



## NORTH EAST TAIL TRAILS (NETT)

### POLICIES

#### Contents

1. Prevention of the spread of disease or infection with dogs
2. Daily cleaning
3. Vaccination Policy
4. Food Policy
5. Medicating and Daily Monitoring Boarding Animals
6. Dog Walking Procedure
7. Emergency procedure in the event of loss of Electricity or Water
  - o *Electricity*
  - o *Water*
8. The care of animals in the event of a fire/ other extreme circumstances
9. Staff Training
10. Accepting New Dog Boarders
11. Boarding Dogs under the age of one year old
12. Transporting animals on and off the premises of NETT
13. Toy Play for Dogs and Cats
14. Death/Escape Procedure
15. Booking Policy
16. Cancellation Policy
17. Microchip Procedure
18. Aggressive Animal Policy
19. Neutering Policy

#### 1.0 Prevention of the spread of disease or infection with dogs at NETT.

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

The infected or ill animal will be seen immediately by a vet and either transported by NETT to the vet, or the vet will come to the premises.

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

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

Dogs must have the required vaccinations for their own safety as well as the other animals in NETT's care.

Flea and worm treatments are done at the owner's personal choice. If staff at NETT notice an animal has worms, fleas or any other parasite, they will be in contact with the owner to arrange a vet visit at the animal owner's discretion.

If a dog becomes ill, it will then be moved into crated isolation within the premises, if necessary, the vet will be contacted and isolation within their premises will be arranged. If in crated isolation within the NETT they will have access to water at all times and the area will be routinely disinfected to prevent any spread.

The chemicals used to clean all of the areas used by boarding dogs are supplied by GHS direct. These are award winning products that are all animal safe.

After cleaning and disinfecting the area of isolation, staff will immediately change their clothing and place it straight in the washing machine alone to be washed thoroughly. They will also change their footwear and thoroughly wash/disinfect hands and arms.

All isolation bedding, chemicals, bowls etc will be kept in the area. These will not be moved and will only be handled by the senior member of staff that is dealing with the area. They will be washed separately.

## **2.0 Daily cleaning within NETT.**

### INSIDE

All areas used by dogs are cleaned thoroughly once daily with spot checks carried out through the day.

Cleaning takes place every evening.

Staff will remove any dirty bedding to go into the washing machines and place any clean bedding where necessary. Water bowls are emptied, washed and refilled.

Floors are hoovered and then washed with Vira Care (mixed with water), in order to kill any bacteria.

All toys are put into the washing machine if they have been played with.

Once dogs have left the NETT premises, any beds not being used are sprayed with Leucillin and stored in the garage until needed again.

## OUTSIDE

Any faeces/urine will be cleaned/disposed of hygienically and as soon as possible. Every evening, buckets containing Vira Care diluted with water will then get thrown over the yard and it will be scrubbed thoroughly. It will then be hosed again ensuring everything is clean and drains are clear.

## DEEP CLEANS INSIDE/OUTSIDE

When a dog goes home, the areas will be thoroughly deep cleaned. This ensures that any bacteria left by that dog is killed off.

Deep cleans are the same as regular cleans, apart from diluted Vira-care will be sprayed into the bowls, and around all of the walls too. Every wall will be cleaned.

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

All toys will be washed and replaced.

### **3.0 Vaccination Policy at NETT**

At NETT, all animals that board with us MUST be up to date on all of their vaccinations. All details are held on the client's portal and will be checked by NETT before boarding takes place. This includes the booster which can be done every 1, 2 or 3 years depending on the vaccine brand, which protects against parvovirus, distemper and hepatitis.

Dogs must also be vaccinated against kennel cough which will need to be done annually, and leptospirosis, which depending on the vaccine will need to be done between every 6 months or every year.

We require all animals to have their vaccinations up to date in order to keep all boarders as safe and healthy as possible.

All vaccinations must be updated AT LEAST 14 days prior to entry. If the animals' vaccines are not up to date or have been done within 14 days prior to the board, your dog will be unable to board.

If the DHP is done separately to the other vaccines, this is able to be done less than 14 days prior to boarding, if need be, to ensure that the dog is not being over vaccinated. The kennel cough and Lepto MUST be done 14 days prior to a board with no leeway. If a dogs annual booster runs out during the stay, the staff must speak to a vet and get confirmation that the dog is safe to have their vaccine run out during their stay with us and this will not put them,

or any other boarders at risk. We will need written confirmation for this or take a name of the vet spoken too and at which practice.

Ensuring that all vaccinations are up to date with our boarders means that the pets within our care run a much lower risk of catching anything.

Many diseases are airborne and therefore we can NOT control what is being passed around. The majority of these vaccinations merely protect your pet from getting these diseases, but there is always still the risk pets can catch these diseases. With our high standard of cleaning and consistent policy with vaccinations we can minimise and try to prevent any diseases entering the premises of NETT.

#### **4.0 Food Policy within NETT.**

Food must be provided for your dog during their stay, any purchases which have to be made by NETT will be invoiced at the end of the stay.

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

Your dog's feeding routine and amounts must be updated on your portal prior to boarding.

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

#### **5.0 Medicating and Daily Monitoring Boarding Animals at NETT.**

At NETT, we are more than happy to administrate medication.

If your dog is on medication when boarding with us, please ensure all information is detailed and up to date on your portal and please notify us when you drop your dog off.

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

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

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

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

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

We do ask that you state anything abnormal on your portal and let us know if there are any changes each time you come to us.

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

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

### **6.0 Dog Walking Procedure at NETT.**

Collars, harnesses and leads will be checked for safe fitting and comfort before the start of each walk.

No actions or equipment will ever be used which may cause fear, anxiety or distress.

Walks will be varied in order to increase interest and stimulation.

Dogs on homestay will be given a minimum of one walk per day and if unable to participate in pack walks will be given alternative mental stimulation.

Dogs will be given full attention and kept under control at all times. Behavioural changes will be monitored.

Dogs will only be allowed to exercise off lead if permission has been given by owner and the dog has basic recall ability.

If a bitch is in season, they will be walked alone and in quiet areas and will remain on a lead.

Dogs will be provided with adequate fresh water regularly.

Feeding and treats will only be given with consent from the owner.

All dogs must have up to date vaccinations before participating in group walks.

Dogs will be assessed for compatibility before being walked together.

A lead will be carried for each dog during a walk.

A charged mobile phone will be carried at all times during walks and tracking apps made use of where possible.

No more than 6 dogs will be walked at any one time.

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

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

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

## **7.0 Emergency procedure in the event of loss of Electricity or Water at NETT.**

### **7.1 Electricity**

In the event of a power cut we will ensure any power sockets that would normally be in use are switched off to prevent a fire.

We will also ensure the following are turned off:

- Washing Machine
- Tumble Dryer
- Lights
- Fans
- Anything plugged into sockets.

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

If the house is warm and there is no access to fans, we will leave windows slightly open to allow a breeze, the dogs will also have access to the yard and if it is sunny, we will create a shaded area for them.

If the house is cold, we will ensure all dogs and cats have appropriate blankets and bedding from soft beds, blankets and duvets.

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

### **7.2 Water**

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

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

Cleaning without water means no chemicals may be used. Spot cleans will take place. We will use bottled water to scrub any urine/faeces needed.

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

In the event that we are made aware in advance that there will be water loss, all possible buckets and bottles will be filled up of fresh water from the taps to aid cleaning and ensure there is plenty of fresh drinking water. Again, we will purchase any extra needed.

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

In the event of a fire or extreme circumstance situation on the premises of NETT, where the house becomes uninhabitable, the animals will all be moved to a safe, secure and comfortable location.

We ask all clients to ensure their own, their spouse (if applicable) and three emergency contacts are detailed on their portal and kept up to date, this enables us to contact the owners, or their contacts to ask if they can make arrangements for someone to come and collect and keep their animal. If this is not possible, NETT will house pets with other boarding facilities within the local area but ensure that the animal's diet and lifestyle is kept as similar as possible.

For this reason, it is essential all owners ensure their dog's microchip numbers are up to date on the portal, and any medications that are needed are brought with them.

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

Owners will be given the option to use another boarding facility and then the transfer can be made from NETT to the next facility.

Other boarding facilities that we have noted who would be able to help us are:

- Scooby Doo's Daycare
- 4 Paws Farm Daycare & Boarding

### **9.0 Staff Training at NETT.**

NETT does not currently have any staff however this policy applies to Gemma (manager) and would be put into place should any staff be taken on.

All staff at NETT undergo intense training in order to provide the best possible care for your pets.

All senior staff at NETT have completed an animal related qualification, including Canine First Aid.

An annual training evening is held, where Gemma (Manager) will go over everything including cleaning, dog walking, feeding, daily jobs, fire practice, etc.

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

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

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

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

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

### **10.0 Accepting New Dog Boarders**

NETT regularly accept new boarders.

In order to make sure the dog will settle with us during the stay, it is compulsory for all owners to book in an initial meet and greet, and also a trial one-night board.

By using the one-night board, we can see how the dog behaves on the day of drop off, during the night and the day of pick up.

They are able to assess the behaviour of the new boarder during this time and conclude if they think NETT is a good option for them.

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

In order to make new boarders feel more at ease, we encourage owners to bring in own bedding, toys, treats and anything they think will make the experience happy for the dog.

NETT also requires owners to bring their own food in for their dog to ensure there are no allergy or upset stomach issues.

### **11.0 Boarding Dogs under the Age of one year old.**

NETT do accept bookings from dogs under the age of one year old. They must have had their booster vaccinations and kennel cough completed before they enter.

Where possible, staff at NETT will try to provide additional exercise/mental stimulation for these young dogs, however exercise for these young dogs will be restricted to ensure they do not hurt themselves as their bones will still be growing.



We also encourage owners to bring in their own bedding/items that smell of home in order to help the dog/puppy settle in.

### **12.0 Transporting animals on and off the premises of NETT.**

Dogs will be transported in secure, and safe crates which have been professionally built into the back of a van. Alternatively, they will be transported in the back of a car (SUV Kia Sportage), this will either be in the boot which has a dog guard and comfortable mat, or in the back seats which are covered with a dog hammock and have secure seatbelts which attach to the dog's harness.

Dogs going to the vets will have a 'NETT' Tag on their collar. If the dog does not come in wearing a collar, the staff at NETT will put one on them to wear the tag.

No animals will be left in the car or van unattended other than on drop off and collections.

### **13.0 Toy Play for Dogs at NETT.**

NETT does provide toys for dogs while they are boarding.

Owners are welcome to bring their own toys when dropping the dog off.

Dogs will not be left alone with toys at any time.

### **14.0 The death/escape procedure of an animal on the premises of NETT**

#### **14.1 Death**

In the event of a death to one of the boarding dogs on the premises of NETT, the member of staff present must alert Gemma (Manager).

Staff must remain calm and try to continue working as normally as possible. Gemma will take over the situation.

Gemma will make a phone call to the owner. The vets will then be contacted to remove the animal. It is the owner's choice what will then happen to the animal.

The animal will be stored away from all animals within an isolation area until the vets arrive to remove of them.

A thorough check of the scene will be made, to determine if the death was caused at a fault of NETT or not. If so, NETT will take full responsibility.

#### **14.2 Escape**

In the event of an escape of one of the boarding dogs on the premises of NETT, Gemma must be alerted immediately.

A plan will then be made to start looking for the animal. No staff are to leave site without informing Gemma first.

The owners and local vets will also be alerted. Dogs Lost Uk, The Lost Dog Trapping Team and the police will be alerted, and a poster and advert will be made immediately.

### **15.0 Booking Policy**

All walking services are charged per session and include collection and drop off from client's home address.

All home stay services are charged on a daily rate (24 hours) and include drop off and collection days.

Bank Holidays, Christmas, New Year, Easter and any weekends may incur additional fees which you will be advised of at the time of booking.

A 50% deposit is required to secure any home stay bookings of 7 days or more, shorter stays will be invoiced at the end of the month along with any other services.

A home consultation and/or socialisation session(s) are required for all new clients.

Drop off and Collection times to and from NETT are between the hours of 7:30-8:30am and 5:30-6:30 (*if alternative times are necessary these can be discussed and arranged at the time of booking*)

Collection and Drop off times from client's home will be arranged at time of booking.

### **16.0 Cancellation Policy**

In the event that a 7+ day home stay cancellation is notified more than 28 days prior to the start of the booking period, all fees less 25% of deposit will be refunded. For home stay bookings less than 7 days there will be no cancellation fee.

In the event that a 7+ day home stay cancellation is notified between 28 days and 48 hours prior to the start of the booking period, all fees less the full deposit will be refunded. For home stay bookings less than 7 days there will be a cancellation fee of £30.

In the event that any home stay cancellation is notified less than 48 hours prior to the start of the booking period, the booking will be payable in full.

Any walk cancellations notified more than 48 hours before the day of service will not be charged, walk cancellations within 48 hours of the service may incur a charge.

Any walk cancellations on the day of service will be charged in full.

If NETT cannot provide the agreed service, we will do our best to arrange an alternative, unless in extreme circumstances, where we will endeavour to give 48-hour notice.

### **17.0 Microchip Procedure**

On the 6th April 2016, the new microchipping law came into play, which means ALL dogs must be microchipped and registered by the age of 8 weeks old.

NETT must hold a record of microchip numbers for all your dogs.

### **18.0 Aggressive Animal Policy**

NETT will not accept aggressive, unruly or untrained animals.

The client agrees to be responsible for all costs (including but not limited to medical care, legal fees, etc) if the clients pet(s) should bite another animal.

The client agrees that on booking services for their pet(s) that the pet(s) have not shown aggression or caused harm, or threatening behaviour to any individual or any other animals, and they agree to contact the provider as soon as possible if any of these behavioural changes presents itself or if it has the potential to cause harm to any individual or animal.

If the client's pet(s), whilst on home stay with NETT shows aggressive tendencies towards the provider, their family or any other dogs in the care of NETT, or should its behaviour become unacceptable or a nuisance beyond reasonable acceptance, the client agrees that their pet(s) be placed either with the emergency contact or in a boarding kennel, until the client returns, this will be subject to a transfer charge.

### **19.0 Neutering Policy**

NETT does not have a strict neutering policy, although we fully support and advise for neutering for social dogs, we assess each dog individually.

Each dog will be assessed through 3 stages – please see our separate Neutering Policy for more details.