

# Paws on Hubbard

Playing Paws Academy

## Information & Overview for the Playing Paws Academy

Welcome!!

Safety for all dogs in our care comes first and foremost. Health & veterinary screening is for the protection of everyone. It is far more effective to prevent a disease outbreak in the first place than it is to treat it.

We ask many, many, many questions about your dog, their likes, dislikes, fears, etc. This is followed up with an on-site assessment visit. Just as you wouldn't leave a child somewhere that frightens them, it is important that your dog is comfortable here too.

Scheduling isn't really fun for anyone, but it is something that keeps the Academy running smoothly. There are pick-up and drop-off procedures, there are booking requirements, and there are missed appointment and cancellation policies. They're not drafted because we like rules: they're put in place so that everyone knows how things work and so they can plan accordingly.

The service agreement exists so that terms and conditions are understood from the start. Frequently asked questions are answered within the service agreement, as well as some answers to other things that we hope are infrequent.

Covid has added a layer of stress to our daily lives. We will do our best to smooth it out with a human mask policy and with minimum-contact procedures. Please understand that we sometimes deal with dozens of people daily. We don't want to become the place where things fall apart and we certainly don't want anyone getting sick.

To enrol a dog in the Playing Paws Academy you will need:

- enrolment application
- veterinary care / vaccination record
- signed agreement covering health, behaviour, and services
- assessment visit

### The Services

Playing Paws Academy is a service for individual dogs providing enriched experiences geared to that specific individual dog and to what the owner would like their dog to learn. There are no group activities in the Academy. Please look to other service providers in town if you're wanting that package.

This is a Montessori-like kindergarten for family dogs. Activities vary with each dog. For shy dogs we add games for self-confidence. For boisterous dogs we add games for self-control. We will taper down the excitement for older dogs and we will add movement for dogs that need to burn off steam. Dogs are tended individually, and for safety there is a kennel space assigned to every guest dog that is here.

As part of screening you will bring your dog for an assessment visit. We will discuss what your dog needs and what you would like. We will start with a plan and you'll be kept updated on how things are going.

## **Veterinary Screening**

Up to date veterinary information is required for all dogs. Many vets will email it to us directly, or, you will need to provide copies of those forms for our records.

Vaccinations we look for:

- The standard veterinary mixed vaccine, which among other things includes Parvovirus, Distemper, Flu, etc.
- Rabies: while bites are the most widely known method, rabies can be transmitted to dogs and humans through saliva
- Bordatella: Kennel cough is transmitted dog to dog through contact (licking & nuzzling), airborne (coughing and sneezing), and on contaminated surfaces.
- Leptospirosis: these bacteria can affect both dogs and humans, and is transmitted through contact with urine from infected animals or by contact with soil, water or food that has been contaminated with the urine of infected animals.
- Fleas and Ticks: these little hitchhikers can contaminate a location and can transmit disease to animals and humans alike.

A clean bill of health is critical for guest dogs, for visiting humans, and our staff. We will be “dogged” about it! On our part we will keep the facility clean and we have installed air filtering equipment with hepa filters and with uv light to kill bacteria and viruses.

Any change in your dog’s health status is important to us and all our guests. Please keep us in the loop.

## **Behaviour**

This is a play school for dogs where they will be taught using food and toys. Dogs cannot guard or be aggressive about them. Staff safety depends on your honesty.

While dogs are here they will need to remain in a controllable state while they are in the same room or walking past kennels with other dogs in them. Dogs in our care cannot be aggressive to other dogs.

Equally relevant to the quality of their stay, if your dog is truly fearful of other dogs, they will not be comfortable with other dogs close by. Please have a discussion with our staff and perhaps find an alternative for your specific situation.

## **Scheduling**

Once you make an appointment your space is reserved and other customers are turned away. There will be no refund for no-shows. See the services agreement for more detail.

## **Covid**

Masks are required to come in the building. Pick up and Drop off procedures are posted, and provided within the services agreement.

## **Services Agreement**

This answers many questions, outlining terms and conditions of service.