

# Bed Bark & Beyond

Home Boarding and Day Care – Policies and Procedures

## Table of Contents

<b><i>Licensable Activity</i></b> .....	<b>3</b>
<b><i>Licence Holders – Trading as Bed Bark &amp; Beyond</i></b> .....	<b>3</b>
<b><i>Insurance Details</i></b> .....	<b>3</b>
<b><i>Veterinary Arrangements</i></b> .....	<b>4</b>
<b><i>Emergency Key Holder Details</i></b> .....	<b>4</b>
<b><i>Boarding/Day Care Policy</i></b> .....	<b>4</b>
<b><i>Training Policy</i></b> .....	<b>7</b>
<b><i>Staff Training Record</i></b> .....	<b>7</b>
<b><i>Emergency Plan</i></b> .....	<b>7</b>
<b><i>Fire</i></b> .....	<b>8</b>
<b><i>Carbon Monoxide</i></b> .....	<b>8</b>
<b><i>Power Loss</i></b> .....	<b>8</b>
<b><i>Heating Loss</i></b> .....	<b>9</b>
<b><i>Water Loss</i></b> .....	<b>9</b>
<b><i>Extreme Weather</i></b> .....	<b>9</b>
<b><i>Feeding Procedure</i></b> .....	<b>10</b>
<b><i>Cleaning and Maintenance Procedure</i></b> .....	<b>10</b>
<b><i>Daily Cleaning</i></b> .....	<b>10</b>
Deep Clean .....	<b>11</b>
Between different dogs and/or weekly. ....	<b>11</b>
<b><i>Additional Cleaning</i></b> .....	<b>11</b>
<b><i>Vehicles</i></b> .....	<b>11</b>
<b><i>Maintenance</i></b> .....	<b>11</b>
<b><i>Dog Waste Removal Procedure</i></b> .....	<b>12</b>
<b><i>Transportation</i></b> .....	<b>12</b>
<b><i>Spread of disease prevention and control</i></b> .....	<b>13</b>
<b><i>Illness</i></b> .....	<b>13</b>
<b><i>Vaccinations</i></b> .....	<b>13</b>
<b><i>Fleas/Worms</i></b> .....	<b>13</b>
<b><i>Handwashing</i></b> .....	<b>13</b>
<b><i>Infection Control</i></b> .....	<b>14</b>

<b><i>Dog health and welfare monitoring</i></b> .....	<b>14</b>
<b>Enrichment</b> .....	<b>15</b>
<b>Veterinary Interventions</b> .....	<b>15</b>
<b>Medicines</b> .....	<b>15</b>
<b><i>New Dogs</i></b> .....	<b>15</b>
<b><i>Death or Escape of Dog</i></b> .....	<b>16</b>
<b>Escape</b> .....	<b>16</b>
<b>Death</b> .....	<b>16</b>
<b><i>Suspension of licence Procedure</i></b> .....	<b>17</b>
<b><i>Useful Contacts</i></b> .....	<b>17</b>
<b><i>Prices</i></b> .....	<b>18</b>

## Licensable Activity

Animal Welfare Activity Licenced No.		028591 – 4 Star Higher Standard
Licensed activities	Renewal Due	10/09/2027
Home boarding for Dogs	Max 6 Dogs – Including resident dog (if five, then two pairs of which must be from same household)	
Day Care for Dogs	Max 6 Dogs (Including resident dog)	

## Licence Holders – Trading as Bed Bark & Beyond

Name	Role	Training
Natalie Lawrenson	Manager/Admin	DBS Checked
Andrew Lawrenson	Senior Supervisor/ Dog Handler Day to Day Dog Welfare	OFQUAL Level 2 Canine First Aid/CPR DBS Checked

## Insurance Details

Provider: Protectivity	Description	Limits
Policy No: 444900304455	Public Liability	£5,000,000
Name: Natalie Lawrenson		£100,000

Exp: 26/08/2026	Care, Custody and Control of Animals	
-----------------	--------------------------------------	--

## Veterinary Arrangements

Name	Address	Training
Hill Park Vets Elm Park	89 Coronation Dr, Hornchurch RM12 5BT	01708 458424
Hill Park Vets Harold Hill	1 Lindfield Road Harold Hill RM3 9BJ	01708 344455

## Emergency Key Holder Details

Name	Mob 1	Mob 2
Linda/Karl Lewis	07747692312	07733030511

## Boarding/Day Care Policy

1. All dogs must be up to date with boosters, with proof given before stay per conditions of our license.
2. All dogs must be up to date with flea, tick and worm treatment, with proof given before stay per conditions of our license.
3. Licence will clearly be displayed on premise at all times
4. All records including booking forms, trial form and incident forms will be kept for 3 years.
5. Max no. of dogs on-site will be 5 (plus resident dog), only if agreed by all owners
6. Dogs from different households will only be boarded together with owner's consent for their dog to mix with other dogs.
7. New dogs and owners will be invited to a meet and greet at our home so both owner and dog can get comfortable with our home and our resident dog Coco.
8. First time visitors boarding for more than 3 nights will need a 1-night trial stay charged at a reduced rate.
9. Each dog will be free to roam but will also have a designated room if needed for separation/quiet time. This room WILL NOT be the bedroom of our 12-year-old.
10. Each designated room will have attached baby gates for easy separation of dogs.
11. If dogs from the same home come to stay the permission needs to be given for them to sleep in the same room, or advised if they need to be separated.
12. The garden also has a picket fence and gate if separation of dogs is needed.

13. Garden will be available at all times for toileting and outside play.
14. Dogs are free to use garden together, only if owners have given consent.
15. If in transport for park/wood's visits. Dog's will be secured and safe at all times in the vehicle. They will never be left unattended in vehicle.
16. Dog's will never be left alone in our home for more than 3hrs in a 24hr period.
17. Dogs will be fed separately unless from same household (with consent).  
Water will be available for all dogs' day and night.
18. Food will not be left down throughout the day (to save other dogs from eating it) If a dog needs to eat in more than one sitting the bowl will be put down and picked up to give many opportunities for the dog to eat.
19. Dog's will be fed food provided by owner following the dog's usual feeding routine. Any issues with not eating/drinking will be notified to owners promptly to advise.
20. Dog food will be prepared and given separately from any human meals.
21. Our Programme for enrichment will include 2 daily walks in local parks and woods. Garden/indoor play. Treats, toys and rewards will be given each day. Daily brushes of dogs will be given. Owners to advise if dog has any specific requirements of the above. (i.e. shorter walks for elderly dogs)
22. If toy possession is an issue with visiting dogs, then their own toys will be kept away and in house toys used which resident dog (Coco) has no problems sharing.
23. Two walks a day, during suitable temperatures. Early/late walks if the day is particularly hot. If weather doesn't permit walks, then extended playtime and mental enrichment will be given.
24. Dog's behaviour will be closely monitored. Owners will be informed of any ongoing aggression, fear or anxiety. If this occurs dogs will be given separated time in designated rooms. Especially so for elderly dogs, puppies and those on medication.
25. Dogs under one year of age will be given attention and care additional to policies already written. This will include 1:1 time for play and enrichment. Monitored play sessions with older dogs. Designated room will be our own bedroom for night time monitoring. Separate walks if needed from older dogs. With special attention given to socialising with other dogs met on walks.
26. Any dogs showing signs of illness will not be accepted for boarding.
27. Booster Vaccinations must be completed before boarding which cover Canine parvovirus (Parvo), Canine distemper, Infectious canine hepatitis (adenovirus), Leptospirosis, Kennel Cough (Bordetella bronchiseptica and canine parainfluenza virus)
28. Primary vaccination courses must be completed at least 2 weeks before acceptance into boarding.
29. All dog waste will be picked up throughout the day and disposed of in household domestic waste which is stored outside. Away from feeding and sleeping areas.

30. If a dog appears ill or injured, the owner will be notified, or their proxy if unreachable. Advice will also be sought from our designated vets.
31. Dogs owners agree for us to use, if needed, our designated vets during their dog's stay.
32. Any medications as well as our dog first aid kit will be stored above our kitchen cupboards in a secure container.
33. All dogs must come with a bed/crate to sleep in. Dogs will not be allowed to sleep on the floor overnight.
34. All dogs must come with a harness that fits the dog securely for the purpose of walks, Collars alone aren't accepted as can cause damage to dog's throats if the dog pulls.
35. Dogs are allowed on our furniture, if owners are happy for this. Dogs are not allowed on our bed overnight.
36. We will never put dogs in a crate or cage. Unless an owner gives permission and provides a crate which the dog is already used to.
37. When out of walks our own dog tag will be fixed to the harness with our name and details should a dog get away. (Although every care will be given to ensure this doesn't happen)
38. Owners must give consent for dogs to be walked outside of our home, and consent to being walked with resident dog and where applicable dogs from other households.
39. Dogs will not be walked in groups more than that stated in our licence.
40. If a dog is elderly and needs shorter walks they may be walked separately from other dogs.
41. If a dog cannot be exercised based on vet advice from the owner, then they will be given equal and alternate time with other forms of mental stimulation such as toys, treats and play at our home.
42. Female dogs due in season at time of booking will not be accepted with dogs from other homes. Equally non neutered males will not be booked at the same time as female dogs in season.
43. Our 12 year old will be allowed to interact with the dogs at all times with Andrew present. Dogs will never be left solely in the care of our son. If our son needs space from dogs then his own room is not a designated room so his door may be shut to prevent dogs from entering. Our resident dog may use this room as a designated room.
44. Each time a dog leaves our care, the house will be fully cleaned and tidy ready for the next dog coming to stay.
45. Owners must provide suitable food and treats for their dogs stay, although we will also provide natural/healthy treats if the owner is happy with this.
46. We will never give raw hide treats, if owners give them to us then they will not be given to any dog.

47. If a dog is a fussy eater, all efforts will be made to ensure the dog eats the food provided. If dog still refuses to eat then owner will be notified to discuss options.
48. If food needs to be frozen, advanced notice needs to be given at the trial so we can designate freezer space for the dog's food, separate from human food.

## Training Policy

1. This policy sets out **Bed Bark & Beyond's** commitment to the current and future development of our skills, expertise and ability. **Bed Bark & Beyond** recognises that effective development is not only vital to meeting future goals and ambitions but also makes an essential contribution to the development of a responsive, supportive sitters and well managed business. The only two members of staff **Bed Bark & Beyond** will have onboard are the licence holders Natalie Lawrenson and Andrew Lawrenson. With Andrew Lawrenson the Senior Supervisor and Primary Care Giver to all Dogs who are boarded. Natalie will only serve in an admin/booking capacity.
2. The Senior Supervisor Andrew will complete relevant OFQUAL regulated training in support of the premises Animal Activities Licence. He will also be fully qualified in Canine First Aid and CPR. He will continue with relevant training including courses and webinars with accredited establishments to enhance knowledge and training, relevant to his role, over time.

## Staff Training Record

All training undertaken by Licence Holders, Owners, Managers and other employees in relation to Animal Welfare must be recorded on this training record.

**Name:** Andrew Lawrenson

Senior Supervisor/Dog Handler/ Day to Day Dog Welfare

### External Qualifications:

**Canine First Aid Training** (Animal Courses Direct), Completed (28/06/2025), Certificate Available on request.

**Principles of Canine Health and Welfare Level 2**, Ofqual Regulated (Animal Courses Direct), Completed (29/08/25), Certificate Available on request.

**Other:** DBS Checked, Completed (27/08/25), Certificate Available on request.

## Emergency Plan

This Plan has been produced in recognition of the importance of operating effective contingencies for dealing with foreseeable emergencies such as fire, loss of power,

loss of heat, extreme weather (hot and cold) and widespread disease outbreak. This plan will consider dealing with evacuation and shelter contingencies for dogs at **Bed Bark & Beyond**.

### Fire

Co2 Fire extinguisher and fire blanket are located in the kitchen boiler cupboard. Fire extinguishers are serviced annually.

Smoke detectors are located in the hallway and living room.

Upon discovering a fire, the member of staff will immediately sound the alarm.

All dogs will be put on a lead. Leads are hung up behind the kitchen door. We will wait with all dogs outside of **6 Evansdale, Rainham**. If possible, dogs will be placed in crates outside our home or in our transport van. The dogs will only be returned to the house when it is safe to do so. Dogs that cannot longer be accommodated due to damage shall be transferred in the first instance to the owners, if not possible transferred to another Licensed Dog Boarding establishment forthwith.

Fire drills are undertaken twice per year; one shall involve the removal of all dogs from the house.

### Carbon Monoxide

There is a gas boiler providing heating and hot water located in the kitchen. A Carbon Monoxide detector is located in the kitchen and tested monthly. The gas boiler is serviced annually by a competent gas safe engineer. Carbon Dioxide is a tasteless, colourless, odourless gas that is toxic. In the event that the Carbon Monoxide detector sounds, staff shall quickly make their way out of the building opening windows and doors as they go. Call 999. All dogs will be put on a lead. Leads are hung up behind the kitchen door. We will wait with all dogs outside of **6 Evansdale, Rainham**. If possible, dogs will be placed in crates outside our home or in our transport van. Staff and dogs not re-enter the building until told it is safe to do so

### Power Loss

Emergency torches are located in the electric cupboard next to the bathroom. The torches are tested monthly to ensure the batteries are working.

In the event of a power loss the power company will be called to ascertain when the power is likely to be returned. If the power is likely to be off for more than 24 hours then consideration to hiring a generator shall be made. Loss of power in winter is likely to lead to loss of heating, so the loss of heating plan shall be followed.

Alternatively, if the power cannot be restored via main or generator after a reasonable period of time. We will contact the owners, or their proxy if uncontactable. If still unreachable we will board the dogs in a nearby Licensed boarding establishment.



Emergency contacts (proxy's) for all boarded animals shall be kept 'on the cloud' so they can be accessed remotely or on a 'grab sheet' in the kitchen.

## Heating Loss

In winter the loss of heating could be serious.

We will ensure all doors and windows are closed to prevent any dogs entering the outside areas and to prevent the unnecessary loss of heat.

See scenario for loss of power. Consider providing alternative heating arrangements such as gas heaters. Before gas or solid fuel appliances are used a thorough risk assessment will be performed considering fire, burns and potential for carbon monoxide poisoning. Only heaters approved for indoor use shall be used.

Alternatively, if the temperature cannot be safely maintained above 10°C then arrangements to contact the owners/proxy will be made, then if uncontactable board the dogs in a nearby Licensed boarding establishment will be made.

## Water Loss

In the event that there is a loss of water the utility company will be contacted to determine how long **Bed Bark & Beyond** will remain without water.

If it is to be no longer than 24 hours, then sufficient water bottles will be purchased from a local shop to ensure the dogs are supplied with fresh drinking water. Sufficient water for handwashing and spot cleaning should also be purchased. (Note sanitiser is not a suitable alternative to handwashing but can help to reduce the bacteria and viral loading on a person's clean hands).

If the premises are to be without water for longer than 24 hours then it becomes difficult to deep clean, use washing machines and maintain hygiene standards. In this case dog's owners will be contact, if unable to be contacted dogs will be placed with other Licensed Dog Boarding premises until the water supply is re-established.

When the water supply is re-established then the premises will be deep cleaned.

## Extreme Weather

**Heat:** Fans are provided, and escape proof windows can be opened to help with the air flow. In the unlikely event that the temperature cannot be maintained below 26°C air conditioning units will be hired to lower the indoor temperatures. Dog walks will be limited to the coolest part of the day (early mornings & late evenings) and dogs will not be encouraged to be active when it is hot. Regular replenishment of cool drinking water will be undertaken. Wet cool towels will be provided for dogs to lie on and Cooling mats will be provided indoors and outdoors in the shade.

**Cold:** If the current system cannot maintain the temperature above 10°C supplementary heating electric or gas heating will be provided. Before electric or gas appliances are used a through risk assessment will be performed considering fire,

burns and potential for carbon monoxide poisoning. Only heaters approved for indoor use shall be used.

**Damage to buildings:** In extreme weather the dogs shall be restricted to indoors only. In the event that the house is damaged (e.g. falling trees, roofs missing significant tiles) then arrangements to contact the owners/proxy will be made, then if uncontactable board the dogs in a nearby Licensed boarding establishment if there is no longer sufficient suitable safe accommodation at **Bed Bark & Beyond**. Efforts should be made to capture any dogs that have escaped, but only if safe for the staff to do so.

## Feeding Procedure

At **Bed Bark & Beyond** we provide fresh water for each dog on a daily basis in separate water bowls. Water will be changed several times daily or sooner if visibly soiled/contaminated. Water bowls are kept separate from food bowls and positioned in several areas around the kitchen/outside in the shade to allow all dogs to access water. When dogs are confined to their designated rooms a water bowl will be provided in that room. In our kitchen we have a dedicated area for preparing dog food separate from kitchen counters. As well as dedicate utensils for dog food prep.

All dogs will be fed separately unless the owner has given permission for them dogs from the same household to be fed together. All dogs will be fed twice per day, unless advised differently by their owner or Vet. We will work with the owner to ensure their dog's dietary requirements and eating habits are met.

Food intake will be monitored on a daily basis and owners contacted, or if needed veterinary advice sought if a dog has not eaten for 24 hours.

## Cleaning and Maintenance Procedure

At **Bed Bark & Beyond** we recognise that cleaning and disinfection are important to help prevent the spread of infectious disease. The house and designated rooms are thoroughly cleaned and disinfected following departure of any dogs. We use a pet-safe disinfectant and cleaners. Each designated room is checked and cleaned daily as necessary. Soiled toys or bedding materials will be removed and cleaned and disinfected. Water and feed bowls are emptied and cleaned daily.

### Daily Cleaning

1. The designated rooms will be hoovered to remove debris such as dog fur. Smooth floors will be moped.
2. Clean food and water bowls in hot, soapy water. Throw away broken or damaged bowls. Refill food and water bowls.
3. Dog beds/crates will be checked for soiling.
4. Use hot, soapy water and paper towel to spot-clean the designated room. Pay special attention to scrub vomit, faeces, mud, etc.
5. All communal areas will be moped and disinfected daily.

6. Wash all cleaning instruments by dunking and agitating in a bucket of hot, soapy water. Disinfect all cleaning instruments after cleaning, allow all cleaning instruments to air dry.

7. Clean sink area by wiping down with hot soapy water. Disinfect sink area by spraying with disinfectant.

## Deep Clean

Between different dogs and/or weekly.

1. If not vacant remove dog from designated room.
2. Remove all bedding, toys, and dishes from the room.
3. Wash in warm soapy water then disinfect all dishes, toys, crates and dog beds.
4. Vacuum and/or sweep the room.
5. Soft furnishings will be Fabric sprayed
6. Soft dog bedding, blankets and towels etc will be washed on a hot wash.
7. Allow disinfectant to remain on the surfaces for the time specified in the manufacturer's instructions (most require several minutes to be effective). Wash off the disinfectant (unless the instructions advice otherwise).
8. All cleaning equipment will be cleaned with detergent and hot water and then disinfected.
9. Mats and soft furnishing may need to be shampooed if heavily soiled.

## Additional Cleaning

1. The kitchen will be swept and moped daily. All kitchen units will be wiped down with warm soapy water and then wiped down with disinfectant.
2. The garden will be inspected multiple times daily for dog faeces, urine and vomit. Dog faeces will be removed forthwith. Dog vomit, urine and poorly formed stools will be rinsed away and the area treated disinfected where necessary.

## Vehicles

1. All vehicles will be cleaned and disinfected daily (If used).
2. If a dog soils the vehicle, the vehicle will be cleaned and disinfected before being used again.

## Maintenance

1. Any items used by resident dog or dogs visiting will be regularly checked for damage and when deemed unsuitable for use, will be disposed of and replaced.
2. Toys will be checked regularly and any that are damaged removed and disposed of.
3. Outside areas will be well maintained with any debris or other items that could cause harm and/or be ingested removed. Grass areas will be cut and kept in good order. Any weeds will be removed regularly.

4. All leads and harnesses given to us will be checked to see if they are secure and in good working order. I.e. not frayed or damaged. If equipment given is seen to be damaged then owner will be notified and if possible, we will use spare equipment. Although if a dog is due to come to us again, we will expect this equipment to have been replaced by the return visit.
5. All baby gates for designated rooms will be regularly checked to make sure they are secure.
6. Fire alarms will be regularly tested and when recommended, they will be replaced.
7. Boiler will be serviced annually to ensure heating and hot water.
8. If anything, relating to electrics, plumbing or heating appears to be faulty then a qualified contractor will be called out to assess and repair any issues as soon as possible.
9. Transportation will have a yearly MOT and Service as well as regular checks. If at any time it is unable to be used, for example to take dogs on walks to parks. Then dog walking will be undertaken around local neighbourhood.

## Dog Waste Removal Procedure

As there will only ever be maximum 5 dogs on premises (including resident dog). Dog waste will be put out with the domestic waste in black sacks as per Havering Councils Black Bag waste procedure. Waste bins will be kept outside at all times separate from dog eating, sleeping and play areas.

## Transportation

**Bed Bark & Beyond's** vehicle is a Fiat Doblo. Dogs can be transported to and from an owner's home (additional fee), to a place for daily exercise and to or from the vets.

Dogs will be placed in a secure dog car seat for breeds under 7kg or on the car seat for larger dogs, both secured wearing harness to seat buckle to ensure their safety. Dogs will only be transported for a maximum of 15-20 mins and all long journeys will be planned in advance to minimise delays due to traffic. Sufficient drinking water will be carried for the dogs when transported and being exercised away from the home. Sufficient cleaning materials will be kept in the vehicle to deal with soiling when away from the home.

Dogs will not be transported in the Fiat Doblo in extremely hot or cold weather, unless in an emergency.

The Fiat Doblo will be thoroughly cleaned and disinfected according to the cleaning regime.

## Spread of disease prevention and control

### Illness

No animal suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted. **Bed Bark & Beyond** will refuse admission to any animal showing signs of ill health pending advice from a Vet.

Daily observations are made to check if any dogs are showing signs of illness.

Should an animal in our care show signs of suffering from an infectious or contagious disease they will be immediately transferred to our assigned Veterinary surgery who provide isolation facilities. The dog will be treated according to the agreements in our policies and procedures and booking form.

The home and vehicles are cleaned according to the cleaning regime.

### Vaccinations

An up-to-date vaccination card/print out from the vets must accompany all dogs. It is compulsory that all dogs must be up to date with booster vaccinations which protect against:

- Canine parvovirus (Parvo)
- Canine distemper
- Infectious canine hepatitis (adenovirus)
- Leptospirosis
- Kennel Cough (Bordetella bronchiseptica and canine parainfluenza virus)

### Fleas/Worms

It is **Bed Bark & Beyond's** policy to ask all clients to worm and flea treat their dogs within 1 week prior to boarding for their own well-being. If there is evidence of fleas, lice, ticks or worms whilst they are staying with us, we will contact the clients' vets to arrange treatment. The cost of any treatment will be invoiced to the client.

### Handwashing

1. All staff will wash their hands when they start work, before interacting with any dogs.
2. All staff will wash their hands in the dedicated hand wash sink (Bathroom) after interacting with dogs.
3. All staff will wash their hands after undertaking any cleaning jobs.
4. Handwipes and sanitiser will be provided for staff when they are walking dogs away from the home.
5. A clean hand drying towel will be provided daily or more frequently if soiled.

## Infection Control

A dog showing signs of an infectious disease will be placed in the bathroom. This room has smooth floors and wipeable surfaces for easy cleaning and infection control. Fabric items will be removed from the room except for the dog's bed or blankets, which can be easily washed in the washing machine.

Personal Protective Equipment (PPE) must be worn by all staff and visitors (owners/vets etc) entering the bathroom that is housing a potentially infectious dog. At a minimum, this consists of disposable gloves, disposable apron and impermeable shoe covers that are only worn in the isolation area.

Gloves, apron and shoe covers must be discarded after a single use.

Designated Personal Protective Equipment (PPE) must be removed before leaving the bathroom

Contaminated items (e.g., dishes, toys and laundry) must be bagged prior to being removed from the isolation area, to be cleaned and disinfected, or disposed of.

Waste from an isolation room must be treated as infectious and must be bagged prior to being removed from the isolation area. Bags should then immediately be discarded in the external bins.

Hands must be washed immediately after leaving isolation. If clothing becomes soiled then it must be changed and washed before the staff member interacts with other dogs, to avoid spreading any potential disease.

## Dog health and welfare monitoring

The health, safety and welfare of our resident dog as well as any visiting dogs is the top priority at **Bed Bark and Beyond**. Dogs are checked continuously throughout the day and interactions with each dog are recorded on the daily record sheet.

1. Check to ensure that the dogs are eating and drinking normally,
2. Undertake a health check as agreed with the owner
3. 1st Daily Dog Walk
4. 2nd Daily Dog Walk
5. Access to external garden for at least 20 minutes
6. Dog is defecating and urinating & behaving normally

If there is concern for the health or safety of a dog more frequent observations maybe undertaken and recorded separately to the daily observation sheet. The date and time of every check should be listed, and notes made on the observations

(temperament, behaviour, vomit, diarrhoea, lethargy etc) and the decisions made on next steps e.g., make further observations in an hour, move to isolation in the bathroom and contact a vet.

### Enrichment

Enrichment activities are essential for a dog's mental wellbeing. Daily enrichment for dogs will be undertaken which is tailored the individual dog's needs. This includes;

- Human interactions such as 'play time' or grooming activities
- Interactions with other dogs
- Two 20 minutes walks per day (as a minimum!)
- Opportunity to spend time the garden
- Puzzle feeders
- Access to a variety of dog toys

### Veterinary Interventions

If **Bed Bark and Beyond** believes the dog requires treatment by a vet, we will first try to contact the owners or the owner's local proxy, except in emergencies. **Bed Bark and Beyond** will always endeavour to take the dog to its usual vet, but if that is not possible it will be taken to **Bed Bark and Beyond's** Vet's namely **Hill Park Vets, Elm Park**. If expensive treatments and investigations are required **Bed Bark and Beyond** will again try to make contact with the dogs' owner or owner's local proxy. If the owner or proxy cannot be contacted **Bed Bark and Beyond** will take advice from the Vet and make the decisions based on the health and welfare of the dog. If euthanasia is recommended, on humane grounds by the Vet, **Bed Bark and Beyond** will try to contact the owner or proxy however **Bed Bark and Beyond** will not unnecessarily prolong the suffering of dog.

### Medicines

**Bed Bark and Beyond** will administer all medicines according to the instructions of the owner or Vet. All medication is stored safely in the medicine box above the fridge. Or if they need refrigerating then the top shelf of the fridge door.

### New Dogs

All new dogs are closely monitored, especially in the first 48hours to ensure they are enjoying their stay.

All new dogs will have a meet and greet trial between their owners and **Bed Bark and Beyond** before any booking is confirmed. Any dogs boarding for more than 3 nights will need a 1-night trial stay. Meet and Greets will be conducted separately for each new dog. However current visiting dogs may be present who have already been trialled and owners have given permission to mix with other dogs.



## Death or Escape of Dog

### Escape

Every effort is made to ensure that the home is secure, and dogs cannot escape. All boarding dogs must come with a harness. **Bed Bark & Beyond** will attach to the harness a tag with the premises name, address, phone number and name of licensee.

All windows are fitted with window restrictors to prevent dogs from escaping or kept locked (to prevent accidental opening).

In the unlikely event that a dog does escape the following procedure will be followed:

1. We will make an immediate search of the premises and grounds.
2. The Dog Warden Service will be contacted to see if the dog has been handed in and details of the dog left with them to make contact if the dog is found.
3. The local RSPCA will be contacted to see if the dog has been handed in and details of the dog left with them to make contact if the dog is found.
4. Local Vets will also be contacted to see if a dog has come to their attention.
5. The owner and local proxy will be contacted and kept informed of the situation, if possible, the home address will be checked by the local proxy, or member of staff, in case the dog has returned home.
6. Posters will be placed, and local streets searched.
7. Social media posts will be utilised asking local residents etc to share a photograph of the dog and report any sightings to **Bed Bar k& Beyond**.
8. A thorough investigation will be undertaken into the circumstances of the escape and procedures implemented to prevent a similar occurrence.

The Incident Investigation Form will be completed.

### Death

In the unlikely event of a death of a dog the following procedures will be followed.

1. The dog will be removed from the home and taken to **Bed Bark & Beyond's** nominated Vet.
2. The Vet will be asked to determine the cause of death.
3. The owner and/or local proxy will be contacted at the earliest opportunity to inform them of the death.
4. The dog's body will be stored at the Vets until the owner is able to collect the body.
5. An Incident Investigation form will be completed.



## Suspension of licence Procedure

If the License is suspended or revoked by the Licensing Authority, then **Bed Bark & Beyond** is no longer allowed to board dogs. Arrangements will be made to place any dogs in local licensed dog boarding establishments within 24 hours. Havering Council will be informed when all dogs have been placed.

All dog owners or their local proxy will be informed of the name, address and contact details of the dog boarding establishment that is now caring for their dog. In the unlikely event that the dog is unable to be placed with a licensed animal boarding establishment, the local proxy will be contacted to care for the animal.

## Useful Contacts

Name	Address	Training
Hill Park Vets Elm Park	89 Coronation Dr, Hornchurch RM12 5BT	01708 458424
Hill Park Vets Harold Hill	1 Lindfield Road Harold Hill RM3 9BJ	01708 344455

Other local vets	
Essex Vets Rainham	01708 592290
Vets for Pets Romford	01708 720920
The Wylie Veterinary Centre Ltd	01708 251200

Other Useful Contacts	
Havering Council-Animal Licensing	01708 433999
Havering Dog Warden	01708 432777
RSPCA East London and Havering Branch	07311 493080
Wanderers Haven Animal Sanctuary	07763646257
Pippa's Army! - Lost & Found Pets Havering & Thurrock	<a href="https://www.facebook.com/groups/190600674728851/">https://www.facebook.com/groups/190600674728851/</a>

## Prices

Prices per dog per night	
Overnight Boarding 1 dog (24hrs)	£30
Overnight Boarding additional dogs from same home (24hrs)	£25
Day Care (upto 10 hrs)	£20
Pickup/Drop Off	Fee to be discussed
<ul style="list-style-type: none"><li>• 50% of booking fee within 3 days of meet and greet</li><li>• Remaining balance due before booking commences.</li><li>• 100% of booking fee if booking commences within 7 days</li><li>• Refundable up to 30 days before.</li><li>• Non-refundable for July and August</li><li>• No refund for early collection</li></ul>	