

# n Breeze Doggy Day Care

## Policies and Procedures

### 1. LICENCE DISPLAY

1.1. The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 **AW097** will be displayed in the Fenn Breeze Doggy Day Care Barn.

1.2. This licence will also be clearly displayed on the website and social media pages.

### 2. RECORDS

2.1. A register will 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) owner 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.

2.2. All records that the Service Provider 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.

2.3. All such records will be kept for at least three years beginning with the date on which the record was created.

2.4. Electronic records will be backed up.

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

### **3. BOOKINGS**

3.1. A booking shall be made by completing a Booking Form issued by the Service Provider and received by the Client as well as Terms and Conditions, Veterinary Release Form Owners Consent Form and any other necessary forms completed and payment made in accordance with the price quoted.

3.2. For new Clients, a consultation and temperament test by the Service Provider will be required.

3.3. Bookings may be accepted up to 24 hours before service begins but payment in full will be required for all bookings made, subject to agreement

### **4. USE, NUMBER AND TYPE OF ANIMAL**

4.1. The Service Provider's licence applies only to the home and premises of the Day Care

4.2. The Service Provider's licence conditions clearly state the numbers of dogs permitted at the premises.

4.3. Each dog or dogs from the same family unit will have access to a room for itself, where it can sleep, go to hide, and be kept separate from other dogs, particularly if the Service provider is absent.

### **5. STAFFING**

5.1. Provision for a competent person to assist with care and supervision if the licence holder is absent for an extended period will be available.

5.2. The licence holder has the competence to identify the normal behaviour of dogs and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour. This includes dog welfare, including recognising poor welfare and understanding the 5 welfare needs.

5.3. The Service Provider will continue to engage with courses, written or online learning, keeping up to date with any research or developments for dogs. (Procedure Attached)

### **6. SUITABLE ENVIRONMENT**

#### **Home Condition**

6.1. Dogs will be allowed access to outdoor gardens, play barn and outdoor covered area;

(a) Indoor: There is sufficient space available to provide areas to play and sleep.

(b) Outdoor: There is direct access to a suitable and secure hazard free external area/garden. The garden is owned by an only used by the licence holder and not shared with other properties. The home includes its own entrance

#### **Bedding**

6.2. All beds and bedding areas are kept clean, dry and parasite free.

6.3. Unless instructed otherwise by the dog's owner, soft bedding materials will be provided

and adapted if necessary, for old, young or infirm dogs to help regulate their body temperature.

6.4. If a dog chews or destroys its bedding, it will be replaced with an alternative.

6.5. Bedding is made of a material that is easy to wash/disinfect.

### **Crates**

6.6. A dog will not be confined in a crate

### **Equipment**

6.7. All areas, equipment and appliances to which the dogs have access will present minimal risks of injury, illness and escape. They are constructed in materials that are robust, safe and durable, in a good state of repair and well maintained. There are no sharp edges, projections, rough edges or other hazards, such as chemicals and loose cables, which may present risk of injury to a dog.

6.8. No standing water from cleaning or urine will be present. Drainage will be permanently unblocked, with liquids able to run off into drains immediately. Any drain covers in areas where dogs have access will be secure

6.9. Doors and windows to the outside are escape proof, securable, strong enough to resist impact and scratching, and to prevent injury. External doors/gates are lockable. The Service Provider has easy access to keys and/or any key code in case of emergency.

6.10. All outdoor fencing is strong and rigid and kept in good repair to provide an escape and dig proof structure.

6.11. Timber used is of good quality, well maintained and any damaged areas sealed or over clad. Wood is smooth and treated to render it impervious.

6.2. All interior surfaces to which dogs have access are maintained in good order and repair, smooth, impervious and able to be cleaned. These are kept suitably clean. Floors are non-hazardous for dogs to walk on, in particular to avoid slipping.

6.3. Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to are secure and protected against damage.

6.4. The Client shall provide secure collars with name/address tags and supply leads.

6.5. The Service Provider will provide their own name/address tags for pets while in their care.

6.26. The Service Provider will provide dog harnesses and dog coats, if required.

### **Environment**

6.7. The designated barn has a secure window to the outside that can be opened and closed as necessary. Window opening restriction devices are used as necessary to prevent access/escape.

6.8. Dogs will be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance steps will be taken to ensure the welfare of the dog. A dog will be able to remove itself from a direct source of heat.

6.9. Ventilation is provided to all interior areas to avoid excess humidity.

6.10. Heaters will not be sited in a manner or location where they present a risk of burning or electric shock / electrocution to dogs or humans, or a risk of fire.

6.11. Excessive noise will be avoided.

6.12. Dogs will not be exposed to draughts.

### **Cleanliness**

6.13. Dogs will have regular opportunities throughout the day for toileting in the secure area and/or during exercise, taking into account individual needs.

6.14. Designated Barn will be inspected daily and kept in a clean condition, in accordance with the documented Cleaning and Disinfection Procedure (Procedure Attached).

6.15. Dogs will be removed from their designated area whilst it is being cleaned.

### **Transport**

6.16. Transport will be in accordance with existing legal requirements.

6.17. Dogs will be suitably restrained using a dog crate, dog guard or transport harness.

6.18. Dog crates are of adequate size, designed to provide good ventilation and firmly secured, out of direct sunlight and away from heating vents.

6.14. Vehicles are regularly cleaned and disinfected.

6.15. Leaving dogs in vehicles is minimalised and dogs will never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.

6.16. If transporting dogs by road, sufficient breaks will be offered for water and the chance to go to the toilet.

6.17. Where the business uses vehicles to collect and return dogs, the dogs will be collected from and returned to houses on a lead to minimise the risk of any dog escaping.

### **Natural Light**

6.18. All the animals will be easily accessible to staff for inspection. There will be sufficient light for the staff to work effectively and observe the animals. Where practicable this will be natural light, but artificial light is available. Where artificial lighting is used, this is within a range of 10 to 12 hours daily.

6.19. Dogs will be carefully monitored, especially at feeding times.

### **Attendance**

6.20. Dogs will not be left unattended in any situation or for any period likely to cause them distress. Dogs will have human company. There will be a designated other person who can cover any emergency or absence of leave so that the dogs are never left alone.

## **7. SUITABLE DIET**

7.1. The Client shall provide sufficient food and any treats for their pet(s) for the duration of the Stay if required and agreed by the service provider.

7.2. Constant fresh water will be provided daily in a clean receptacle and changed or refreshed as often as necessary.

7.3. Fresh water will be available at all times.

7.4. Refrigeration facilities are available for any medications

## **8. MONITORING OF BEHAVIOUR**

### **Environmental Enrichment**

8.1. A programme will be agreed with the owner of each dog setting out enrichment both inside and outside including socialisation and play. Potential competition between dogs will be avoided. Items will be checked daily to ensure they remain safe. Damaged items will be removed from use.

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

### **Exercise**

8.3. Prior written consent from owners will be obtained to: (a) Enable a dog to be walked outside the home environment/garden, (b) Enable a dog to be let off the lead and (c) Enable a dog to be walked with dogs other than those from its household.

8.4. Exercise will involve at least two 20-minute walks per day as appropriate for its age and health or one walk and another spell of positive interactive play time for 30 minutes.

8.5. Consideration will be given to life stage, physical and mental health and breed when planning daily exercise.

8.6. There will be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time. This will include positive interaction with people and additional forms of toy and will take place at least twice a day.

8.7. No more than four dogs per person will be walked at one time and the owner's consent is needed to walk with other dogs. Dogs will be familiarised with each other beforehand.

8.8. Dogs which cannot be exercised will be provided with alternative forms of mental stimulation.

8.9. The outdoor area will be cleared of all potential hazards after each use. Faeces will be picked up and stored appropriately.

8.10. Dogs will not have direct access to bins.

8.11. Dogs will be prevented from having unsupervised access to ponds and any other garden feature that might pose a threat.

8.12. The outside space has two secure physical barriers between any dog and any entrance/exit.

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

8.14. Items such as leads will be removed when the dog is in the home environment.

8.15. Items specific to a particular dog will be identified and recorded as such.

8.16. Toys will be suitable for the dogs that are present, and checked regularly to ensure they are in good condition and safe.

8.17. In the event of extreme weather (Procedure attached)

### **Behaviour**

8.18. The behaviour of individual dogs will be monitored daily and changes in behaviour and/or Behaviour's indicative of suffering, stress, fear, aggression and anxiety will be recorded and acted upon. Records of assessment will be kept.

8.19. Dogs likely to, or showing, signs of being nervous or stressed will be located in a suitable part of the house/Barn, bearing in mind their individual disposition. This could include: elderly dogs; nervous dogs; dogs on some medications. Where a dog is showing signs of being nervous, stressed or fearful, steps will be taken to address this

### **Dogs Under One Year**

8.20. All dogs under 12 months will 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. Documented Training Methods processes are in place to accommodate the needs of dogs under one year of age. (Procedure Attached).

## **9. ANIMAL HANDLING AND INTERACTIONS**

9.1. Dogs will always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs will never be punished so that they are frightened or exhibit aversive behaviour.

9.2. No dog will be isolated or separated from other dogs for any longer than is necessary.

9.3. Written procedures are in place for both all newly introduced dogs and for dogs under one year, including being kept away from other dogs, if required. Introductions to other dogs, other animals, people and equipment will be supervised and monitored. (Procedure Attached).

9.4. All dogs will have regular daily opportunities to interact with people where such interaction benefits their welfare.

9.5. There are no cats resident on the premises.

9.6. A change in a pet's routine and circumstances can cause varying degrees of distress and unpredictable or abnormal behaviour. Pets have no concept or ability to understand that their owner's absence is temporary and they will be coming back. The Service Provider

understands this and will offer comfort and reassurance whilst trying, as far as is practically possible to maintain the pet's normal daily routines.

## **10. PROTECTION FROM PAIN, SUFFERING, INJURY AND DISEASE**

10.1. Written procedures (Procedure Attached) are in place for and implemented covering:

- (i) Feeding and Medication regimes;
- (ii) Cleaning & disinfectant regimes;
- (iii) Transportation;
- (iv) Monitoring and ensuring the health and welfare of all the animals
- (v) The death or escape of an animal (including the storage of deceased animals);
- (vi) The care of the animals following the suspension or revocation of the licence or during and following an emergency.

10.2. All people responsible for the care of the animals are made fully aware of these procedures.

### **Preventative Health Care**

10.3. All reasonable precautions will be taken to prevent and control the spread among the dogs and people of infectious diseases, pathogens and parasites.

10.4. An up-to-date veterinary vaccination record must be seen to ensure that dogs have current vaccinations against:

- canine parvovirus,
- canine distemper,
- canine adenovirus/infectious canine hepatitis,
- leptospirosis
- Vaccination against other diseases such as kennel cough (*Bordetella bronchiseptica*/ Canine parainfluenza virus) may be required by the establishment.

10.5. Vaccines used must be licensed for use in the UK. Homoeopathic vaccination will not be accepted.

10.6. Dogs must have been appropriately treated for external and internal parasites in accordance with veterinary advice.

10.7. If there is evidence of external parasites (fleas, ticks, lice) the dog will be treated with an appropriate product authorised by the Veterinary Medicines Directorate and licensed for use on animals in the UK. Treatment must be discussed with a veterinarian before administering. Consent from the owner is required.

## **Health Checks**

10.8. All animals will be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals will be checked more frequently. Any signs of pain, suffering, injury, disease or abnormal behaviour will be recorded and the advice and further advice (if necessary) of a Veterinarian will be sought and followed.

## **Sick or Injured Animals**

10.9. If the dog is taken sick or injured the Service Provider will notify the Client at the earliest convenience using whatever method is available to take instructions or guidance. In the event of the Service Provider not being able to contact the Client or in an emergency situation, the Service Provider shall, if in their own opinion the pet needs veterinary attention/treatment/opinion, make arrangements as necessary, in the best interest of the pet. Any veterinary bills shall be directly chargeable to the Client.

10.10. Sick or injured dogs will receive prompt attention from a veterinarian and the advice of that veterinarian will be followed.

10.11. When a dog is suspected of being ill or injured a veterinarian will be contacted for advice immediately and any instructions for treatment recorded and strictly followed with further guidance sought if there is an ongoing concern.

10.12. Where necessary, dogs will receive preventative treatment by an appropriately competent person. Any preventive treatment will be with consent from the owner and under the direction of a veterinarian.

## **Veterinarians**

10.13. The Service Provider will register with a Veterinarian with an appropriate level of experience in the health and welfare requirements of dogs and the contact details of that Veterinarian will be readily available to all staff on the premises used for the licensable activity. This will include the name, address and telephone contact number, including out of hours provision, of the Veterinarian. The Veterinary practice is within a reasonable travel distance.

10.14. Agreement will be made and documented between the dog owner and licence holder with regards to which Veterinarian is to be used.

## **Medicines**

10.15. It shall be the sole responsibility of the Client to ensure the Service Provider is fully aware of any health issues the pet is experiencing, or has suffered in the past. The Service Provider cannot be held liable for any actions or omissions which result in problems or complications for anything not disclosed.

10.16. No booking can be accepted without a completed Veterinary Release Form.

10.17. No booking can be accepted without the Client providing to the Service Provider the original Vaccination Cards for each pet for viewing and photocopying.

10.18. The Service Provider shall follow instruction given on the Booking Form but cannot be held liable for any complications which may arise.



10.19. In the event of a pet having a contagious illness or disease which has not been disclosed, the Client may be liable for the costs of treatment given to other animals which become infected.

10.20. Prescribed medicines will be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.

10.21. All courses will be completed to the specifications given by the veterinarian.

10.22. Any unused medications will be returned to the owner, nominated contact or prescribing vet.

10.23. A fridge will be available to store medicines which require being kept at certain low temperatures.

10.24. Medicines other than prescribed medicines will be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.

### **Isolation Facilities**

10.25. Appropriate isolation, in separate self-contained facilities, is available for the care of sick, injured or potentially infectious animals.

10.26. Dogs showing signs of infectious disease will not be allowed in any shared outside areas.

10.27. Protective clothing and footwear will be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Whilst in use, the clothing will be kept in the isolation unit and not be removed other than for cleaning and disinfection.

10.28. Any dogs in the isolation facility will be checked regularly.

10.29. Separate feeding and water bowls, bedding and cleaning utensils will be stored in the isolation unit ready for immediate use.

### **Euthanasiation**

10.30. A dog will only be euthanised by a veterinarian. Euthanasia must be humane and effective. The licence holder will keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. The owner or designated main point of contact will be contacted to give consent. Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.

### **Cleaning Products**

10.31. Cleaning products are suitable, safe and effective against pathogens that pose a risk to the animals. They will be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.

10.32. The choice of cleaning and disinfectant products is based on suitability, safety, compatibility and effectiveness. Disinfectant products are virucidal as well as bactericidal. Cleaning and disinfection products must be used in accordance with the manufacturer's instructions.

10.33. Staff using cleaning products are competent in the safe use of detergents and fluids.

10.34. Cleaning products are entirely out of the reach of animals, and are not left where dogs might access them.

10.35. Standing water will not be allowed to accumulate due to the possibility of pathogens residing in these moist environments..

10.36. Toys will be cleaned and disinfected

#### **Excreta**

10.37. All excreta and soiled bedding for disposal will be stored and disposed of in a hygienic manner and in accordance with any relevant legislation. This is a bin which is emptied either daily or when full, whichever is the sooner. Excreta and soiled bedding will be removed in accordance with the documented cleaning and disinfection procedure. (Procedure Attached).

10.38. Storage of excreta will be away from areas where animals sleep/play

10.39. The Service Provider will properly dispose of the Client's pet(s) waste and will ensure there is an appropriate supply of bags for that purpose.

#### **11. EMERGENCIES**

11.1. A written emergency plan, acceptable to the local authority, is in place, known and available to all the people on the premises used for the licensable activity, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.

11.2. Entrances and fire exits are clear of obstructions at all times.

11.3. Suitable firefighting, prevention and detection equipment is provided and maintained in good working order. There is one working smoke detector installed in a suitable location in the barn.

11.4. There is a plan for removal of the dogs should the premises become uninhabitable. The plan includes details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police (Procedure Attached).

11.5. There is a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions, both hot and cold (Procedure Attached).

#### **Building and Security**

11.6. All building, electrical and installations are installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.

11.7. All equipment is maintained in a good state of repair and serviced according to manufacturer's guidelines.

11.8. External doors and gates are lockable.

11.9. A designated key holder with access to all animal areas is at all times within reasonable travel distance of the premises and available to attend in an emergency

**12. DAMAGE TO PROPERTY OR POSSESSIONS**

12.1. Any damage to the property or possessions of the Client in their absence, however caused by the pet shall be recorded by the Service Provider and where considered by the Service Provider to be serious enough to inform the Client, they will do so at the earliest opportunity by whatever means is available. Any costs, including administration and resources in providing such notice may be recoverable from the Client.

**13. KEYS**

13.1 There are 2 key holders available in case of emergencies

**14. PRIVACY**

14.1. It shall be the Client's sole responsibility to ensure the information provided to the Service Provider is current and up to date. The Client agrees to accept any decision made by the Service Provider in the event of the Service Provider not being able to contact the Client as a result of wrong information held.

**15. INSURANCE**

15.1. The level of insurance cover required for providing the services shall be set out in the Booking Form.

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I have read and understand the above Policies and Procedures and agree to them in full.

Signed: ..... Date: .....

Print Name: .....

Service Provider: ..... Date: .....

Print Name: .....