

East Bay Paws Day Care & Boarding

Phone: (510) 688-3054

www.eastbaypaws.com

info@eastbaypaws.com

General Policies

Spaying/Neutering: Spaying and neutering is STRONGLY suggested but is not required for dogs to board at EBP. [However, each dog is temperament tested and we do not accept un-neutered or un-spayed pets into our daycare program.] We do not accept females that are, in heat.

Vaccinations and Kennel Cough: Only pets that have been fully vaccinated may stay at EBP. Canine cough, the doggie equivalent of the human cold, is an airborne bug that travels on beads of moisture in the air up to one city block. Your pet can catch this bug sitting in your own back yard. Today, the socialized, modern dog interacts at parks, pet stores and even at veterinarian offices. Typically the Bordatella inoculation will prevent an outbreak, but just like the human flu new strains pop up on occasion. EBP requires the Bordatella vaccination at least every **12 months**. Like the human cold, it is normally only serious to dogs already compromised by other health conditions and is typically treated by antibiotics while the strain just runs its course. EBP recommends that all vaccinations to be up-to-date **a week** before your pet's stay. Any pet given a vaccination less than 1 week before drop off will not be covered by our insurance policy for those illnesses and will not be allowed in playgroups. Required vaccines include Rabies, DHLPP, Bordetella, and a negative fecal sample. The fecal sample is to insure that any parasitic infections are not spread when the dogs are sharing yard space. This test must be given every year. We must have written proof of vaccines from your veterinarian.

Light Grooming: Brushing, nail clipping, warm baths for dogs under 25 pounds, and clipping hair. If your dog is a large breed that needs bathing, EBP may take your dog to a facility to hand bathe them and that may be an additional charge.

Fleas and Ticks: Pests can be a major bother to pets.. All dogs that play at EBP should be flea-free. We do recommend that all pets be kept on some type of flea and tick control. Any pets found to have fleas will automatically be given a flea bath at the owner's expense..

Injuries and Illnesses: EBP makes every effort to ensure the safety and health of every dog under our care. Because this is a social environment, staying here is equal in comparison to sending a young child to daycare. It is the responsibility of all owners to let us know about your pet's health upon drop off. If your pet has experienced any vomiting, diarrhea, coughing, lameness, or lethargy within a week before the scheduled drop off time, your pet will not be allowed to interact with other pets. In our playgroups and daycare, dogfights, nips, and scratches from playing are almost a certainty even with constant supervision. Your pet may not like every other pet he or she come in contact with. All play groups are supervised and we disinfect our facility twice a day to minimize the risk of injuries and illnesses.

Boarding and Day Care Policies

Personal Belongings: Toys and blankets are welcomed to make your dog's temporary lodging as close to home as possible. Please do not bring any treasured possessions you and your dog can't live without. Although we make every effort to treat your belongings with care, your dog and his or her newfound canine friends don't always show the same respect. **We do not accept any bedding thicker than ¼ inch, and owners will be asked to take any bedding back with them that is too thick for our washer. However, you may bring any sized blanket, but it does not mean we will be able to wash it or give it back clean.** Laundry is done on a daily basis. We provide soft bedding for all dogs, so please don't feel obligated to bring any with you. Please be sure that **everything** brought with your pet is **clearly labeled**.

Meals: Eating habits may change while your pet is staying at EBP. Diarrhea is a common result of a dog's nervous stomach from feeling a bit homesick. Please provide us with your own food from home. Although pets tend to eat a

lot less when away from home, be sure to pack enough for the entire stay. Please be sure that all food brought from home is in a sealed container or bag and **clearly labeled** with your pet's name and feeding schedule.

Medications: It is in the best interest of your pet to keep them on all necessary vitamins and medications. We do not have a vet tech on staff and therefore will not give any injected medications. Please be sure that all medications brought with you are **clearly labeled** with your pet's name, type of drug, prescribing vet, and dosing schedule.

Discounted Baths: While your pet is staying with us, weather conditions may increase your pet's need for a clean up bath. Our baths are FREE for dogs less than 10 pounds. Any dogs over 10 pounds and over will cost an additional fee of \$10.00.

Emergency Medical Care: If, in our judgment, your pet requires medical care during his or her stay here, we will make every attempt to reach you. As the owner, you are solely responsible for the payment of all medical bills for your pet, and you release EBP, its owner and employees, of and from any and all responsibility for, or claims, damages, debts, arising out of or related to such medical care, including, but not limited to, transportation to/from the veterinary clinic and choice of veterinarian or animal hospital. All efforts will be made to use the veterinarian listed by you. However, please understand that circumstances may prevent this and EBP has the right to choose another highly qualified veterinarian.

Overnight & Separation Anxiety: All dogs boarding with EBP have free roam of our home as if it was his or her home. We want to make them feel as comfortable as possible. They must be house trained and be non-aggressive. Our lights go out by 10:00 p.m and they will be put into a crate for their safety and the safety of other dogs in our care. Please let us know if your dog is NOT crate trained or may have separation anxiety. Our home is still a normal home and we can not have a dog barking or crying all hours of the night. Not only does this stress the dog it can also cause a nuisance for our other guests staying with us. Please BEWARE dogs who have low to high extreme separation anxiety will cost an additional \$15.00 per night. Here are some tips on changing your dogs behavior. **HYPERLINK** "<http://www.wagnttrain.com/SeparationAnx.htm>" <http://www.wagnttrain.com/SeparationAnx.htm>

Discipline: Rough housing is what dogs do best; however, we do not allow aggressive behavior. Since EBP promotes a social atmosphere, we can only admit dogs into the playgroups that are very social. Like people, dogs occasionally have bad days. If a dog displays mild non-social behavior, he or she is put into "time-out" for 5-15 minutes. This gives everyone a chance to settle down. If the behavior becomes consistent or puts the other dogs in danger, he or she will be asked to leave the daycare or boarding program. Doggie daycare and or boarding is equal in comparison to children's daycare. Dogs play with their mouths and therefore can transmit illnesses very easily. Please let us know before dropping your pet off if they have been experiencing symptoms of any illnesses. The dogs that are in daycare and or boarding change on a daily basis, so even if you think they may have picked up a little bug while they were here last, it is still not okay for them to intermingle with the other guests if they are feeling under the weather. Dogfights, nips, and scratches from playing are almost a certainty even with constant supervision when you allow dogs to interact in a social environment. We have many measures in place to stop any true fighting from occurring, but please remember that your pet, although very gentle in nature, may be very rough while playing with other dogs.

Temperament Tests: Every dog that stays at East Bay Paws will undergo a short evaluation. This will occur either by appointment for daycare or upon dropping off for boarding. This process takes about 15- 20 minutes, and helps us to better understand your pet's individual personality. We do accept aggressive dogs, but means they will board alone in their own spacious room and have one on one care with one of our staff. Please let us know what types of aggression he/she may have. for example, do they like cats, children, small dogs, large dogs? We frequently receive visitors and we want to make sure our visitors and your dog(s) are safe. Open communication with East Bay Paws helps us give you the best service we can provide and to help accommodate your four legged friend.

The staff at EBP prides itself in keeping an open relationship with all customers. If at any time you have any questions regarding our policies or your pet's stay here, please never hesitate to ask. We want all the dogs to not only be safe and healthy, but also happy. We are always open to comments and suggestions of ways to make your pets stay even better.