



Caversham  
Canine Club

**Dog Boarding Policies and  
Procedures**

**2021**

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*This is a working document and is available upon request. A copy will be uploaded onto the website and will be updated as required.*

# 1. General Boarding Policies

- The boarding licence must be displayed in the hallway where clients enter the house and is also displayed on the business website.
- The premises are of sound construction and only registered tradespeople will be used to complete works.
- No more than the number of dogs stated on the licence will be accepted at any one time.
- All policies and procedures will be pointed out to clients and clients may take a hard copy away if desired.
- 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.
- Dogs will sleep in the downstairs area and have use of the kitchen, hallway, study, dining room and living room.
- Owners are encouraged to provide a bed and blanket that smells of home to help the dog relax.
- Dogs can be crated overnight if that is the owner's routine. Owners will provide their own crates.
- Dogs are not left alone.
- Dogs that suffer from separation anxiety and prone to barking are not left alone and the other keyholder can provide company if the licensee has to be out for a period of time.
- If dogs are to be left alone they are separated from any other boarding dog unless the client has given their consent otherwise.

## 2. Record Keeping

- All boarding is subject to a prior meet and greet with the client and their dog(s) and completion by the client of the required boarding forms.
- The boarding forms must include details of:
  - the name and address of the client,
  - the name, breed and colour of the dog,
  - the dog's microchip number,
  - the dog's age,
  - the dog's vaccination/titre record,
  - the dog's flea and worming treatment dates,
  - the dog's insurance and vet details,
  - the dog's temperament,
  - the client's consent for the dog(s) to be walked, housed and fed with other dogs,
  - the client's exercise expectations for the dog(s), and
  - the dog's medication, allergy information and any other relevant details.
- All records are kept on a central spreadsheet and backed up.
- All records are confidential and viewed with data protection in mind.
- All records will be regularly updated.
- All records will be easily available to the licensee and emergency contact.
- All records will be retained for three years and archived after this time.

### 3. Health and Safety Within the Home

- Health and safety will be maintained within the home at all times. All dogs will be housed in a suitable environment, which is kept clean and safe at all times.
- All electrical equipment including smoke detectors and carbon monoxide monitors are inspected yearly and repaired or replaced as needed.
- The house will be inspected daily for any repairs needed.
- The garden will be inspected daily for any repairs needed.
- All gates will be checked once a day for wear and tear.
- A regular cleaning regime is in place.
- Dogs will be removed while cooking and cleaning is in progress and dogs will be kept away from heat sources.
- All boarders are part of our family and are looked after to the high standard that we would look after our own animals.

## 4. Cleaning and Disinfection Procedure

- General cleaning will be undertaken daily and a good state of cleanliness will be maintained at all times.
- All sides will be wiped down before and after use, floors swept daily, food and water bowls washed daily and throws and bedding washed every three days.
- A thorough dust, polish, vacuum and disinfect will be done on a weekly basis.
- Any spillages / accidents will be cleaned up as soon as seen.
- The garden will have excrement removed a minimum of once daily and food preparation areas will be cleaned before and after preparation.
- An antibacterial cleaner and antibacterial wipe will be used to maintain areas.
- Antibacterial handwash will be available by all sinks. Dogs can be hosed down and washed outside in good weather.
- All dogs will be removed when cleaning is taking place.

## 5. Transportation Policy

- Dogs can be collected by arrangement and will be transported using the business car to local walking areas.
- The car is insured to transport animals and is regularly checked and maintained, being serviced as needed.
- Any rubbish or bags of excrement are disposed of in the appropriate bins.
- Seat covers and towels are laundered regularly.
- All dogs travel with dog harnesses on.

## 6. Feeding Procedure

- Clients are asked to give written permission for their dogs to be fed in the presence of other dogs.
- Dogs will eat separately and at differing times to other dogs where appropriate.
- All dogs are thoroughly assessed and watched during feeding time to make sure they are eating appropriately.
- Dogs food intake will be monitored per meal and advice sought from a vet if the dog continues to refuse food.
- Unless stated all dog food is to be provided by the client. Clients will be asked to give written details on timings of meals, amount of food and kinds of bowls dogs should eat from.
- All bowls will be washed daily.
- Food can be stored in the fridge and freezer if necessary.
- Multiple water bowls will be provided and water changed a minimum of twice daily.
- No food will be left down and instead will be removed and disposed of in the outside bin after each meal.
- All bowls will be lifted and placed in the sink area for manual washing.
- All basic hygiene rules will be adhered to by anyone preparing food.



## 7. Enrichment Activities

- All boarders will have access to enrichment activities within the home and garden.
- All toys will be supervised and usage agreed with the client prior to boarding.
- All equipment will all be inspected prior to use and cleaned or disposed of as necessary.
- Grooming and interaction will take place multiple times per day.
- All dogs will live as part of the family and will interact with all members throughout the day and evening.

## 8. Exercise Policy

- All individual needs will be addressed, with older dogs having a different type and duration of exercise.
- Dogs under a year old will receive the correct amount of exercise depending on their age and breed.
- Adult dogs in good health will get two walks minimum per day. This will include one long walk of 60 minutes plus (which with the owners written permission can include off lead exercise and ball games) and another lead / off lead walk for a minimum of 30 minutes.
- All walking equipment must be provided by the client.
- We encourage our clients to use secure harnesses and soft leads.
- No more than four dogs per person will be walked at any one time.
- All dogs will be assessed to make sure they are a compatible group.
- All dogs will be walked in a safe controlled manner and will not cause any disruption to other people or animals.
- We have public liability insurance and are fully insured to walk up to six dogs.
- Every precaution is taken to maintain a safe walk and all walks are on familiar routes and are considered safe.
- When the boarding dogs are not being walked, they have access to the garden and will always be fully supervised.
- Clients are asked in writing to confirm that their dogs can have use of the garden with other visiting dogs.
- In the case of extreme weather, the type and level of exercise will be modified.

## 9. Monitoring Health and Welfare

- Dogs will be physically checked over every day for lumps and bumps. Their ears, eyes and mouth, coat, and paws will be inspected after every walk.
- In winter months paws will be rinsed off after walks and in summer months surfaces will be checked for heat.
- Dogs food intake and general demeanour will be assessed throughout the day.
- Dogs that are showing signs of stress will be given their own space and time in the garden. They can also have time in their own designated area using the blankets or beds from their own home.
- All clients will fill in the necessary boarding form and will be asked to give details of their dog's disposition.
- All dogs will come for a meet and greet prior to boarding and a decision will be made after discussion on their suitability.
- Techniques will be discussed with the client to maintain a calm atmosphere during boarding.
- All observations about dog's health and welfare will be recorded on the main spreadsheet.
- All dogs will be handled gently, and reward-based training techniques will be used.

## 10. Neutering Policy

- All clients are advised that we prefer dogs to be neutered prior to boarding.
- If boarders are unable to be neutered they will be boarded on their own or with another dog from the same household.
- If a bitch comes into season during her stay advice from our vet will be taken.
- No intact males will be permitted on the premises if an unneutered bitch is on the premises.

## 11. Disease Control and Prevention

- All clients will provide medical details prior to their dog's stay and any appropriate treatment will be agreed.
- All dogs must be in good health for a minimum of 7 days prior to boarding.
- Dogs that have stomach upsets or anything considered infectious will not be permitted and their boarding will be cancelled.
- If any dog shows signs of infection:
  - their space will be limited to the kitchen until the dog can be collected by the emergency contact or the client,
  - all clothing will be disposed of or washed in the outside machine at 60 degrees,
  - all soiled bedding will be washed at 60 degrees or disposed of at the waste disposal site,
  - all water and food bowls will be separated and washed separately,
  - advice will be taken from our vets with the handling of the boarder,
  - all other boarding dogs will be asked to be collected, and
  - all toys will be disinfected and washed.

## 12. Death or Escape of an Animal Procedure

- If any boarding dog becomes unwell or dies during boarding the client will be informed immediately.
- Deceased dogs will be taken to the client's vets to await the return of their owner.
- All actions will be taken under advice from our vet.
- If our vet feels that a dog must be euthanised consent from the client will be obtained prior to any action.
- Any euthanasia must be performed by a qualified vet.
- 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. In addition:
  - the local authority dog warden will be contacted,
  - all local vets will be contacted,
  - social media may be used if the client consents, and
  - the business' insurance company will be contacted as soon as possible.

## 13. Emergency Care for Boarding Dogs

- If the boarding establishment becomes uninhabitable or is out of use, owners will be contacted and asked to collect their dogs or, where this is not possible, the emergency contact will be asked to collect the dogs.
- If the temperature is extreme, either hot or cold, every measure will be taken to ensure the establishment remains habitable.
- Fans are used in the summer, but if dogs continue to struggle boarding will be halted and the client or emergency contact will be asked to collect their dogs.

## 14. Waste Disposal

- All dog faeces will be removed from the garden at least once per day and disposed of in the waste bin located at the front of the premises, which is behind a secure gate and is not accessible to dogs.
- Heavily soiled bedding will be disposed of in the bin.



## 15. Fire Policy and Escape Plan

- Smoke alarms are located in the kitchen and hallway.
- A carbon monoxide detector is located in the kitchen.
- All alarms and detectors are inspected and tested weekly.
- All exits are kept free of obstructions and can be locked.
- In case of a kitchen fire the front exit can be used.
- In case of a living room or hallway fire the front or back exit can be used.
- Dogs can be secured in the car and taken to a safe point if necessary.
- The designated key holder lives on the premises too, but another key holder lives 25 min drive away and can be contacted at all times in case of emergency.

## 16. Vaccination/Titre, Flea and Worming Treatment Policies

- All clients must bring and show up to date vaccination records or titre test results.
- All boarding dogs must have had their primary vaccinations two weeks prior to boarding.
- All vaccinations must have been administered by a qualified vet and be licensed in the UK.
- All boarding dogs must have been treated with appropriate flea, worming and tick prevention medication prior to boarding.
- If any dog appears infected, they will be treated using medication from their vets at the owner's expense. All clients will be aware of this policy prior to boarding.
- If an infestation is discovered all bedding, throws, soft furnishing will be washed and treated with a treatment recommended by our vet.

## 17. Medication Policy

- Customers must provide all medication for their dogs in a plastic labelled box.
- The label should state the dog's name, the frequency of application and the dosage.
- The fridge can be used to store medicines as needed.
- All medicines must be returned to the client when boarding ceases.

## 18. Puppies Under One Year Old

- Toilet trained puppies are welcome and all puppies must have completed their primary vaccinations.
- Puppies are treated like one of the family and experience as much of everyday life as possible.
- 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.
- Regular toilet breaks are given to reinforce toilet training.
- All puppies are fed separately in a safe area and supervised throughout their stay.
- Note is taken of the recommended exercise regimes and puppies are encouraged to walk off lead in safe areas with the owner's consent.
- Increased feeds are adhered to and toileting habits are closely monitored.
- Puppies are examined and handled regularly to acclimatise them to regular contact in case of a vet visit.
- The right kind of socialisation is encouraged and any play between dogs is closely monitored and intervention occurs if play becomes too raucous.
- Basic force free training techniques are used to help puppies continue to develop during their stay.

## 19. Emergency Procedures

- If any boarding dog is injured or becomes unwell immediate treatment will be sought with either our vet or, if local, the client's vet.
- Consent will be obtained from the client to make decisions based on the vet's advice. Clients will be contacted, along with their emergency contact, wherever possible before any treatment is given.
- All relevant emergency numbers will be stored the spreadsheet, which will be easily accessible.
- If a dog is injured on a walk the dog will be taken to the nearest vet and emergency treatment will be given. The client or emergency contact will be contacted at the earliest opportunity.
- A first aid kit taken on all walks and the licensee has attended an emergency first aid course.
- If the boarding licence is revoked while boarding dogs are staying the client or the emergency contact will be asked to collect the dogs immediately.