to short walks very early in the morning and late in the evening at the coolest time of the day.
- Fans/paddling pools/cooling mats are available and will be used to keep the dogs cool.
- Are there shady areas or cool parts of the home that the dogs can go?
- Fresh water will regularly be replenished
- Dogs will be monitored and veterinary advice sought if there are any signs of heat exhaustion.

#### **Cold**

- During times when the weather is very cold measures are put in place to maintain the welfare of the dogs.
- The premises is heated by central heating/wood burner/storage heaters and the ambient temperatures is maintained at .....degrees.
- Owners are encouraged to provide coats for their dogs where needed
- Additional blankets are available to keep dogs warm
- Dogs are monitored to ensure that they don't show any signs of being too cold.

### **Boarding dogs under 1 year old**

It is the businesses decision as to whether they wish to board dogs under the age of one year old. Procedures will need to be written and in place for dealing with dogs under 1yr and things to consider include:

- Vaccinations – A puppy can only be accepted no earlier than 14 days after it has completed its primary course of vaccinations
- Exercise – Does the puppy require a different level of exercise to adult dogs such as shorter walks.
- Feeding – Does the puppy require extra feeds throughout the day
- Time out! – Does the puppy need to be separated from the other dogs to give them and the puppy a rest?
- Training – Do basic training commands need to be reinforced?
- Are there increased risk of destructive behaviour such as chewing wires.? How will this be mitigated.
- If the puppy is not neutered, does this pose any risks/issues?