

# **Policies and procedures to demonstrate compliance with the Animal Welfare Regulations 2018. providing home boarding solely for dogs.**



## **1.0 Licence Display Condition**

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.

Condition

1.2 The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.

My licence will be prominently displayed in the entrance area where I will show it to my clients on the first visit. Also all my licence details will be clearly displayed on my website that I will use when I start my home boarding for dogs.

## **2.0 Records Conditions**

2.1 The licence holder must ensure that at anytime all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form.

2.2 The licence holder must keep all such records for at least three years beginning with the date on which the record was created.

I am aware that I am required to keep clients record for 3 years. I will keep these records in manual form and they will be available in a visible and legible form for inspection in any time. If at any time I will change keeping of my records to electronic way I will back up these records.

## **3.0 Use, number and type of animal**

Condition

3.1 No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.

This licence applies only to the home boarding of dogs.

My home boarding establishment will be only for dogs, small breeds.

Condition

3.2 The number of animals kept for the activity at anytime must not exceed the maximum that is reasonable taking into account the facilities and staffing on any premises used for the licensable activity.

The licence conditions must clearly state the numbers of dogs permitted at the premises.

Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.

Each dog or dogs from the same family unit must have access to a room for itself, where it can sleep, go to hide, and be kept separate from other dogs, particularly if the proprietor is absent. Rooms must be of sufficient height for a human adult to stand in.

I would like to get licence to board 3 dogs. I will only board 2 dogs at the same time. In case of handover I would like to have licence for 3 dogs.

My separate rooms for three boarding dogs will be kitchen, dinning room and living room. My own dog is in my bedroom. All designated rooms meet all the conditions. My isolation room is upstairs.

#### **4.0 Staffing**

Condition

4.1 Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.

Condition

4.2 The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour.

I will not employ any people and I will be main person responsible for boarding dogs. I will not leave boarding dogs for extended period of time with anyone else, only my partner that lives with me and has experience with dogs and is able to recognise signs of pain, suffering, injury, disease or abnormal behaviour in dogs and take measures to mitigate or prevent these signs.

I have Ofqual Level 3 professional day care and boarding qualification, Canine First Aid, Dog Walking Certificate and I have sufficient experience and knowledge owning dogs from a young age. I am competent to identify the normal dog behaviour and I am able to recognise and take appropriate measures to mitigate or prevent pain, suffering, injury, disease or abnormal behaviour. I read several books about dogs and I am planning to do more canine related courses in the following year.

Rest of my family are familiar with dogs and their behaviour. My children under 16 year old know how to treat dogs and I never leave my children with dogs alone. (see Risk assessment under 16)

#### **5.0 Suitable Environment**

Condition

5.1 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.

Our house is in good repair, well maintained. All garden fences are safe and dig proof. Our garden has small drain that's safely covered. Our chicken coop is enclosed with fencing and chicken wire (25 mm). (see Chicken Welfare Policy)

All doors, windows and gate are safe and lockable. All rooms have inward opening, capable of being shut.

#### Condition

5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to—(a) their behavioural needs, (b) its situation, space, air quality, cleanliness and temperature, (c) the water quality (where relevant), (d) noise levels, (e) light levels, (f) ventilation.

Dog will be looked after in our family home. All designated rooms will be checked and cleaned every day, they have artificial lights and all have windows that can be opened but they have restrictive opening device fitted. We have central heating to make sure temperature is set accordingly.

There are electric heaters in case of central heating failures. In hot temperatures above 26 degrees we have fans. Dog sleep areas are away from draughts.

Dogs must be monitored to check if they get too cold or too hot. We have a device to easily monitor house temperature and in case of extreme temperatures the appropriate measures will be taken. Temperature should not be below 10 degrees and over 26 degrees. Dogs will have access to spaces where they can cool down or to get warm.

Dogs are very prone to heat stress which can be very dangerous as dogs can die from a heat stroke. The signs that I will look for are extreme drooling, panting, high heart rate, vomiting, shaking, a loss of consciousness, and seizures. Dogs will not be exposed to draughts.

#### Condition

5.3 Staff must ensure that the animals are kept clean and comfortable.

Dogs will be checked daily to insure they are clean and happy. After walk in wet weather I will clean their paws with running warm water. I can provide baths and daily brushing if necessary. I provide dental treats for dogs with client's consent.

#### Condition

5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

Daily walks will be provided. Minimum of 2 walk (20min) a day and lots of opportunities in back garden for toileting. We have a cat and small dog flap.

Condition

5.5 Procedures must be in place to ensure accommodation and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained. The accommodation must be capable of being thoroughly cleaned and disinfected.

Excellent hygiene are maintained in the property. (see Cleaning Policy)

Condition

5.6 The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.

(see Transportation Policy)

Condition

5.7 All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals.

All the dogs will be easily accessible by staff and inspector with natural light but artificial light is available.

Condition

5.8 All resources must be provided in away (for example as regards. frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.

Each designated room will have water bowl and dog bed. Dogs will be supervised during feeding (see Feeding Policy).

Condition

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Dogs are not left alone unsupervised as I am home and there will be another occupant. Emergency arrangements are in place. At weekend there is also my partner who can look after the dogs.

## **6.0 Suitable Diet**

Condition

6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new feeds must be introduced gradually to allow the animals to adjust to them.

Condition

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Condition

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Condition

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Condition

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Condition

6.6 Where feed is prepared on the premises, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

(see Feeding Policy)

## **7.0 Monitoring of behaviour and training of animals**

Condition

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

Inside and outside enrichment will be agreed with the owner. Enrichment is undertaken using several different methods. I can provide dogs with different interactive toys like puzzles, treat dispensing dog toys, staffed Kong toys and other dog toys.

Scatter feeding can take place around the house and the garden or during the walk, encouraging natural dog behaviour and scent work. Other options are hiding treats under unturned cups and slow feeding.

Learning new tricks using positive methods are also good way for enrichment.

(see Exercise, Enrichment and Socialisation Policy)

Condition

7.2 For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a veterinarian suggests otherwise.

(see Exercise, Enrichment and Socialisation Policy)

## Conditions

7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a veterinarian or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.

Any adverse behaviour will be closely monitored and recorded on dog's specific form and appropriate action will be taken.

Dogs showing signs of stress, fear, anxiety, suffering or aggression can be placed in a separate bedroom if necessary. In case of a dog become aggressive owner will be contacted for advice. Owner would have sign forms to state that his dogs in this situation will have to be placed in isolation or kennels and client will have to arrange collection of the dog.

In the case of the dog becoming stressed, fearful or anxious, I will try to find the cause of the problem. Stress of a dog comes before aggression so it is important to recognize signs of a stress or anxiety to prevent potential aggression. I could use positive reinforcement using treats. To take dog away from a stressor would be a good idea too.

## Condition

7.4 Where used, training methods or equipment must not cause pain, suffering or injury.

Training/commands given always reward based.

## Condition

7.5 All immature animals must be given suitable and adequate opportunities to—(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and (b) become habituated to noises, objects and activities in their environment.

I will not board dogs under one year of age.

## **8.0 Animal Handling and Interactions**

## Condition

8.1 All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.

Dogs will never be punished to cause distress or suffering. We have sufficient knowledge to identify fearful or anxious dogs. However, I hope this would be identified at the assessment stage and the decision made the whether it is appropriate to board or not.

## Condition

8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.

(see Introduction Policy)

(see Resident Cat Welfare Policy)  
(see Resident Chickens Welfare Policy)

Condition

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Someone is present in the house all day. There will be a lot of human interaction in the day.

## **9.0 Protection from Pain, Suffering, Injury and Disease**

Condition

9.1 Written procedures must—(a) be in place and implemented covering—(i) feeding regimes,(ii) cleaning regimes,(iii) transportation,(iv) the prevention of, and control of the spread of, disease,(v) monitoring and ensuring the health and welfare of all the animals,(vi) the death or escape of an animal (including the storage of dead animals);(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

Written policies are in place relating to previous condition.

Conditions

9.2 to 9.13

(see relevant policy)

## **10.0 Emergencies**

Conditions

10.1 to 10.4

(see Emergency Policies and Floor Plan)

## **Specific conditions**

### **12.0 Home**

Condition

12.1 Dogs must be accommodated within the home.

Dogs are accommodated within the home which is a semi-detached house.

Condition

12.2 The home must include—(a) direct access to a private, non-communal, secure and hazard-free external area, and (b) a secure physical barriers between any dog and any entrance to or exit from it.

There are no shared facilities/spaces. There is double gate in the garden area. Front door will not be used for access while dogs stays in my care. Front garden will not be used as toileting area as at the moment it is in repairable state and not safe or secure enough for boarding dogs.

### **13.0 Suitable Environment**

Condition

13.1 Dogs from different households may only be boarded at the same time with the written consent of every owner.

Owner will consent that dog(s) can be boarded with other dogs.  
(see Introduction policy)

Condition

13.2 Each dog must be provided with its own designated room, where it can be kept separate from other dogs.

There are sufficient rooms in the house for each dog to have a designated room if necessary. No dog will be shut in the room alone unless they become ill or aggressive.

Condition

13.3 Each dog must have a clean, comfortable and warm area within its designated room where it can rest and sleep.

My beds are made of wood and are easily cleaned and disinfected. Inside of the bed is made of old duvets and pillows with blanket on top, that can be easily replaced or washed. Beds will be in each designated room and away from draughts. Dog beds will be checked daily. All the bedding will be washed between dogs.

Condition

13.4 Each designated room must have a secure window to the outside that can be opened and closed as necessary.

All rooms used for boarding has windows with restriction devices fitted.

Conditions

13.5 A dog must not be confined in a crate for longer than three hours in any 24-hour period.



13.6 A dog must not be kept in a crate unless—(a) it is already habituated to it, (b) a crate forms part of the normal routine for the dog; (c) the dog's owner has consented to the use of a crate.

13.7 Any crate in which a dog is kept must be in good condition and sufficiently large for the dog to sit and stand in it at full-height, lie flat and turn around.

I will not use crates unless clients will bring one and the dog is used to using one. I will not leave dogs in a crate for any time unless necessary. I have one small crate just for emergencies.

#### **14.0 Suitable Diet**

Condition

14.1 Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary.

(see Feeding Policy)

#### **15.0 Monitoring of Behaviour & Training**

Condition

15.1 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

We have a wide selection of safe, sturdy toys (e.g. Kong, puzzle toys), which will be used in accordance with any instructions and checked regularly for any damage, removed, repaired or replaced if necessary. Toys, which are cleaned and disinfected regularly, will not be accessible to dogs unless someone present.

Leads and collars will be removed in the house. I will ask clients to sign name of the dog(s) on all items they bring for easy identification.

Condition

15.2 Each dog must be exercised at least once daily as appropriate for its age and health.

Condition

15.3 Dogs which on the advice of a veterinarian cannot be exercised must be provided with alternative forms of mental stimulation.

(see Exercise, Enrichment and Socialisation Policy)

#### **16.0 Housing with, or apart from, other dogs**

Condition

16.1 Written consent must be obtained from the owner or owners (as the case maybe) to keep dogs together in a designated room.

All consents are obtained accordingly. There are sufficient rooms for each dog to be allocated its own room.

Condition

16.2 Unneutered bitches must be prevented from mating.

I will not board unneutered bitches in season. Resident dog in neutered.

Condition

16.3 If any person aged under 16 years resides at the home, there must be procedures in place to regulate the interactions between the dogs and that person.

Within the family home, we have four children, 3 of the are under 16s. Two boys are in our house 50% of the time. As documented in my Risk Management Policy neither our children nor any other child under the age of 16 will ever be left unsupervised with any of the dogs. Please note:

- Our children are aware of the inherent dangers posed by dogs in the house
- Children bedroom will not be used as a designated rooms
- We will not knowingly board dogs who have shown significant fear or aggression to other dogs and/or people
- Doors, dog gates and barriers prevent dogs from having the run of the house

## **17.0 Records**

Conditions

17.1 A register must be kept of all the dogs at the premises which must include:

- (a) the dates of each dog's arrival and departure
- (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed
- (c) the number of any dogs from the same household
- (d) a record of which dogs (if any) are from the same household
- (e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details
- (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency
- (g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog
- (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise
- (i) details of the dog's diet and related requirements
- (j) consent forms
- (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments
- (l) details of any medical treatment each dog is receiving.

Records will be kept on each individual dog as described in 17.1

17.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

Each dog will wear our identity tag and it's owner's.

### **18.0 Protection from pain, injury, suffering and disease**

#### Conditions

18.1 Before a dog is admitted for boarding, all equipment to be used by or in relation to that dog must be cleaned and disinfected.

(see Cleaning Policy)

18.2 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

(see Preventative Healthcare Plan and Preventative | Healthcare Plan Letter)



## Risk Management Policy

Eco Dog Home Boarding is committed to safeguarding and promoting the welfare, indoors and outdoors, of both the dogs in my care, and anyone else – including children (under 16), our people (16-18), adults and other dogs – I may encounter during my business operations. There is currently 1 child under the age of 5, 2 children under the age of 16 (living 50% of the time with us) within the premises. My assessment of risks and the actions I have taken to mitigate these are documented below.

### Child Risk Assessment Under 16

Hazard	Who is at risk	Risk mitigations	Additional actions
<b>Aggressive behaviour/dog bite by dog indoors</b>	<b>Other dogs and all visitors to/occupants of the property, particularly children (under 16)</b>	<ul style="list-style-type: none"> <li>• Pre-assessment and familiarisation visit undertaken before confirming booking (details recorded)</li> <li>• Dogs who display significant fear or aggressive behaviour will not be boarded</li> <li>• No child will be left alone with a dog</li> <li>• Dogs will be supervised at all times, with particular attention paid if dogs are playing with toys with children present</li> <li>• Dogs will be kept separate from other dogs, young people and adults</li> <li>• If a dog exhibits signs of aggression or anxiety it will be kept separate from children in the home or visiting for the duration of its stay</li> <li>• Barriers and safety equipment is in place to separate dogs from home occupants and/or visitors (e.g. safety gate/closed door/crates etc.)</li> <li>• The bedroom of a child under 16 will not be used as a designated room</li> <li>• Children will only be allowed supervised access to dogs in the home by licence holder or responsible adult</li> <li>• Children will be gradually familiarised with any new dog</li> <li>• Assess if any child at the property has individual needs (i.e. disabilities, learning difficulties) which may require a separate assessment and additional control of measure</li> </ul>	<ul style="list-style-type: none"> <li>• A further trial session may be invited to further monitor a dog's behaviour</li> <li>• Educated children on correct behaviour around a dog (e.g. teach a child not to chase, leave dog alone when eating or when it goes into its crate, not approach dog even if it was friendly before)</li> <li>• Dog to go on lead if necessary</li> <li>• Dog to be separated from children/young people if necessary</li> <li>• Review risk assessment to ensure it remains suitable and sufficient</li> </ul>
<b>Aggressive behaviour/dog bite by dog outdoors</b>	<b>Other dogs and people, particularly children (under 16)</b>	<ul style="list-style-type: none"> <li>• Pre-assessment and familiarisation visit undertaken before confirming booking(details recorded)</li> <li>• Dogs who display significant fear or aggressive behaviour will not be boarded</li> <li>• Dogs will be walked in areas known to the licence holder to be safe and not over-populated by other dogs or walkers</li> <li>• People or dogs will be approached with caution and will be advised to do the same</li> <li>• Dogs will not be allowed off leash without prior consent of the owner</li> <li>• Dog who exhibits signs of aggression or anxiety to other people/dogs on lead may be walked separately from other dogs</li> <li>• If a dog exhibits signs of aggression or anxiety it may remain on the lead if necessary and/or be returned home</li> </ul>	<ul style="list-style-type: none"> <li>• A further trial session may be invited to further monitor a dog's behaviour</li> <li>• Dog to be given alternative form of exercise (in back garden/home) if necessary</li> <li>• Review risk assessment to ensure it remains suitable and sufficient</li> </ul>
<b>Choking (from dog toys or other items)</b>	<b>Dogs in my care and children who may be at the property, particularly young children under 5</b>	<ul style="list-style-type: none"> <li>• House is kept clean, tidy and safe, regularly checked</li> <li>• Dog toys regularly inspected for any wear, tear or damage (removed, replaced or repaired)</li> <li>• Dogs to be supervised at all times, with particular attention paid if dogs are playing with toys or eating</li> <li>• Dog toys to be kept separate from children at the property</li> <li>• No dog toys with small parts or damage (which may injure small child or dog) will be kept at the premises and any supplied by owners will be returned immediately</li> <li>• Dogs will not be fed in the company of children</li> </ul>	<ul style="list-style-type: none"> <li>• Education of children not to play with dog toys</li> </ul>

		<ul style="list-style-type: none"> <li>• All dog food and dog treats will be cleared away promptly to avoid a child picking them up and choking on them</li> </ul>	
<b>Communicable diseases between dogs and dogs to humans (zoonoses)</b>	<b>Other dogs and people, particularly children under 5 on premises</b>	<ul style="list-style-type: none"> <li>• Ensure dogs are vaccinated (proof of vaccinations or titer test prior to acceptance)</li> <li>• Ensure dogs are up-to-date with parasite treatments</li> <li>• All children to wash hands thoroughly if they have been in contact with a dog or dog equipment/belongings</li> <li>• Discourage and prevent dogs from licking faces</li> <li>• Strict cleanliness and hygiene regimes as documented in Preventative Healthcare Plan</li> <li>• Arrangements in place to take extra precautions with any dog showing signs of sickness or illness, as documented in Preventative Healthcare Plan and Emergency and Evacuation Plans</li> </ul>	<ul style="list-style-type: none"> <li>• Educate children as to the dangers of allowing dogs to 'give kisses' by licking faces</li> </ul>
<b>Hazard</b>	<b>Who is at risk</b>	<b>Risk Mitigation</b>	<b>Additional actions</b>
<b>Allergic reaction to the dog</b>	<b>People, particularly children under 5 on premises</b>	<ul style="list-style-type: none"> <li>• None of the licence holder's family are allergic to dogs</li> <li>• Pre-check with anyone visiting the premises that they are not allergic to dogs</li> <li>• Pre-check with parents/guardians of children visiting the property that they are not allergic to dogs (record details of any checks made)</li> <li>• Any allergy medication brought to the property must be kept separately and secure from the dogs and other children</li> <li>• Allergy medication may only be administered to a child by their parent/guardian</li> </ul>	<ul style="list-style-type: none"> <li>• If children are allergic but parents/guardians still want them to visit, ensure that safe measures are in place (e.g. emergency contact numbers and/or accompanied by adult with suitable medication)</li> </ul>
<b>Allergic reaction of the dog</b>	<b>Dogs in our care</b>	<ul style="list-style-type: none"> <li>• Pre-screening of dogs for known allergies prior to acceptance with any details recorded</li> <li>• Any allergy medication brought to the property must be kept separately and secure from the dogs and other children</li> <li>• Any allergy medication for dogs will be administered according to veterinary or package guidance</li> <li>• Pirition (which is safe for dogs) will be kept within the first aid kit, to be administered by licence holder if a dog is bitten or stung by an insect</li> <li>• Food items known to be toxic to dogs (such as grapes, chocolate, coffee, garlic, onions, mushrooms etc.) will be kept separately and securely away from the dogs</li> <li>• All members of the household educated about toxic food items</li> </ul>	<ul style="list-style-type: none"> <li>• Visitors to household informed about toxic food items</li> </ul>
<b>Dog faeces contamination</b>	<b>Children</b>	<ul style="list-style-type: none"> <li>• Ensure dog faeces is picked up on a regular basis and disposed of in an appropriate waste disposal facility. Put away all the toys in the garden.</li> <li>• Ensure dogs are house trained</li> <li>• Walk dogs on regular basis</li> <li>• Always carry poo bags when outdoors</li> <li>• Pick up dog faeces when outdoors</li> </ul>	<ul style="list-style-type: none"> <li>• If dogs are in the exercise area they should be monitored to ensure that faeces are cleaned up as soon as possible</li> </ul>
<b>Provision of food for dogs and/children</b>	<b>Children who may be at the property</b>	<ul style="list-style-type: none"> <li>• Dogs food and water bowl kept in area, away from children</li> <li>• Feeding of dogs should take place away from children</li> <li>• Feed the dogs in separate parts of the home, as mealtimes are frequently a flashpoint for disputes</li> <li>• Dogs food kept in a separate fridge and/or in secure cabinets away from children</li> <li>• Children closely supervised when eating food or snacks and in an area away from the dogs or on the breakfast table where dogs can't reach.</li> </ul>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Signage</li> </ul>
<b>Chemical contamination</b>	<b>Other dogs and children who may be at the property</b>	<ul style="list-style-type: none"> <li>• Ensure all chemicals and medication is kept in locked cupboard away from children/dogs</li> <li>• Child-proof locks are fitted on all cupboards where chemicals are kept in the kitchen</li> <li>• Human medication is stored in child-proof containers within secure cabinets</li> <li>• Dog medication is kept in separate dog fridge or secure cabinet out of reach of children and dogs</li> </ul>	<ul style="list-style-type: none"> <li>• Education</li> </ul>
<b>Dog taken ill</b>	<b>Other dogs and children who may be at the property</b>	<ul style="list-style-type: none"> <li>• Emergency arrangements must be in place to take care of children at the property and other dogs while licence holder is having to take ill dog to vets etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency contact to take care of other dogs</li> <li>• Children's parents to collect</li> </ul>
<b>Child taken ill</b>	<b>Children who may be at the property</b>	<ul style="list-style-type: none"> <li>• Emergency arrangements must be in place to take care of children at the property and other dogs if a child is taken ill</li> <li>• If own child is ill and needs care, have emergency contact to help take care of dogs</li> </ul>	<ul style="list-style-type: none"> <li>• Fit and proper person to take care of the other dogs</li> <li>• Children's parents to collect</li> </ul>

<b>Safely of children while exercising dogs (e.g. child knocked over by dog)</b>	<b>Children under 16</b>	<ul style="list-style-type: none"> <li>• Exercise dogs away from the property only when other person is able to take care of children at the property or children are being carried in a suitable pushchair or similar device</li> <li>• Walks to be staggered, with separate dogs, at different times</li> <li>• Dogs left in a secure, designated room while walk takes place with other dogs</li> <li>• Dogs being exercised to be kept on lead if children are near</li> <li>• Children advised against approaching dogs unless they are known to be friendly and children are with adult who can ensure they approach with caution</li> </ul>	No extendable leads to be used
<b>Slips and trips</b>	<b>Children who may be at the property</b>	<ul style="list-style-type: none"> <li>• General good housekeeping is carried out</li> <li>• All areas are well lit</li> <li>• No dog toys, leads, bones, etc. left lying about</li> <li>• Areas near dogs drinking bowls dried regularly to avoid slips</li> </ul>	
<b>Hazard</b>	<b>Who is at risk</b>	<b>Risk mitigation</b>	<b>Additional actions</b>
<b>Risk of dog aggression from inappropriate child contact</b>	<b>Children at the home with individual needs that may put them at risk with being with a dog</b>	<ul style="list-style-type: none"> <li>• There are no children at the property with individual needs (i.e. disability, learning difficulties) which may require a separate assessment and additional control measures</li> <li>• Discuss with parents/guardians in advance and assess any children visiting the property with individual needs (i.e. disability, learning difficulties) which may require a separate assessment and additional control measures</li> <li>• Seek advice from parent/guardian regarding any behavioural traits of the child which may trigger adverse reaction to a dog (i.e. unsteady walking gait)</li> <li>• Put extra measures in to protect under 5 (e.g. keep separate from dogs at all times and looked after by another fit and proper adult within the premises)</li> </ul>	<ul style="list-style-type: none"> <li>• Check with parent any individual needs that would need to be considered if the child was visiting the property</li> </ul>
<b>Noise from excessive dog barking on the premises</b>	<b>People on the premises and in neighbouring houses</b>	<ul style="list-style-type: none"> <li>• See Noise Reduction Policy</li> </ul>	



## **Emergency & Evacuation Plan**

### **Introduction**

This plan outlines the precautions put in place to prevent and the steps to be taken in the event of an emergency, whereby the owner is unable to collect their dog, Timea Mandycevska is incapacitated and/or our business premises need to be evacuated. See separate Healthcare Plan for details of how I prevent and deal with sickness and injury. My aim is to reassure owners that the health and safety of their dog is of paramount importance to me and that we are prepared for most emergencies. The plan covers the following eventualities:

- Revocation of licence
- Parasitical or infectious disease outbreak
- Fire
- Burglary
- Natural disaster –severe weather, flooding, heatwave etc.

### **Roles & responsibilities**

Timea Mandycevska: I am canine first aid trained and the owner of the business. I am responsible for ensuring the health, well being and safety of the animals in the care of Eco Dog Home Boarding. I will execute any emergency procedures, as indicated and arising from the circumstances outlined below.

Liam Powney: He is secondary emergency contact. He shares the family home, has remote access to owner and emergency contact information, and also acts as an additional key holder for the business premises, should access to the property be required if I am incapacitated/absent for any reason.

### **Emergency checklist**

An emergency checklist will be kept on the noticeboard by the front door with a list of actions to be undertaken in the event of an emergency or I will become incapacitated/absent for any reason. A copy of the emergency checklist will also be stored securely on my computer.

### **Emergency kit bag**

An Emergency Kit Bag will be kept by the front door, which includes essential items outlined in this Emergency Plan. Leashes and collars will be kept here, together with a spare copy of the emergency checklist, owner contact information and the emergency contact list. All information will be backed up in my computer, which can be remotely accessed.

### **Emergency pet travel**

Pet travel harnesses will be kept on hand in the car, which is parked outside of our house when not in use for the business.

### **Owner contact information**

The Noticeboard by the entrance door will display cards with current owner/dog information (personal, veterinary and emergency contact information, medical records and/or veterinary information about their dog). Owner contact information will also be stored securely on my computer.

### **Parasitical or infections disease outbreak**

Dogs are accepted into my care on the understanding that they are up-to-date with vaccinations (or titer tested), flea, tick and worm treated. The premises shall be regularly cleaned and, if necessary, treated for fleas and parasites with a veterinary recommended product which is not harmful to the dogs.

Owners consent that in the event there is evidence of external parasites (fleas, ticks, lice), their dog must be treated with an appropriate product authorised by our nominated veterinary practice. Owners will be informed if there is an outbreak of parasites while multiple dogs from mixed households are in our care. Veterinary advice will be sought as a precaution to ensure we have taken all the steps necessary.

Dogs showing signs of any disease or illness shall be isolated from any other dogs in isolation room until veterinary advice is obtained. My nominated veterinary practice has agreed to keep dogs who require isolation until they are collected by the owner or they are no longer in need of isolation. I will inform owners (or emergency contacts) of the situation. However we do have a spare room that can be used as isolation room for dogs.

If a dog develops an infectious disease, I will inform Environmental Services. I will contact owners (or emergency contacts) so that they can collect dogs from other households. Following an episode of infectious disease during any stay, we will refrain from operations for a reasonable quarantine period, as specified by the Licensing Authority and agreed with their authorised Veterinary surgeon.

Dog will be moved via front entrance avoiding any other dogs in my care, and all areas will be disinfected. Isolation room in the house will be cleaned, disinfected and all bedding used will be washed and replaced.

In cases where there needs to be preventative treatment, I will contain consent from the owner. This treatment will be followed under the direction of the veterinarian.

Should a dog die on our premises, I will inform the Licensing Authority and owner (emergency contact). The body will be stored at our nominated veterinary practice until the owner can collect or gives instruction for its disposal. If the owner/emergency contact is available for immediate collection, the dog will be laid out in isolation room in our house and placed on a blanket and covered with a blanket.

My own pets are up to date with vaccination and flea, tick and worm treated.

### **Fire prevention & action**

Entrance and exits will be kept free of obstruction (for exits and evacuation routes, see image of ground floor overleaf). Collars and leads will be kept together by the front and back door in case dogs need to be removed quickly in an emergency. There are two smoke detectors and one carbon monoxide alarms within the premises. There will be no naked flames in the vicinity of the dogs. There is a fire blanket and extinguisher in the kitchen downstairs. In the event of a fire, the following actions will be taken:

- If it is safe to do so, we will attempt to extinguish the fire
- Timea or Liam will collect and distribute the emergency kit bag
- Occupants will leave the house with dogs on lead with collars/name tags
- Call the Emergency Services
- Timea or Liam will go through the emergency checklist
- If unable to evacuate, we will safely secure dogs as far away from the danger area as possible, closing doors within the premises
- If smoke enters the room, we will stay low as heat and gas rises
- Signal position to emergency services from window.

After the area has been secured and persons/dogs removed to safety, we will contact owners/emergency contacts to make alternative arrangements.

### **Evacuation & rehousing of dogs**

In case of an emergency where the premises are not deemed to be safe to live in, where dogs cannot be boarded due to a domestic emergency or following the suspension/revocation of our licence, we will move into friends house, about 20 minutes car journey. Owners and/or emergency contacts will be informed to make necessary arrangements



for alternative boarding/collection. If longer term care is required, we can arrange for the dogs to be cared for in local kennels.

### **Key holders**

Liam acts as a second keyholder. We have key holder device installed next to the front door so in emergencies we have more options. Our friend (lives 20 minutes away) is another emergency key holder so he can provide access to the premises if necessary.

## **Preventative Healthcare Plan**

### **Nominated veterinary practice**

Cromwell Vets has agreed to act as Eco Dog Home Care nominated veterinary practice in the event of illness or an emergency. They have agreed to care for any dogs in my care who become unwell or in the unfortunate event of a death. They will also provide an isolation area in the event of an infectious disease of a dog, however we have a room to be used as isolation area in our house. (see Preventative Healthcare Letter)

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

Owners give their permission for me to act as guardian to their dog and take any action I consider suitable in order to protect and keep their dog in good health, which may include the application of essential first aid in accordance with my training. A well-stocked first aid kit is kept on site and in my car. Prior consent will be obtained from the owner to seek guidance, advice and/or treatment from the veterinarian if deemed necessary. All dogs will be checked daily or more regularly if necessary, for any signs of pain, suffering, injury, allergic reaction, swellings, disease or abnormal behaviour. Any abnormal signs will be recorded and reported to owner. Any abnormal presence or absence of faeces and urine will also be recorded and reported.

### **Feeding**

Dogs are fed according to the owner's instructions and our Feeding Policy. Feeding should always take place no less than one hour prior or one hour after exercise. All feeding bowls will be removed from all rooms after feeding. They will be washed after each meal and disinfected between dogs or weekly, whichever is sooner. Water bowls will be cleaned and refilled daily or more frequently if necessary. (see Feeding Policy for more information)

### **Cleaning**

Cleaning is done everyday according to my Cleaning Policy. All areas in the house and garden is checked daily for any damage or wear that may cause injury to the dogs. Dog will be removed from the room if cleaning is in process. Faeces will be removed from the garden twice a day and the patio disinfected as required. (see Cleaning Policy for more information)

### **Transportation**

I will keep my car clean and free from hazards. I will check it on regular basis. Dog will not be left unattended in the car for any longer than is absolutely necessary. They will not be left in the car in hot weather for any time. If I will travel in hot weather I will use air conditioning or open windows. I will use suitable restraints for each dog as required by law. (see Transportation Policy for more information)

### **Disease prevention & control**

As outlined within my Terms and Conditions and consented to on customer registration, all dogs must be up-to-date with vaccinations against parvovirus, distemper, hepatitis and leptospirosis (or have a recent titre test). Primary vaccination must be completed at least two weeks prior to stay. All dogs must be up-to-date with the treatment of internal and external parasites in accordance with veterinary advice prior to boarding. Kennel cough is not required but my own dog has been vaccinated with kennel cough vaccine.

I will not board dogs that have had (within 21 days prior) or currently have an infectious disease. Any dog in need of isolation will be taken to our nominated veterinary practice and remain there until they are collected by the owner or they are no longer in need of isolation.

Cleaning procedures will be followed. All faeces and soiled bedding will be double bagged and disposed of in landfill waste.

I will make sure my own pets are properly vaccinated and parasite treated at all times.

### **Veterinary Release Form**

A Veterinary Release Form will be completed by the owner for each dog. I will keep this form on file at all times and it will be updated as/when owner deems necessary.



## Policies

### Introduction Policy

I will arrange introductory meeting to allow myself to meet the dog(s) and discuss aspects of care and also introduce them to my own dog. This meeting will usually take place in my home by arrangement. At this meeting I can learn more about the dog(s), explain our set-up and show the client around the house. Also we can see if the dogs will get on. Any dogs showing aggressive or anxious behaviour will not be considered for boarding. If everything goes right then there will be overnight trial session (up to 24 hours) that will be compulsory. In this trial period I will determine if the dog(s) is/are a right match for our family taking into consideration to all members and all pets.

Client will be asked to complete the relevant new customer registration forms and consent to certain aspects of my service. I will recommend to client to take a moment to familiarise themselves with my terms and condition and recent government legislation surrounding daycare and home boarding.

### Feeding Policy

## **Introduction**

Dogs are fed according to the owner's instructions and in line with this feeding policy. Multiple water and feeding stations are provided, according to the number of dogs being boarded. Water bowls will be cleaned and refilled daily or more frequent if necessary. Feeding will always take place no less than one hour prior or one hour after exercise. Feeding must be supervised, and food aggressive dogs fed first, separate from the other dogs. Food will not be left out after the feeding opportunity to avoid competitive behaviour.

## **Feeding**

Dogs will be separated into their designated room prior to any food preparation starting. Each dog will have its own room or at least its own space to eat to avoid competitive behaviour. To help prevent stomach upset, owners are required to bring the food their dog is used to eating (whenever possible and practical). On the customer registration form, they will be asked to provide complete feeding instructions regarding the quantity and schedule of food. I can accommodate a wide variety of diets and preparations. If a dog shows disinterest in food at the feeding times, the food will be offered at various intervals throughout the day. In the event of a dog showing disinterest in food or water for longer than 24 hours, I will contact the owner (or emergency contact) and veterinary advice sought.

## **Food storage**

Raw food will be kept in a sealed container and stored on the bottom shelf of the fridge to prevent cross contamination.

Cooked meats/tinned or packet dog meat will be kept in a sealed container, lidded tin or press seal bag and stored in the fridge above any uncooked foods to prevent cross contamination.

Dry food will be stored in either a sealed container or manufacturers bag in the designated cupboard, labelled with dog's name.

## **Food Preparation**

Raw food carries a risk element due to E-Coli and other bacteria. All surfaces and utensils will be cleaned using an antibacterial cleaner after preparation. Hands will be washed thoroughly after handling food and bowls to prevent totally any transfer of germs from the raw food. They will be dried using clean towel. Cooked meats: Clean utensils and bowls will be used. We will wash hands thoroughly after handling food and dry them with clean towel.

Dry food: Appropriate measuring cups/scales will be used in accordance with feeding/owners' guidelines.

Multiple water stations will be provided, according to the number of dogs in the house. Drinking water will be replenished as required.

## **Cleaning Policy**

Hard floors and surfaces in our house are kept clean at all times and cleaned with steamer that kills 99.9% of all viruses and bacteria without chemicals, that can harm pets. Dogs will be excluded from the area while cleaning is in process and until floors are dry.

All receptacles are non-porous and cleaned after every feeding time by cleaning in the sink in the conservatory.

Receptacles receive enhanced cleaning on the intensive/sanitising washing cycle in a dishwasher at least twice a week. Spot cleaning is carried out throughout the day. Throws, cushion covers, bedding etc. are washed regularly (at least once a week) at 60 degrees. Toys are disinfected weekly or after each dog boarding. Vacuuming is done daily.

Faeces will be removed from the garden throughout the day as it appears, and the paving areas cleaned with rain water and disinfected weekly and allowed to dry before dogs are allowed out.

Dog waste is bagged and further bagged in a labelled dog bin. Bags are regularly disposed of in local dog waste bin and/or disposed of in our lidded bin in front of the house, which is then collected with the general household waste every other Tuesday. Dog beds will be checked daily for any damage or soiled and replaced, washed if needed.

Any grooming kits used will be cleaned after every use and if the grooming kit came with a dog, it will be returned to the owner of the dog.

## Garden

We do not have grass in the back garden. The garden will be checked regularly for any damage or wear that may cause injury to the dogs. Faeces will be removed from the garden throughout the day as it appears, and the paving areas cleaned with rain water and disinfected weekly and allowed to dry before dogs are allowed out.

## Cleaning Schedule

	Daily	Weekly	Monthly
<b>Food Bowls</b>	YES		
<b>Water Bowls</b>	YES		
<b>Bedding</b>		YES or as and when needed	
<b>Plastic beds/cages</b>		YES or as and when needed	
<b>Wooden beds</b>		YES or as and when needed	
<b>Coats</b>		YES or as and when needed	
<b>Leeds/Harnesses</b>		YES or as and when needed	
<b>Flooring</b>	YES		
<b>Toys</b>		YES or as and when needed	
<b>Walls</b>			YES or as and when needed
<b>Garden</b>	YES		

## Transportation Policy

## **Introduction**

In an emergency, for variety and to keep walks entertaining for the dogs in my care, at times, I may transport dogs in my care by car. Prior permission will be obtained from owners for dogs to be transported in my vehicle. I will ask owners to provide us with the dog's usual transportation devices so their dogs maybe transported in the same manner in which they are accustomed to and comfortable/familiar with.

## **Safety restraints**

When travelling in the vehicle I will use suitable restraints for dogs to maximise safety. I use car leads and harnesses but if the dog is used to a different transportation device, I will use it.

## **Vehicle maintenance**

I am fully insured and my car insurer is aware that I will transfer boarding dogs. My car will be kept clean and free from hazards, subject to regular service and maintenance.

## **Pet care and safety**

When travelling in hot weather or for prolonged periods, water (and where necessary, comfort breaks) will be provided. Dogs will not normally be left unattended and in exceptional circumstances will not be left in the vehicle for any longer than is absolutely necessary. Dogs will never be left in the car in hot weather.

# **Exercise, Enrichment and Socialisation Policy**

## **Introduction**

Dogs are intelligent animals and can suffer from boredom, which may lead to inappropriate behaviour e.g. excessive barking or destructive behaviour such as chewing. They need a combination of sufficient rest and sleep, plus regular exercise and regular opportunities to walk, run, explore, play, sniff, interact with humans and other dogs and investigate. My goal is to provide stimulating and safe environment for them.

Dogs that can't be exercised will be provided with mental stimulation.

## **Dog walks**

In recognition of the fact that the amount of exercise a dog needs varies with age, breed and health, owners are asked to provide an indication of their pet's walking habits (in terms of the length of time and frequency of walks). Subject to owner's instructions, dog's individual needs and prior consent, dogs are exercised either solo or as a pack twice daily, for at least 20 minutes at a time, morning and afternoon. I will try to avoid exercising dogs in extreme weather or during events which they may find frightening, such as firework displays. We will use the pavement test to assess whether it is too hot: 'If it's too hot to hold your hand on the pavement, it's too hot for a paw.' A maximum of four dogs will be taken out for walks at any one time by one member of staff (ratio of 1:4). Client-owned dogs will not be let off the leash without express written permission of the owners and without prior testing of recall by the licence holder.

- All dogs must be walked on lead near traffic
- I will carry a mobile phone at all times

- I will make sure I have plenty of poo bags
- In hot weather, I will take water with us and make sure dogs have access to shade, so they don't overheat
- In winter, if the owner brought a coat for their dog, I will make sure they wear it or if dog doesn't have its own coat I will provide one
- If a dog is wet, I will dry it and make sure it is somewhere warm
- If a dog becomes dirty on a walk, I will wash it (subject to owner's consent)

Owners will be kept fully informed of any plans for pet travel, which will be conducted in accordance with Transportation Policy.

### **Training & obedience**

As part of my daily activities, in discussion with and under instructions from owners, I am happy to participate in positive, reward based training, incorporating treats, a favourite toy or praise. I am not a professional dog trainer but I am interested in the subject and I am very happy to learn more about dog behaviour, psychology and training.

### **Play & socialisation**

Dogs are sociable animals that need, enjoy and value company. Many dogs do not like being left alone and may suffer if left without company, or with nothing to do for long periods of time. Dogs will not be left unsupervised in my care and will be given plenty of opportunities to spend time with people and other friendly dogs, including our resident dog Harly.

I have a wide selection of safe, sturdy toys that are good for mental stimulation like Kong, puzzle toy etc., which will be used in accordance with any instructions and checked regularly for any damage, removed, repaired or replaced if necessary. Toys, which are cleaned and disinfected regularly, will not be accessible to dogs unless they are being supervised by a member of staff.

Structured games may include anything from ball throwing and tug-of-war (played safely) to water chase, bursting bubbles, hide and seek, find the treat, going for run with me.

### **Rest**

All dogs need rest as they can sleep around 16 hours a day to stay healthy and happy. But I recognise that individual dogs have different needs, and some will sleep for long periods after exercise or food, while others will be more active. There is plenty of beds and places to relax, sleep or rest in the house. Owners can bring their own beds if they think it will benefit the dog(s). Dogs are welcome to rest on our sofas or armchairs too.

### **Separation**

I have knowledge and experience of recognising the symptoms of and proactively managing/handling anxiety and reactivity. This can occur, for example, in the event that dogs are frightened, startled, separated from owners or if guarding a high value possession such as food or toys. Should any dog require separate or different feeding/enrichment activities, for whatever reason, nap time, feeding and play times may be staggered to enable this to be facilitated. Dogs will have access to their own designated room.

## **Medication Policy**

## **Introduction**

I feel confident enough to give boarding dogs medication. I can provide safe place to store medication and place it in the fridge in case of medicine to be stored in the cold temperatures. Some dogs can react differently to taking medication from someone else. I will let my clients know this fact so they are aware, there could be a potential problem.

## **Administering medication**

Pills, creams, liquids and ear/eye drops for cooperative animals are administered at no additional charge. Clients must complete my Medication Form prior to their dog's arrival and provide sufficient medication in original labelled containers/packaging. If medications change, it is a responsibility of the owner to update it each time that dog(s) is/are in my care.

All courses of medication must be completed to the specifications given by the veterinarian. Any unused medications will be returned to the owner, nominated contact or prescribing vet. For those pets who will not easily take their medications, I will use the various methods/food items as directed on the Medication Form to entice them. However, I will not jeopardize my safety to force a pet to take their medication and/or cooperate with giving eye/ear drops.

## **Waiving liability**

If clients proceed to authorise Eco Dog Home Boarding/Timea Mandycevska to administer medication as directed to their dog(s), it will be clients responsibility to leave adequate supply of medications for the duration of dog's care. Should the medication supply need replacement, client will be required to consent to Eco Dog Home Boarding purchasing replacement medication and must agree to reimburse any costs incurred. Eco Dog Home Boarding will administer medication as directed to the best of their ability, but will not be held responsible for any reactions to the medication and client must consent to release Eco Dog Home Boarding/Timea Mandycevska of any liability of any kind whatsoever arising from the administration of medication.

## **Resident Cat Welfare Policy**

Our resident cat is used to being around dogs. He is young, very sociable and still in learning process, he loves cuddles and he plays often with our dog. All dogs will be introduced to the cat and risk assessed as part of the meet and greet process. I will never board dogs who are reactive to cats.

Our cat will be fed separately as his food and water station is in my daughter's room. It is on the top of the table so he can feel safe to eat any time in the day. His toileting area is also not accessible to dogs, it has a cat flap and it is hooded. Cat litter is cleaned twice daily.

I want my cat to be happy and safe and I will watch closely how he reacts to new dogs coming to our house. I will take appropriate measures to reduce any stress for him. I will make sure that he has whole upstairs area for himself. But he will be allowed to come downstairs anytime if he feels like it.

## **Resident Chicken Welfare Policy**



Our resident 3 ex-battery hens are used to being around our dog and a cat. They seem very happy in their coop that is made from wood and a mesh (250mm).

They will not be let out when boarding dogs are around. Their food is securely closed in our outbuilding. Their coop is cleaned every day and deep cleaned once a week. While it is cleaned, dogs will be indoors.

## **Noise Reduction Policy**

Barking comes naturally to dogs, but I appreciate that the constant barking or whining of a dog can be disturbing or annoying for the neighbours. Under the Environmental Protection Act 1990, the local authority has the power to prosecute owners with noisy dogs. If a dog barks continuously and the owner makes no efforts to contain this, they can be taken to court. This policy aims to ensure sufficient measures are in place to avoid dog barking becoming a noise nuisance. I am aware of this and I will take measures to prevent my boarding dogs to become a noise nuisance. There are many reasons why dogs may bark:

- Loneliness
- Boredom or frustration
- Attention seeking
- Defending territory
- Medical problems

### **Loneliness**

Dogs are not by nature solitary animals; they are pack animals who thrive on the security of a family group. Pet dogs regard their owners as a substitute family and can soon become distressed when left alone.

The dogs in my care will never be left unsupervised and have company from our family, resident dog and the other dogs in our care. If we had to separate dogs, making use of the kitchen/dining room, we can keep a radio on at a low volume, which can often reassure dogs.

### **Boredom or frustration**

We have a typical daily routine, which dogs in our care quickly become accustomed to. Our Pet Enrichment & Socialisation Plan ensures they also have a schedule of activities, including play, training, walks and rest time.

### **Attention seeking**

I am planning to restrict the number of dogs in my care so that they can be given plenty of individual attention. I know that some dogs will bark to attract their owner's attention, and this can become habituated. In such instances, the best response to ignore the unwanted behaviour and reward the dog for being quiet (with treats and/or affection). I do not punish dogs. I will make sure that dogs are comfortable and contend at all times.

### **Defending territory**

It's normal for dogs to defend their territory. Our dog is trained not to bark but sometimes when he hears strange noise he barks as it is his natural response.

Boarding dogs will be in a back of the house and so they will be away from main entrance. Positive training works very well with bad behaviour of dogs like excessive barking.

### **Excessive dog barking**

I will work with owners to try to improve the behaviour of any dog who exhibits excessive barking, recommending they seek professional dog training if necessary, which I will try to support (with guidance). However, in extreme cases, I will reserve the right to rescind my services if I feel the barking is causing a noise nuisance to ourselves, the dogs in our care and our neighbours.