

## **Paws & Claws' Daycare with a Difference**

**Welcome!** We are so glad you're looking to join our daycare pack! Here's a little glimpse into our daycare and how things work around here. Give it a read & let us know if you have any questions or concerns.

**What We Do** - Caring for our client's four-legged family members is our top priority! Our Doggie Daycare is an excellent outlet for social dogs. We provide a physically & mentally stimulating day for your dog.

**Why We Do it** - We want to make your dog the best version of themselves that they can be. Dogs don't just come to play, they come to learn!

**How We Do It** - Expect a day rich with exercise, attention, interaction, & play with dogs of all ages, breeds, & sizes! Your dog will love being included in one of our small play groups (maximum of 15 dogs per group). Dogs are supervised closely, & good behavior & manners between the dogs are encouraged. Weather permitting, the dogs spend the majority of their days outside in our 22,000-square-foot outdoor play areas. If it's not so nice out, we'll make frequent trips out for potty breaks & fresh air. We have playtime as well as learning time, along with a bit of downtime to give their brains & bodies a chance to rest & recharge before we start the whole process all over again.

**\*Please note that daycare is not intended for socializing a timid/inexperienced dog. It is meant to be a place for social dogs to play & learn with friends.\***

### **Requirements & Recommendations**

- Proof of a current Rabies vaccine is required.
- Distemper & Bordetella vaccines are highly recommended due to close contact with a multitude of dogs.
- Flea & tick prevention is strongly recommended due to the amount of time the dogs spend outside.
- Puppies must be at least 16 weeks (4 months) old to attend daycare. This may vary depending on breed.
- Dogs must have been in their home for a minimum of 1 month before attending daycare.
- All males are required to be neutered by 1 year of age. Unspayed females who are over 1 year old may be accepted on a case-by-case basis. Females in heat & 1-week post-cycle are not permitted. Unaltered dogs' hormones can cause issues, whether it is their own behavior or how other dogs respond to them.

### **How to Get Started**

- Fill out an application for enrollment, if you haven't already done so.
- We will call or email you for any additional information & to schedule an evaluation!
- On the day of the evaluation:
  - Arrive between 6:30 am-9:30 am with your dog—make sure they are on a leash!
  - Our friendly staff will greet you & your dog, then it's time for the evaluation to begin!
    - If you'd like, you may stay for the first part of the evaluation, where your dog plays 1-on-1 & in small groups, but we ask that you do not interact with your dog during this time.
    - We ask that owners leave when it's time for their dog to be introduced to a full group, as having an owner around can cause a dog to behave differently than they might during a regular daycare day. Think of it like how some children love being at kindergarten but still cry when dropped off there!
    - The evaluation takes around 2 hours. We will call you to let you know how it went!

- At that time you can either come back to pick up your pet or leave them for a full day of play!
- Evaluations cost \$10. If you choose to have your pup stay for the full day after their evaluation, we will waive the evaluation fee & you'll just pay for a full day of daycare.

### How Daycare Works

- You can choose either a half day, with a pickup between 12:00 pm-1:00 pm., or a full day with a pickup between 4:00 pm-6:30 pm
  - \$35/Half Day \$40/Full Day
  - Multi-dog household? \$40/Full Day for the first dog, \$35/Full Day for each subsequent dog!
- Make a reservation over the phone or through our customer portal—we don't allow drop-ins. Same-day reservations are permitted, but we encourage booking ahead of time to ensure we have space for your pup!

**\*We have a 24-hour cancellation/no-show policy: you will be charged for a day of daycare if the 24-hour cancellation window isn't met.\***

- All dogs must arrive between the hours of 6:30 am-9:30 am.
  - Dogs arriving later in the day tend to disrupt the group & can cause issues—having everyone arrive in the same time frame helps all pups play nicely together throughout the day!
- When you arrive, place your dog into 1 of the 2 intro rooms, remove any collars, harnesses or leashes, & a daycare attendant will come to collect your pup!
- After that, hang up your dog's stuff on the leash hook under your dog's name tag.
- Be sure to check in with the receptionist to ask about any enrichment activities planned for the day & confirm any additional services your dog is signed up for!
- At the end of the day, grab your dog's stuff & we will then place your dog into the intro room. You can then go grab them & be on your way home with a happy, tired dog!

### A Typical Day

**6:30 am-9:30 am** - The morning starts with playtime with friends!

**9:30 am-4:00 pm** - Groups rotate between playtime, learning, and rest!

- **Play:** Daycare dogs spend the majority of the day in our spacious outdoor play areas! In the event of very poor weather, dogs will play in our indoor play yards with frequent potty breaks.
- **Learn:** Believe it or not, mental exercise wears a dog out quicker than physical exercise! We all know the saying: a tired dog is a well-behaved dog. We practice daily reinforcement of core skills, such as basic commands, gate manners, & even some tricks! Many owners say their dogs are more well-behaved at home after starting daycare.
- **Rest:** Every dog has a threshold where overstimulation can turn into aggression. Dogs need 12-14 hours of sleep per day, & much like children, some have trouble taking breaks on their own. Rest periods are a method of proactively preventing issues from happening, instead of just reacting to them.
- **Bonus activities:** we offer a rotating schedule of taste tests, photoshoots, enrichment, & more!

**12:00 pm-1:00 pm** - Half-day friends head home for the day!

**4:00 pm-6:30 pm** - More free play as dogs wait to be picked up!

## About Our Daycare Facility

- Our staff is formally trained in dog behavior, body language, stress management, and aggression through The Dog Gurus & Fetchfind in collaboration with the International Boarding & Pet Services Association.
- Inside, we have surgical-grade flooring & antimicrobial wall coverings. Our air exchange system runs 24/7/365.
- All play areas have at least 2 doors or gates before the dogs reach the outdoors.
- Outside, we've got recycled rubber mulch & natural grass play yards. All outer fencing is 6 feet tall. Splash pools, sprinklers, & shade sails keep the pups cool during the warmer months. Daycare dogs love rooting around in the sandbox & playing on & around our play structures!
- The facility is cleaned inside & out daily. Waste is scooped constantly throughout the day.
- As some dogs can be toy-aggressive, we don't use toys except for 1-on-1 with a staff member.

## FAQs

### Do you separate based on size?

Yes & no—groups are based on play preferences & temperament so dogs can make friends of all shapes & sizes! If your small dog is spooked by bigger friends, however, we do reserve 15 spots for a smalls-&-oldies-only group every Monday.

### Can my dog do half a day of daycare if their grooming appointment is in the morning?

We cannot allow a dog to do a half day of daycare after a morning grooming appointment for the same reason we don't allow PM drop-offs. You are more than welcome to drop your dog off for a half day of daycare in the morning if they have a grooming appointment in the afternoon. We will call or text you when your dog's grooming is done.

### How long do I have to use all the punches on my daycare package?

Daycare packages expire 6 months after purchase.

### Do the dogs receive a daily report card?

We are more than happy to provide you with an in-depth report card that includes your dog's demeanor for the day, friends, & lots of cute pictures! Report cards are \$2 each.

### Do you group sibling dogs together?

We avoid grouping sibling dogs together for a few reasons. Some sibling dogs are codependent & we want daycare to be a way for them to branch out, make new friends & build confidence. Sibling dogs also tend to be

protective of each other & play rougher together, which can cause issues in a group setting.

### What's the medical emergency procedure?

Our staff is trained in canine first aid & is equipped to handle minor injuries. If something were to happen that would require a vet visit, we would first call the owner to inform them of what has happened. We would then check to see if the dog's regular vet is available to see the dog. If the regular vet is not available, or if the situation is extremely urgent, we will take them to Oakwood Hills Animal Hospital since it is the closest vet to us.

### How will your staff handle misbehaving dogs?

Our daycare staff is trained in redirection, which will be the first course of action if the dog is misbehaving. If the behavior persists, the dog will then be put in a time-out to try & mitigate the behavior. Any & all behavior concerns will be relayed to you to keep you up-to-date with your pup's behavior.

### Can my dog go to daycare every weekday?

Yes, but we don't recommend it. Too much time in a daycare environment can lead dogs to become extremely lethargic or withdrawn, along with developing behavioral issues such as reactivity. 2-4 days/week max is a good rule of thumb.

### Can I tour the facility?

**Yes! We would love to show you where your dog will be playing! Please just call in advance to arrange your tour so we can ensure we have staff ready to assist you.**