

## Flatt Farm Boarding Kennels Policies

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## **1.0 Prevention of the spread of disease or infection with dogs at Flatt Farm Boarding Kennels Policy.**

Should a disease or infectious outbreak become apparent on the premises of Flatt Farm Boarding Kennels, the local vets will be notified immediately.

The infected or ill animal will be seen immediately by a vet and either transported by Flatt Farm Boarding Kennels to the vet, or the vet will come to the site.

An up-to-date vaccination booklet must be seen upon entering the kennels for animals to board. Dogs must have their annual boosters including the Lepto vaccine as well as the Kennel Cough Vaccine.

Dogs must be vaccinated against parvovirus, distemper, leptospirosis, and hepatitis as well as kennel cough.

Dogs must have the required vaccinations for their own safety as well as the other animals in Flatt Farm Boarding Kennels care.

Fleeing and worming your animals is done at the owner's personal choice. If staff at Flatt Farm Boarding Kennels notice an animal has worms, fleas or any other parasite, they will be in contact with the owner to arrange a vet visit at the animal owner's discretion.

If a dog becomes ill, it will then be moved down to the isolation block.

In the case of a dog falling ill, this block will be equipped with the appropriate dip trays to prevent spreading the disease, the needed chemicals in order to clean and disinfect the kennels on a daily and regular basis.

One member of staff will be allocated to the Isolation block. This member of staff will be a senior member of staff and will not have any interactions with other animals at Flatt Farm Boarding Kennels.

After cleaning the isolation block, they will immediately change their uniform and place the dirty uniform straight in the washing machine alone to be washed thoroughly. They will also change their footwear.

All isolation bedding, chemicals, bowls etc will be kept in the block. These will not be moved and will only be handled by the senior member of staff that has been assigned to the block. They will be washed separately.

This member of staff will be giving the needed attention to the animal. The allocated member of staff will be visiting the animal every 30 minutes to ensure they are getting the best care possible.

Hands and arms must be washed before entering another building.

Flatt Farm Boarding Kennels do NOT take in stray dogs from the council or local rescue centres if unvaccinated. Flatt Farm Boarding Kennels are happy to board dogs in rescue providing they are fully vaccinated following our policy.

## **2.0 Daily cleaning within the living quarters of Flatt Farm Boarding Kennels.**

### **2.1 Dogs:**

All kennels housing dogs are cleaned thoroughly once daily with spot checks carried out through the day.

Cleaning takes place over the morning starting with the insides of the kennels.

#### **New Block INSIDE**

Staff will go into each kennel with a dog in, remove any dirty bedding to go into the washing machines, and place any clean bedding over the door. Pick up any poo, empty the water bowl or bucket on the floor and place the plastic bed and water bowl outside the kennel.

Staff will then add four pumps of a pet safe chemical to the coloured buckets and fill to the top with water. They will then throw chemical over the kennels as needed in order to kill any bacteria.

The kennels will then be scrubbed including the walls and doors too. The kennel is then hosed out and bowls will be refilled for all dogs.

The bed then gets placed back into the far-left corner with bedding and the water bowl will be placed to the left of the pop hatch. Any water in the corridor will then be mopped up.

#### **Old Block INSIDE**

Staff will go into each kennel with a dog in, remove any dirty bedding to go into the washing machines, and place any clean bedding over the door. Pick up any poo, empty the water bucket on the floor and place the plastic bed up against the wall in the kennel, and the bucket outside the kennel.

Staff will then add four pumps of a pet safe chemical to the coloured buckets and fill to the top with water. They will then throw chemical over the kennels as needed in order to kill any bacteria.

The kennels will then be scrubbed including the walls and doors too. The kennel is then hosed out and bowls will be refilled for all dogs.

The bed then gets placed back into the far corner with bedding and the water bowl/bucket will be placed to the opposite corner. Any remaining water in the corridor will then be mopped up.

### **New Block OUTSIDE**

The staff will empty all the water bowls on the floor, and place in the corridor flat on the floor, next to the fence. They will pick up any poo/toys. Following this, they will make up buckets of chemicals with four pumps of a pet safe chemical diluted with water. The chemical will then get thrown into all the runs that have got dogs in and be scrubbed thoroughly. The runs will then be hosed out and bowls will be refilled. All water will then be squeegeed towards the drains. The water bowl will then be put back into the top right-hand corner and the corridor will be dried using a squeegee.

### **Old Block OUTSIDE**

Staff will pick up poo in run, empty water over any poo marks/pee and scrub any marks away. If the run needs hosing, the staff will leave the bucket inside the run. If it does not need hosing the water will be squeegeed out of the run, and the bucket will be placed outside to be filled up. The staff will finally go around with the hose filling up buckets/ hosing runs.

## **2.2 DOG DEEP CLEANS INSIDE/OUTSIDE**

When a dog goes home, the kennel and run will be thoroughly deep cleaned. This ensures that any bacteria left by the previous dog is killed off before the next dog goes into that kennel.

Deep cleans are the same as regular cleans, apart from the staff will spray diluted pet safe chemicals into the bowls and buckets, and around all of the walls too. Every wall will be scrubbed.

All bedding will be taken out and washed and replaced with clean bedding.

### **3.0 Food Policy within Flatt Farm Boarding Kennels.**

At Flatt Farm Boarding Kennels, we ask owners to provide their animals with their own food and dietary needs. In the case of an emergency, we will provide either wet or dry food at extra cost.

In the case of an emergency, we provide the following:

- Skinners; Field & Trial dry food
- Butchers Grain Free; Nourishing wet Food for Dogs

We also provide Fold Hill; Pointer Gravy Bone treats for dogs.

We have suitable facilities including fridges and a freezer to store your pet's food. We also have feeding and water bowls.

We will ask you on the day of arrival how often and how much you wish for your animal to be fed. If needed, please provide a precise amount. Please ensure we know how often your animal needs feeding, as well as if they are fussy eaters, graze or sometimes don't eat.

If you would like your dog to have an anti-gobble bowl you will either need to provide this or we can provide it for your dog in the case of an emergency.

Dogs will be fed breakfast between 7:30am and 8:30am and dinner at 5:00pm.

Should your pet need lunch or alternative times, please let us know and we will be more than happy to do our best to accommodate you and your pet's needs'.

We will **NOT** feed dogs chocolate, onions, garlic, chives, avocado, nuts, corn on the cob, cooked bones, grapes, raisins, xylitol and alcohol.

#### **4.0 Medicating and Daily Monitoring Boarding Animals at Flatt Farm Boarding Kennels.**

At Flatt Farm Boarding Kennels, we are more than happy to administrate medication.

When you check your pet in with us at reception, please tell them EXACTLY how much, how often and what exactly the medication is for. Our senior staff are more than happy to accommodate this. If easier, please feel free to bring a written list of what medications need to be administered when.

If your pet needs injections, we are also more than happy to accommodate this. Please ring up before booking to ensure that we are aware that someone will need to inject your pet through the whole stay.

When you bring your pet in with the medication, you will be asked to sign a disclaimer form, to provide consent for us to medicate your pet.

Should your pet need to visit the vet while you are away, we will first make contact with you and then arrange to see our local vet. If it is an emergency and we cannot make contact with you, we will take your pet to the vet and continue to try and make contact with you.

There is a vet transport charge for this.

The vet will provide us with a receipt, and the bill can be settled when you come to collect your animal.

There is an out of hours meds charge. Should your pet need to have medication at a particular time between the hours of 5:00pm and 8:00am, you will be charged the out of hours med charge per night.

All staff regularly monitor your animal's health by doing daily health checks. Your pet's eyes, nose, ears and mouth will be checked daily to ensure they are clean and happy.

If we find your pet has a runny nose, gunky eyes or anything else that may be abnormal for that animal, we will call you to let you know if it is serious. If it is not serious, we will clean the area and keep an eye on it, we will then let you know when you come to collect your pet.

If we find any lumps, bumps or anything we do not feel is normal for the animal we may call you to confirm you were aware.

We do ask that you state anything abnormal on your boarding questionnaire and let the staff know if there are any changes each time you come in.

What may be normal for your pet may not be normal for us, so anything you think we may need to know – let us know.

We don't want to have to call you unnecessarily while you are away, so please let us know of ANYTHING we may need to know! I.e.: (prone to ear infections, any warts/bumps, etc).

## **5.0 Dog Walking Procedure at Flatt Farm Boarding Kennels.**

**ALL DOGS WILL BE EXCERSISED AT LEAST TWICE PER DAY. THIS MAY BE OFF LEAD, ON LEAD, TRAINING OR ANY OTHER FORMS OF PROVIDED ENRICHMENT.**

**(This is weather dependent)**

Dogs will get out of their kennel twice per day. This can be from a 10-minute walk, to a half hour run around. This time is 121 interactions with the staff. No dogs will be socialized while they are staying at Flatt Farm Boarding Kennels unless they get brought in from the same household. Aims are set to get everyone out a third time or more.

Most boarding establishments socialize the dogs are therefor they can go out for longer periods. Flatt Farm Boarding Kennels do NOT do this, as this is then safer for all the dogs are the staff. This way the dogs also get the 121 interaction they deserve.

Dogs will NOT be walked if the owner has told us not too, or if there is a medical reason behind why not, such as kennel rest.

New Block and ISO are separated by a pop hatch and therefore have access inside and outside through the day. The staff will bring dogs in and put dogs out as appropriate in old block. The dogs will have access to their outdoor run at least four times per day.

Owners have the option to book their dog in for a bath and training.

The senior staff can also do positive reinforcement, reward based training with dogs that need the additional mental stimulation.

Please let the staff know if you WOULD NOT like your dog to have treats. The staff take treat bags out with them when the dogs go out, however if you would like for your dog to not have treats, please let us know. You are welcome to bring your own treats for us to use.

We encourage owners to provide kongs, treat balls, anti-gobble bowls, etc. This can then provide additional enrichment for the dogs.

Please let us know if your dog destroys toys so we can give them appropriate enrichment when with them.

## **6.0 Emergency procedure in the event of loss of Electricity or Water at Flatt Farm Boarding Kennels.**

### **6.1 ELECTRICITY**

In the event of a power cut, Emma or Paul (Owners) will be alerted. Staff will ensure any power sockets that would normally be in use are switched off to prevent a fire.

Staff will also ensure the following are turned off:

- Washing Machines
- Tumble Dryer
- Lights
- Heat Lamps/Heaters
- Fans
- Anything plugged into sockets.

As soon as the power cut has become apparent, Emma or Paul (Owners) will begin to find out if it is local and will come back shortly or if someone will have to come to fix it.

If the kennels are warm and there is no access to fans, the staff will leave pop hatches and windows slightly open to allow a breeze.

If the kennels are cold, staff will ensure all dogs and cats have appropriate blankets and bedding from soft beds, blankets and duvets.

When the electricity comes back on, staff will turn back on all of the essentials such as heaters/fans, washing machine etc.

## **6.2 WATER**

In the event of water loss cleaning will still be done as thoroughly as possible.

Many bottles of water will be purchased in order to refill and keep all animals water bowls and buckets clean and fresh.

Cleaning without water means no chemicals may be used. Spot cleans will take place. Staff will use bottled water to scrub any urine/faeces needed. In the event that a kennel/pen needs deep cleaning, staff will not put an animal in it until the water is back and has been cleaned properly.

When the water does return, all kennels, pens, floors, surfaces will be deep cleaned.

Should the staff know in advance that there will be water loss, all possible buckets will be filled up of fresh water from the taps, and all cleaning will be done around this time.

Bottles will be kept in the fridge to ensure staff have drinking water, but to ensure there is cold water available.

## **7.0 The care of animals in the event of a fire/ other extreme circumstances.**

In the event of a fire or extreme circumstance situation on the premises of Flatt Farm Boarding Kennels, where kennel blocks are unusable, the animals will all be moved to a safe, secure and comfortable location.

Chelsea (Deputy Manager) and Emma or Paul (Owners) will both come onto site and not leave until all the animals are counted for, and put into a safe environment.

Staff will always try to take as many contact numbers for each animal as possible, so the owners will be contacted and asked if they can make arrangements for someone to come and collect and keep their animal.

If this is not possible, Flatt Farm Boarding Kennels will house pets with other boarding facilities within the local area, but ensure that the animals diet and lifestyle is kept as similar as possible to theirs at Flatt Farm Boarding Kennels.

For this reason, it is essential all owners bring in their microchip numbers with their pets, and any medications that are needed.

**ALL STAFF MEMBERS NEEDED WILL STAY ON SITE WITH THE ANIMALS UNTIL SUITABLE SLEEPING ENVIRONMENTS ARE FOUND FOR ALL OF THE ANIMALS.**

In the event that no one can keep the animal, dogs can be moved to different kennel blocks. In order to make space, Isolation kennels may be used.

Local vets will be contacted to see if they can help and will be made aware of the situation.

Owners will be given the option to use another boarding facility and then the transfer can be made from Flatt Farm Boarding Kennels to the next facility.

### **8.0 Staff Training at Flatt Farm Boarding Kennels.**

All staff at Flatt Farm Boarding Kennels undergo intense training in order to provide the best possible care for your pets.

All senior staff at Flatt Farm Boarding Kennels have completed an animal related qualification.

Quarterly training is also done, going through basic cleaning, and anything else that needs to be addressed.

Senior staff also undergo individual training, to keep up to date with medications, administration work, and senior duties.

All staff undergo quarterly 121 meetings, in order to help all of them improve their work, and benefit from additional training.

When a member of staff is new to Flatt Farm Boarding Kennels they will be given an induction day, where they will be taught everything that they will need to know.

Staff will regularly undergo regular fire drills in order to keep up their knowledge of what to do in the emergency of a fire.

In addition to this, all staff receive a certificate of attendance to show that they were present in the training.

Proof of the staff's qualifications can be found if asked upon arrival.

## **9.0 Accepting New Dog/Cat Boarders**

Flatt Farm Boarding Kennels regularly accept new boarders.

In order to make sure the dog(s) will settle with us during the stay, we encourage owners to book in a meet and greet and one night board.

By using the one-night board, the staff at Flatt Farm Boarding Kennels can see how the dog/cat behaves on the day of drop off and the day of pick up.

They are able to assess the behaviour of the new boarder during this time, and conclude if they think kennels is a good option for that dog(s).

We then encourage owners to build up the stay from a couple of nights, to a week to longer. This can help the dog(s). feel more comfortable with the surroundings.

The kennel environment is not for every dog, and therefore at Flatt Farm Boarding Kennels if a dog is not coping or is showing signs of stress, the staff will contact the owners/contacts immediately.

The staff at Flatt Farm Boarding Kennels will take as many contacts as the owner wishes, in order to make sure they are contactable.

In order to make new boarders feel more at ease, the staff at Flatt Farm Boarding Kennels encourage owners to bring in own bedding, toys, treats and anything they think will make the experience happy for the dog(s).