



## Information for Owners

**Canine Cuddles Pty Ltd**

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**ABN** 55 608 482 186



## Welcome to Canine Cuddles Daycare for Dogs!

### A bit about the owner

Sarah started out her career in education and obtained a Diploma in Education from Edith Cowan University. Sarah also went on to study her Diploma in Children's Services which gave the opportunity to manage a successful independent childcare service. Whilst Sarah loved this role very much, she decided that something was missing in her life. Like many new pet owners, Sarah thought long and hard about which breed of dog she wanted and how she would provide ongoing care for a new pet. After some initial fostering of dogs, Sarah decided that a Border Collie was the right fit for her.

Prior to obtaining a new pet, Sarah made the decision to quit her fulltime managing job in order to take on a part time position in a different field for the sole reason that she didn't want to leave her young puppy home alone.



*Bentley enters Sarah's life on 28<sup>th</sup> January 2015*

### About Canine Cuddles

We understand that dogs are family members and as such many of our clients just cannot bear to leave them home alone all day while they must go to work. Whilst not every family can take time off to nurture their growing pup, or adult dog, we here at Canine Cuddles aim to provide an enriching play area where your dog can play and socialise in a safe and happy environment away from home.

We understand that not all dogs will interact the same way and as such before you begin care with us we require your dog to pass the Temperament Test.

Successful completion of this test with one of our control dogs will then allow your dog to enrol with our service.



## Healthy dogs are Happy dogs

Canine Cuddles is unable to accept any dogs into the service with contagious diseases or parasites.

Common diseases include;

- Conjunctivitis
- Intestinal parasites(worms)
- Bordatella(kennel cough)

If you suspect your dog may have a disease it is recommended you seek veterinary advice. If unsure, you may contact the service and ask the staff. In the event that a dog enters care and staff deem it to be unfit for daycare, then the dog will be isolated and sent home.

Before returning to the service, a veterinarian must declare the animal healthy and free of any disease and/or parasite.

All dogs attending care are required to have up to date vaccinations. A vaccination certificate is required in order for an enrolment to proceed. A minimum C3 vaccination is required although C5 is desirable. If unsure, please speak to the staff about your pet's current status.

## Preparing for daycare

Prior to your dog enrolling in Canine Cuddles, it is necessary for your dog to pass a temperament test. This will assess your dog's suitability in our service and will help staff to better provide a safe and fun environment for all. Once your dog passes this test then they may enrol in care at Canine Cuddles. If your dog does not pass the temperament test then staff will discuss the reasons for this and work with you to find resolutions if possible.

## Attending daycare

On your first day at Canine Cuddles, please bring your dog to the service between 7:00 and 7:15am. This early arrival time will mean that your dog will get used to the environment prior to many of our regular dogs coming in for the day. This will limit any stress put on your dog by having him/her confronted with entering a busy play area. By meeting only a few dogs at a time as they enter care, your dog will transition a lot smoother to the new environment.

You will be able to view your dog playing in the play areas but unable to enter them yourselves due to health and safety requirements as we do not want excited dogs to rush towards you at any time.



## Client Drop Off

You are able to drop off your dog between the hours of 7:00am and 9:30am. Please indicate on the enrolment form as to what time you will be using the service so that we can effectively manage traffic and parking facilities.

Dogs must be on leash when exiting your vehicle and coming into the daycare service. We ask that you keep your animal on leash and hand him/her to a handler. The handler can then escort the animal to the appropriate play area and their leash will be placed into individual lockers, ready for pick up.

## Client Pick Up

When you arrive to pick up your dog, please wait in the reception area until a handler comes to greet you. The handler will then retrieve your dog from the play area and bring it out to you and provide you with a run down of how your dog has gone throughout the day.

## Late pick up

We understand that at times, things can happen which prevent you from collecting your dog on time. We do ask that you contact the service in the event that you are unable to arrive at your scheduled time. In the event that a dog is not collected by 6:00pm, staff will attempt to contact the emergency contact numbers provided on the enrolment form to facilitate a speedy collection. As we are not a kennel, we are unable to board dogs overnight. A late fee of \$10 per 5 minute interval will be requested upon late pick up.

## Parking

Please park in the designated client parking for Canine Cuddles and be aware that we can be busy during drop off/pick times, so we ask that you stick to your designated booking times as indicated on the enrolment time. Should you need to alter your book to increase or reduce days at any time, please speak to a staff member.

## What to expect from daycare

Dogs attending the service must enter on lead. Once a staff member has moved your dog(s) to the appropriate play area then their lead will be placed in a named locker.

We ask that all dogs in care wear a quick release collar. This is to ensure that should two dogs become entangled in another dog's collar, they can quickly be separated. If your dog has a collar that is not approved by Canine Cuddles, then a spare one may be used by staff throughout the day and removed prior to them going home. Alternatively, you can purchase a quick release collar for the sole purpose of leaving it at the service for use whilst attending.



## Daily Routine

As with children, parenting styles can differ, so at Canine Cuddles we welcome your insight as to how you want your Dog catered for while in care with us. The centre will operate as a cage free play area, however, crates can be provided for dogs that do not settle in a busy environment or if an owner requests a certain rest period.

Having said this, the staff will do their best to ensure all dogs in care have 1-2 rest periods throughout the day. The service will have main play/run areas which are spacious and encourage socialisation. When it is time for dogs to have a rest, they will move to the rest area which will be supplied with fresh bedding daily. This area will be designed to comfort and settle the dogs within it.

When your dog is not resting, they will have access to the outdoor yard area which is 165m<sup>2</sup>. Outside weather permitting, they will have a sandpit to dig in and water activities.

A separate ball pit/activity corner is housed within the service to provide stimulating fun for all throughout the course of the day.

Puppies and small dogs will be separated from the larger pack. If you would like your dog to be socialised with larger animals, please advise staff upon enrolment.

It is assumed that dogs are fed breakfast and dinner outside of day care hours. If you have a young dog that requires lunchtime feeding, please speak to staff about your dog's needs and we will make arrangements to feed your pet in a private secure area.



## What if there is a problem?

There may come a time when staff need to contact you. This may be due to a variety of reasons referring to your dog's overall health, temperament and/or daily needs.

In the event that your dog is injured in any way during his/her stay at Canine Cuddles, staff will endeavour to contact the owner or emergency contact to bring this to your attention. Upon collecting your dog, staff will explain the day's events and any first aid treatment provided to your dog whilst having you sign an accident record Form.

Canine Cuddles will take all accidents seriously and keep confidential records so that it is possible to improve the service. If at any time the staff and affiliates of Canine Cuddles feel that your dog is posing a risk to others due to negative behavioural actions, the Service Manager will speak to you about the options we can provide and steps to be taken to reduce potential risks.

This may include but not limited to:

- Altering drop off/pick up times
- Changing days to "fit in" with a different pack
- Seeking the advice of a Dog behaviourist.

The owner of Canine Cuddles will however reserve the right to cancel enrolment should it be considered the best action for the overall harmony of the animals attending daycare.

## Feedback, Complaints and Concerns

If you should have any issues with the service provided at Canine Cuddles we ask that you please direct your concerns to the Service Manager who will endeavour to work through them with you.

The service Manager can be contacted on 0402 334 619 between the hours of 6am and 7pm Monday to Friday.