



Operating Policies and Procedures

Your operating procedures show how all standards within the 'Home Boarding for Dogs - Statutory Guidance' are being met and should be a guide of how you run your business. You need to ensure that anything noted within your Policies and Procedures (P&P's) are put into practice as they are checked during your inspections and if any complaints arise.

They need to cover all aspects of your business from Meet and Greets / Trial Stays until the boarders go home. When writing up your P&P's consider the following:

Staff training - even if you are a sole worker you need to show evidence of your ongoing knowledge development. This can include books, seminars as well as courses. The one course we strongly advise you to do is a Canine First Aid Course. You need to keep records of all of your on-going knowledge development.

Meet and Greet / Trial Stays – how will these be carried out? What records/information will be kept? Are you doing overnight trials?

Feeding procedures - Where will food be stored? Where are the dogs fed? Are they fed together or separately? What to do if a dog won't eat? When are bowls cleared away and cleaned?

Cleaning procedures - how frequently are you cleaning? What cleaning products are you using? Where are they stored? What about toys/bedding? Remember to include your vehicle into your cleaning procedures.

Prevention of, & Control of the spread of disease (infection control) – What room will be used to isolate a dog if needed? What PPE do you have? Are you prepared to isolate a sick dog long term or do you have an agreement with your vet? Where will you take the dog for toilet breaks? What equipment/bedding will be used? What do you do with these products afterwards?

Monitoring & ensuring Health & Welfare of the animals – What health checks are you doing? Are you checking their coats, ears, eyes etc. and grooming when needed? Are dogs being monitored during their stays? Are unusual/unwanted behaviours being recorded and addressed? Are you noting how much a dog eats/drinks? At what point would you contact the owners or vet if necessary? Where are you recording this information? Daily monitoring logs? Day Diary?

Dogs under 1 policy – if accepted consider how you will arrange walks if they are unable to be walked with any adult dogs? What additional enrichment items will be



used? Any training elements? Time away from any older dogs? Do you expect dogs over a certain age to be neutered/spayed?

Transportation – Are you offering a pick up and drop off service? Further afield walks or vet visits? How will dogs be transported in the vehicle? What safety measures are in place to keep dogs secure in the vehicle? How long will journeys be? How are dogs transported to and from a vehicle? Do you have to consider toilet breaks and make water available? Do you have business cover on your insurance?

Death or Escape of a dog – What do you do? Who do you call? If a dog dies whilst in your care what will you do with the body until an owner can get to you? If a dog escapes who are you calling? What steps are you taking to find the missing dog?

Emergency Situations – if your licence was revoked or there was an emergency situation at home and your home became uninhabitable – what would you do with the dogs boarding with you? What if the owners or emergency contacts were unable to collect immediately? Do you have contacts with other licensed premises who could assist in these situations? What if you had to leave for a short period of time in an emergency – Do you have a designated person who could step in for you so the dogs are not left alone?

Extreme Weather – If there is a heat wave and dogs cannot be walked like usual what do you do? Do you have the use of additional items to cool the dogs down? E.g. Paddling pools/ cooling mats / additional fans? Or what will you do in freezing cold weather or snow and ice? Consider things like road salt on dogs paws, additional coats, bedding materials etc. Thunder storms?

Alternative enrichment plan – If you have a dog who is unable to go on walks due to veterinary advice or health/age reasons – how do you care for this dog whilst you are out walking others? Do you have additional toys like Kongs/Puzzle mats for example? Does someone else stay with this dog and give them additional human interaction?

This is a guide of subjects for you to consider when putting together you policies and procedures. It is not an exhaustive list but all of the above headings must be included.

It is recommended that at the front of your Policies and Procedures you include a contact list of all relevant people: Emergency Services, Emergency key holders, relevant contacts at the Council i.e. The Animal Licensing Inspector and the Dog Warden, Vet details (Inc. 24hr contact details) your insurance company details, any plumbers/builders that you may need etc.