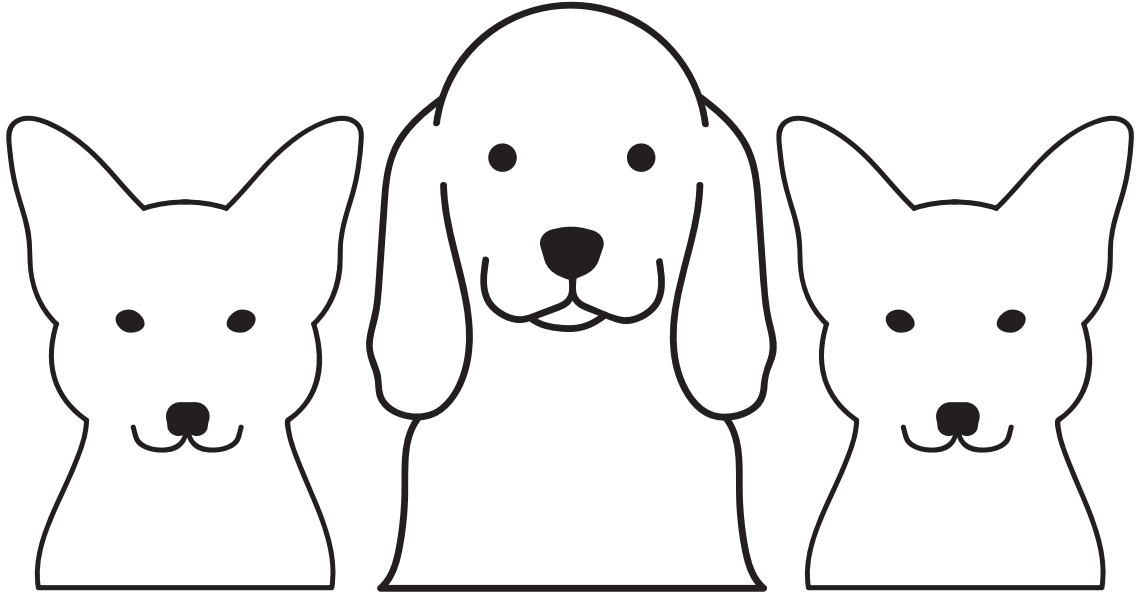


Daycare Handbook



Animal Antics Behaviour Centre

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PLEASE KEEP FOR YOUR RECORDS

Our daycare spaces are for social dogs to enjoy spending time with friends, while being supervised by our experienced staff. Group placement is based on size but also personality and dog's play preferences, so some larger dogs may be with smaller dogs if they are calm. We also have safe spaces for breaks so the dogs can relax and have food if needed.

Animal Antics can accommodate 3 groups on a regular basis, averaging 30 dogs in each group. We require reservations to ensure we have enough space and staff to continue to provide a safe and comfortable environment for every dog. Reservations can be made by Facebook messaging, email or phone. Dogs that attend weekly, can set up a standing reservation- please contact us if you need to cancel or switch it. **Dog lunches** will be fed between 12pm-1pm, with a rest of 60-90 minutes to allow food to settle before returning to play. Food is *not required but highly recommended for puppies and active dogs*. Please provide in a LABELLED container or baggy- we have bowls.

To ensure your dog is comfortable, reduce their stress, and keep them accustomed to their friends, staff, and the environment we REQUIRE REGULAR ATTENDANCE- if not weekly at least monthly. Any dog that has not attended daycare in 2 months or more may require re-assessment, especially if they had infrequent visits before this period.

Daycare is available by the hour, half days (3-4hrs) or full days (4-9hrs). Some dogs are comfortable with long periods but most benefit from 3-6 hours of daycare. Daycare packages for 10 half days or 10 full days are available. Consecutive days packages are reserved for very regular dogs as it can be hard for dogs to adjust to several days of daycare in a row.

Hours: Monday-Friday 8am-6pm* *early drop off is 6:30am-8am **by request only**, Monday-Friday, arrival is between 6:30am-1pm, playgroup is 9 am-4:30pm. Pick up available all day. Dogs will not be taken without a reservation or after 1pm, no exceptions. We are closed all holidays and weekends.

We **do not** offer overnight boarding.

Most of our updates on holiday hours/ services etc. are posted on our Facebook page, so please like and follow us there to stay the most up-to-date, plus we post photos regularly of the daycare dogs.

The following pages include the Liability Waiver and Daycare Rules that you signed upon applying for daycare and other useful information

Daycare Liability Waiver

By signing below, I, _____, owner of _____, agree to the following terms and conditions applicable to all uses of Animal Antics Behaviour Centre:

- The vaccination records provided to Animal Antics are complete and accurate. I grant Animal Antics permission to contact my veterinarian to confirm these vaccines if necessary.
- It is my responsibility to inform staff of any changes in my dog's medical condition, including changes in stool consistency, dietary intolerances, sneezing, coughing, etc. If my dog develops these issues after leaving Animal Antics, I will contact you to inform Animal Antics of the issue.
- Animal Antics takes every precaution to ensure transmissible diseases/parasites (i.e. kennel cough, giardia, coccidia, intestinal worms, etc) are not in the facility. Cleaning protocols are in place if any illness appears, in addition to daily cleaning of all spaces and spot cleaning of soiled areas. Animal Antics will not be held liability if your dog becomes ill as a result of exposure to a disease/parasite in the facility.
- Animal Antics Behaviour Centre has taken every step to ensure the safety of all dogs in the facility. Aggressive dogs are not permitted in group areas, and staff monitor the entire facility at all times. I understand that even under supervision minor cuts and scratches may occur, in addition to lacerations from rough play with other dogs. I waive all liability to Animal Antics in the unlikely event that my dog is harmed, injured, maimed or killed.
- I understand that an animal can show aggression or bite in any circumstance and I will not hold Animal Antics Behaviour Centre or any of its staff liable if my dog bites a person or animal
- If Animal Antics staff asks me to remove my dog for any reason, I will do so without hesitation and will speak with the manager to discuss the reason for removal.
- All breeds are welcome to attend, but at your own risk.
- Although Animal Antics carefully assesses each dog upon registration to daycare, occasionally it is determined to not be a suitable environment for every dog at that date or a later occasion. If this is the case, my dog may be segregated and I will be contacted to pick up my dog.
- Dogs can be destructive and clumsy during play - coats, collars, leashes and harness may show wear/damage as a result and can be a choking hazard so they may be removed from your dog for their safety. Additionally, during arrival and departure it becomes difficult to track all objects brought in if they are not labelled. Therefore, staff will direct you to remove any unnecessary equipment from your dog and will not be held liable for the condition of the possessions you choose to send in with your dog.
- I agree that my dog(s) picture may be used on Animal Antic`s website and/or social media outlets.
- Payments are required the same day or prior to services being offered. Refund requests must be discussed with the manager. Deposits and some packages are non-refundable but can be applied as a credit. Money refunds must be within 3 months of purchase.
- I have read and signed the Rules and Regulations for the Centre.

Animal Antics Daycare Rules and Regulations

To ensure the health and safety of your pet and of our other guests, we require all of our clients to comply with the following rules and regulations.

- We accept dogs of all ages. Puppies must have at least 2 vaccine boosters of distemper/parvo, plus bordetella (kennel cough). Puppies and shelter dogs must be in the home for at least 2 weeks prior to entering the facility. Animal Antics Behaviour Centre reserves the right to refuse any dog.
- All dogs must have up-to-date vaccinations. Owners must submit written proof that their dogs have current DA2PP (distemper/parvo), rabies, and bordetella vaccinations. A yearly fecal sample is highly recommended.
- All dogs must be in good health and free of any communicable disease. Owners will need to certify that their dog(s) is/are in good health and have not been ill in the last 30 days. Dogs that have been ill with a communicable condition will be required to wait 14 days after the illness has cleared to return to the Centre. A letter or phone call from your veterinary office may be required.
- All dogs must have a complete, up-to-date and approved application on file prior to attending daycare after their assessment- one hour in a controlled daycare setting to assess their temperament and willingness to be in a group/socialize.
- Reservations required! All dogs must have an appointment to attend daycare, you can schedule a standing reservation or call/email or message to book a spot. Please call at least a business day before to ensure a spot for your dog. We will not guarantee a spot the day of.
- Please inform Animal Antics' staff of any changes in your dog's health. If your dog is not feeling well (ie. coughing, vomiting or has diarrhea), please do not bring him/her to daycare. Please be advised that if we believe that your dog requires immediate attention by a veterinarian, we will notify you, then transport your dog and obtain veterinary services on your behalf at our veterinarian and at your cost.
- All dogs must be social and non-aggressive in a group setting- access to food and toys is limited in a group setting and guarding of entryways, water and debris/rocks will be monitored. By signing this document you as the owner certify your dog(s) has not harmed or shown aggressive or threatening behavior towards any person or other dog(s). Please remember that your pet will be spending time with other pets and the health and safety of all our animals is our main concern.
- Animal Antics strongly believes in spaying and neutering your pets. If your dog is currently enrolled in our program or is enrolled prior to 8 months of age, they will be allowed to remain intact in daycare until such time as their behaviour deems them unsuitable to continue in our program. Owners of female dogs will NOT bring dogs that are in heat or close to being in heat- they must remain home for two months from the beginning of their heat and we require them to be bathed before they return. New dogs over 8 months of age MUST be spayed or neutered prior to being admitted for a trial visit.
- All dogs must be under the control of the owner when in common areas, therefore the dog should be leashed in the lobby, communal training spaces and parking lot.
- Animal Antics requests that all containers are labelled and clothes/dog equipment is minimal and labelled if possible.
- Currently, daycare is "drive-thru based". We ask that if entrance in the building is necessary, please be considerate and enter when the lobby is clear. One person per dog (exceptions can be made for training). You should have the dog's equipment with you or if someone else is picking it up you may leave it at drop off.

Common Illness/Disease Summary

Just like children's daycares, social dogs are likely to come into contact with disease or illnesses; an unfortunate side effect of having friends of the same species. Animal Antics does its best to provide a clean and sanitary atmosphere for our furry friends but there's still a chance of spread especially with airborne viruses or illnesses with mild to no visible symptoms. All attendants are required to provide us with up-to-date vaccine records, and we highly recommend regular check ups and fecal tests at your vet. Please recognize no vaccine is 100% effective but they can improve your dog's immunity.

Do NOT bring your dog if they are sick or unwell. Symptoms of contagious illnesses include but are not limited to: loose, mucousy or bloody stool, sneezing, coughing/gagging with no obvious cause, mucous discharge and vomiting. Also please keep dogs with stitches, recent surgeries or open wounds, home until they are healed (usually at least 2 weeks post-op). Some illnesses do not require medical attention but if symptoms worsen please contact your vet. The most vulnerable dogs are young, old and those under stress (new arrivals or anxious dogs) as their immune system can be compromised.

Common illness/Diseases:

- **Kennel Cough or Bordetella:** Extremely common respiratory infection, often associated with a hacking cough. Very similar to a human cold, it tends to be mild and requires little to no treatment. However, depending on your dog's health, it can turn into pneumonia. Vaccines help but due to the variety of strains of kennel cough, complete prevention is not possible. If your dog displays symptoms, please keep them home until symptom free for 2 weeks. Visit a vet if symptoms worsen.
- **Parasites/bacterial infection:** Infection is usually observed by abnormal stool and sometimes appetite changes. Some dogs may vomit or become lethargic. To diagnose, your dog will require a fecal test- keep in mind giardia and some parasites can shed periodically, leading to false negatives on occasion. Worms are easier to catch. All cases require medical intervention. Regular flea/tick/heartworm preventative can also help deworm your dog regularly. Many of these parasites can transfer to humans. Please get your dog's feces tested if it is soft, bloody or mucousy-looking and keep them home until results are known.
- **Canine Papilloma virus:** Cauliflower-like, sometimes smooth warts often seen among young dogs. Warts can be found around the mouth, feet or eyes. Generally, vets recommend letting the warts run their course. Occasionally, removal or antibiotics may be necessary. The virus is transferred by contact with infected dogs or the environment, but can be unseen for a while as incubation can be 1-2 months. Dogs tend to develop immunity over time with warts regressing in 1-5 months. These do not require quarantine as they are often just a nuisance but we do recommend staying home if they are bleeding or worsen.
- **Eye infections, parvovirus, canine influenza, ringworms and Leptospirosis:** Please discuss these with a vet if you have concerns.

Report Cards

Animal Antics gives daily report cards to provide you with an accurate account of your dog's day. It's a chance for us to discuss the highlights and tips for making your dog's time at daycare a success. Your dog's behaviour is considered on an individual basis.

Common terms/definitions you may see on your dog's report card:

Intense or Rough play: each dog has a unique play style but rough players tend to use their mouths, vocalize and can seem pushy. They are intense if they will not back down and need guidance from others.

Muzzle punching: bumping dogs with their nose for attention, severity differs among dogs.

Policing: barking/controlling others' play/behaviours without interest in playing with them.

3rd wheeling: barking or interrupting others' play with interest in playing with their friend.

Coprophagia: The consumption of fecal matter, usually belonging to other animals.

Appeasing: Excessive licking of others' faces, exposing belly when nervous and peeing when entering a group. Confidence building exercises and experience can reduce this.

Correcting: Telling others to stop what they are doing, may be a bark/growl or a superficial bite (hard/harsh).

Our experienced staff will intervene with most of these behaviours- redirecting your dog to a new friend/activity as needed. Breaks may also be used if the dog is too fixated, tired or frustrated, these may be in a quiet space or different group.

Disqualification

As a Behaviour Centre we are happy to work with dogs that may need to work on impulse control, proper play, handling and listening (may be charged additional fees). However, if your dog poses a risk to themselves, others or staff that cannot be managed, does not show improvement within a few visits, or causes undue stress, your dog will be removed from our program, at the discretion of our staff. Our report cards and warning system are in place so you are aware if your dog is struggling. A dog can receive up to 3 warnings for the same behaviour, depending on severity. Warnings will also come with conditions such as shorter days, training, neutering, medical attention etc., these will need to be carried out before the dog returns to their regular group.

Our staff want what's best for your dog, whether that's helping them be better at daycare or providing information for an alternative (dog walking). This is why we are honest about what we see and wish to make you aware of when your dog is uncomfortable in daycare/group. Not all dogs are extroverts and some only enjoy daycare when they are young and can actually outgrow groups- preferring 1-2 friends instead. Others need special attention, shorter days or get anxious when away from home. We will treat each dog as an individual and give them the attention they need to feel comfortable, or advise on alternate options to help your dog.

Drop-off and Pick up Procedures:

Currently, drop off and pick up is curb-side. Please pull up with the passenger side facing our door- we can see you on the cameras so please refrain from calling unless there is a large delay (3-5 minutes).

When we come out, roll your window down and we will put our leash on your dog, open your door and let them into the building. If possible, refrain from putting dogs in trunks of SUV or vans as we will be using our leash and it could be a safety issue if they jump out. We are happy to accommodate dogs with a good stay or in a crate and for pick up we can place them in the trunk.

Nothing should come with your dog unless you bring a food container. No bags, leashes, collar or accessories please. You can also bring physical copies of vaccines, or call/email them in. For regulars, we recommend you bring at least a week's worth of food with instructions on how much you want fed each day.

We encourage you to tell us if someone else is picking up and advise them on curbside procedures. These procedures ensure we work efficiently to get your dog to you in the order you arrive- skipping the car line or calling can slow us down. We can take payment with our mobile debit/credit machine, e-transfer or cash.

Other services:**

- **Birthday:** Celebrate with friends! Order a cake and receive a special photoshoot (Facebook). Cake can be distributed to friends as a birthday favor! Starts at \$25. Book at least a week in advance.
- **Bath:** We will bathe your dog during their daycare stay. We provide shampoo and towel dry. Blow drying optional and additional charge. Must give advance notice. Starts at \$25.
- **Nails and Ears:** With notice, some staff can provide nail trims or grinding (\$15). We also provide ear cleaning with our solution or yours (\$8).
- **Grooming:** Full grooming may be available depending on our grooming staff.
- **Training:** May be recommended to help dogs with play, listening or handling while at daycare. Training price depends on requirements of the session. The trainer will require an understanding of your goal and commitment to a regular schedule.
- **Socialization:** For dogs that may not be comfortable in a group to work on boosting their confidence or other goals discussed with our trainers. Dog should be able to attend 1-2 hours max or be comfortable being crated.

***prices subject to change and taxes*