



Prevention of the spread of disease or infection with dogs/cats at Greendale Farm Policy.

Should a disease or infectious outbreak become apparent on the premises of Greendale Farm Kennels and Cattery, the local vets will be notified immediately.

The infected or ill animal will be seen immediately by a vet and either transported by Greendale Farm to the vet, or the vet will come to the site.

An up to date vaccination booklet must be seen upon entering the kennels/cattery for animals to board. Dogs must have their annual boosters including the Lepto vaccine as well as the Kennel Cough Vaccine. Cats must have their annual boosters. Dogs and cats must have the required vaccinations for their own safety as well as the other animals in Greendale Farm's care.

Fleaing and worming your animals is done at the owners personal choice. If staff at Greendale Farm notice an animal has worms, fleas or any other parasite, they will be in contact with the owner to arrange a vet visit at the animal owners discretion.

If a dog, it will then be moved down to the isolation block. If a cat, they will be kept in their pen away from other cats.

In the case of a dog, this block will be equipped with the appropriate dip trays to prevent spreading the disease, the needed chemicals in order to clean and disinfect the kennels on a daily and regular basis.

The chemicals used to clean all of the living quarters are supplied by GHS direct. These are, Vira-Care, Baca-Care, and Boquet.

One member of staff will be allocated to the Isolation block. This member of staff will be a senior member of staff and will not have any interactions with other animals at Greendale Farm Kennels and Cattery.

After cleaning the isolation block, they will immediately change their uniform and place the dirty uniform straight in the washing machine alone to be washed thoroughly. They will also change their footwear.

All isolation bedding, chemicals, bowls etc will be kept in the block. These will not be moved and will only be handled by the senior member of staff that has been assigned to the block. They will be washed separately.

This member of staff will be giving the needed attention to the animal. The allocated member of staff will be visiting the animal every 30 minutes to ensure they are getting the best care possible.

All cattery bedding, chemicals and bowls will be kept in the cattery. In the event of an infection or disease, these will be washed separately. Dip trays will be presented around the cattery, and only one member of staff will handle that specific cat ONLY.

Hands and arms must be washed before entering another building.

Greendale Farm Kennels and Cattery do NOT take in stray dogs from the council or local rescue centres.



Daily cleaning within the living quarters of Greendale Farm Kennels and Cattery.

Dogs:

All kennels housing dogs are cleaned thoroughly once daily with spot checks carried out throughout the day.

Cleaning takes place over the morning starting with the insides of the kennels.

New Block INSIDE

Staff will go into each kennel with a dog in, remove any dirty bedding to go into the washing machines, and place any clean bedding over the door. Pick up any poo, empty the water bowl on the floor and place the plastic bed and water bowl outside the kennel.

Staff will then add four pumps of Vira Care mixed with water, a pet safe chemical, to the colored buckets and fill to the top with water. They will then throw chemical over the kennels as needed in order to kill any bacteria.

The kennels will then be scrubbed including the walls and doors too. The kennel is then hosed out and bowls will be refilled for all dogs.

The water will then be squeegeed out of the kennel floors into the corridor drain.

The bed then gets placed back into the far left corner with bedding and the water bowl will be placed to the left of the pop hatch. Any water in the corridor will then be squeegeed into the drains.

Old Block INSIDE

Staff will go into each kennel with a dog in, remove any dirty bedding to go into the washing machines, and place any clean bedding over the door. Pick up any poo, empty the water bucket on the floor and place the plastic bed up against the wall in the kennel, and the bucket outside the kennel.

Staff will then add four pumps of Vira Care mixed with water, a pet safe chemical, to the colored buckets and fill to the top with water. They will then throw chemical over the kennels as needed in order to kill any bacteria.

The kennels will then be scrubbed including the walls and doors too. The kennel is then hosed out and bowls will be refilled for all dogs.

The water will then be squeegeed out of the kennel floors into the corridor drain.

The bed then gets placed back into the far corner with bedding and the water bowl/bucket will be placed to the opposite corner. Any remaining water in the corridor will then be squeegeed into the drains.

New Block OUTSIDE

The staff will empty all the water bowls on the floor, and place in the corridor flat on the floor, next to the fence. They will pick up any poo/toys. Following this, they will make up buckets of chemicals with four pumps of Vira Care diluted with water. The chemical will then get thrown into all the runs that have got dogs in and be scrubbed thoroughly. The runs will then be hosed out and bowls will be refilled. All water will then be squeegeed towards to corridor into the drains. The water bowl will then be put back into the top right hand corner and the corridor will be dried using a squeegee.

Old Block OUTSIDE

Staff will pick up poo in run, empty water over any poo marks/pee and scrub any marks away. If the run needs hosing, the staff will leave the bucket inside the run. If it does not need hosing the water will be squeegeed out of the run, and the bucket will be placed outside to be filled up. The staff will finally go around with the hose filling up buckets/ hosing runs.

Cats

Cattery INSIDE

The staff will remove bed, fleeces, bowls, toys etc from the cat pen and spray the walls, cat flap, shelves and floor if needed with a very diluted Bacta Care. (1 pump to the rest water) carefully. They will Brush both fleeces down to remove any hair. If the bedding is dirty at all, they will put it into the wash and replace as needed. They will wipe down all sprayed surfaces and If there is a litter tray inside, change the litter and tray if needed.

Finally they will put all bedding, toys etc back and empty the water bowl and refill, and feed as necessary (check cat board).

Cattery OUTSIDE

The staff will lock themselves in the outside runs.

Doing one pen at a time, they will sweep off the shelf, sneeze walls, walkway and floor, using the dust pan and brush to remove any litter or hair from under the wooden gap under the door.

They will empty dirty litter into the bin, and refill the tray. Replace the tray if dirty.

If the cat has toileted on the floor, they will remove it and get the mop and bucket to clean the surface.

DOG DEEP CLEANS INSIDE/OUTSIDE

When a dog goes home, the kennel and run will be thoroughly deep cleaned. This ensures that any bacteria left by the previous dog is killed off before the next dog goes into that kennel.

Deep cleans are the same as regular cleans, apart from the staff will spray diluted Vira-care into the bowls and buckets, and around all of the walls too. Every wall will be scrubbed.

All bedding will be taken out and washed and replaced with clean bedding.

CATTERY DEEP CLEANS INSIDE/OUTSIDE

When a cat goes home, the inside of the cat pen and the outside are both deep cleaned. This ensures that any bacteria left by the previous cat is killed off before another cat goes into that pen.

The deep clean is the same as a regular clean, apart from the walls, floors, shelves and sneeze barriers will be mopped with Bacta-care. All bedding will be taken into the wash, and all bowls will be taken to be washed in diluted Bacta-care.

All food bowls are cleaned in a designated sink, with diluted Bacta-care and Fairy Liquid. They are left to soak for 15 mins before being washed up.

All bedding is cleaned when dirty with both washing machine liquid and fabric softener.



Vaccination Policy at Greendale Farm Kennels and Cattery.

At Greendale Farm Kennels and Cattery, all animals that board with us MUST be up to date on all of their vaccinations.

For dogs this includes the booster which can be done every one, two or three years depending on the vaccine, which protects against parvovirus, distemper and hepatitis. Dogs must also be vaccinated against kennel cough which will need to be done annually, and leptospirosis, which depending on the vaccine will need to be done between every 6 months or every year.

For cats, this just includes their annual booster which protects against cat flu, panleukopenia and herpesvirus.

We require all animals to have their vaccinations up to date in order to keep all boarders as safe and healthy as possible.

All vaccinations must be updated AT LEAST 14 days prior to entry. If the animals vaccines are not up to date, or have been done within 14 days prior to the board, your pet will not be allowed entry into the kennels or cattery.

We are aware some booster vaccinations for both dogs and cats can last up to three years. If the booster your pet has had lasts up to three years, you will NOT need to get it updated annually. If the booster only lasts one year, then this WILL need to be updated annually.

Ensuring that all vaccinations are up to date with our boarders means that the pets within our care run a much lower risk of catching anything.

Many diseases are airborne and therefore we can NOT control what is being passed around. The majority of these vaccinations merely protect your pet from getting these diseases, but there is always still the risk pets can catch these diseases. With our high standard of cleaning and consistent policy with vaccinations we can minimise and try to prevent any diseases entering the premises of Greendale Farm Kennels and Cattery.



Food Policy within Greendale Farm Kennels and Cattery.

At Greendale Farm Kennels and Cattery, we give owners the choice of either using our food for their pet or providing their own food. There is no extra charge for our food, or a lower price for providing your own.

For dogs, we provide the following:

- James Wellbeloved Fish and Rice
- James Wellbeloved Turkey and Rice
- Dr Johns Silver Chicken
- Fold Hills Mixer
- Pedigree Tinned Meat
- Chappie
- Butchers Tripe
- Nature Diet/Natures Deli

For cats, we provide the following:

- Go cat biscuits with chicken and duck
- Butchers meat (Ranging from fish, chicken and beef)

We also provide Bonio's and Chicken Chewdals for dogs as well as a range of dreamies for cats. Many dogs are fine to be fed on a different food than they are fed on at home, but we advise you provide your own food if:

- You have a puppy/kitten or a senior dog/cat that needs special food
- If your animal has dietary requirements (Eg, no grain)
- If your animal is known to get stressed or have an upset stomach
- If your dog is fed on a raw diet.

We have suitable facilities including fridges and a freezer to store your pets food. We also have a feeding and water bowls.

We will ask you on the day of arrival how often and how much you wish for your animal to be fed. If needed, please provide a precise amount. Please ensure we know how often your animal needs feeding, as well as if they are fussy eaters, graze or sometimes don't eat.

If you would like your dog to have an anti-gobble bowl you will need to provide this.

Dogs will be fed breakfast between 7:30am and 8:00am and dinner at 3:00pm.

Cats will be fed breakfast between 8:00am and 8:30am and dinner at 4:00pm.

Should you pet need lunch or alternative times, please let us know and we will be more than happy to do our best to accommodate to you and your pet's needs'.

We will **NOT** feed dogs chocolate, onions, garlic, chives, avocado, nuts, corn on the cob, cooked bones, grapes, raisins, xylitol and alcohol.

Will will **NOT** feed cats cheese, alcohol, chocolate, raw meat, raw eggs, raw fish, grapes, raisins, onions, garlic or xylitol.



Medicating and Daily Monitoring Boarding Animals at Greendale Farm Kennels and Cattery.

At Greendale Farm Kennels and Cattery, we are more than happy to administrate medication.

When you check your pet in with us at reception, please tell them EXACTLY how much, how often and what exactly the medication is for. Our senior staff are more than happy to accommodate to this.

If your pet needs injections, we are also more than happy to accommodate to this. Please ring up before booking to ensure that we are aware that someone will need to inject your pet through the whole stay.

When you bring your pet in with the medication, you will be asked to sign a disclaimer form, to provide consent for us to medicate your pet.

Should your pet need to visit the vet while you are away, we will first make contact with you and then arrange to see our local vet.

There is a £20 vet transport charge for this.

The vet will provide us with a receipt, and the bill can be settled when you come to collect your animal.

There is a £10 out of hours meds charge. Should your pet need to have medication at a particular time after between the hours of 5:00pm and 8:00am, you will be charged the £10 per night.

All staff regularly monitor your animals health. Your pets eyes, nose, ears and tongue will be check daily to ensure they are clean and happy.

If we find your pet has a runny nose, gunky eyes or anything else that may be abnormal for that animal, we will call you to let you know.



Dog Walking Procedure at Greendale Farm Kennels and Cattery.

ALL DOGS WILL BE EXCERSISED AT LEAST ONCE PER DAY. THIS MAY BE OFF LEAD, ON LEAD, SWIMMING, OR ANY OTHER FORMS OF PROVIDED ENRICHMENT.

(This is weather dependent)

Dogs will get out once per day. This can be from a 10 minute walk, to a half hour run around. This time is 121 interactions with the staff. No dogs will be socialized while they are staying at Greendale Farm unless they get brought in from the same household. Aims are set to get everyone out a second time.

Most boarding establishments socialize the dogs are therefor they can go out for longer periods. Greendale Farm do NOT do this, as this is then safer for all the dogs are the staff. This way the dogs also get the 121 interaction they deserve.

Dogs will NOT be walked if the owner has told us not too, or if there is a medical reason behind why not, such as kennel rest.

AS WELL as this exercise, all dogs have access to their indoor kennels as well as their outdoor runs to stretch their legs.

New Block and ISO are separated by a pop hatch and therefore have access inside and outside through the day. The staff will bring dogs in and put dogs out as appropriate in old block.

All dogs will be fed in their outdoor runs to ensure they can the toilet outside.

Owners have the option to book their dog in for a swim while they are staying as well as a bath.

Millie (Manager) can also do small bits of positive reinforcement training with dogs that need the additional mental stimulation.

We encourage owners to provide kongs, treat balls, anti-gobble bowls, etc. This can then provide additional enrichment for the dogs.

Greendale Farm do not generally supply this additional enrichment due to health and safety. The kennels do have access to additional food enrichment which can be used in conjunction with owners consent. This can be written via email or verbal over the phone and then noted on the dogs card.



Emergency procedure in the event of loss of Electricity or Water at Greendale Farm Kennels and Cattery.

ELECTRICITY

In the event of a power cut, Dennis (Owner) will be alerted. Staff will ensure any power sockets that would normally be in use are switched off to prevent a fire.

Staff will also ensure the following are turned off:

- Washing Machines
- Tumble Dryer
- Lights
- Heat Lamps/Heaters
- Fans

As soon as the power cut has become apparent, Dennis (Owner) will begin to find out if it is local and will come back shortly or if someone will have to come to fix it.

If the kennels and cattery are warm and there is no access to fans, the staff will leave pop hatches and windows slightly open to allow a breeze.

If the kennels and cattery are cold, staff will ensure all dogs and cats have appropriate blankets and bedding.

When the electricity comes back on, staff will turn back on all of the essentials such as heaters/fans, washing machine etc.

WATER

In the event of water loss cleaning will still be done as thoroughly as possible.

Many bottles of water will be purchased in order to refill and keep all animals water bowls and buckets clean and fresh.

Cleaning without water means no chemicals may be used. Spot cleans will take place. Staff will use bottled water to scrub any urine/faeces needed. In the event that a kennel/pen needs deep cleaning, staff will not put an animal in it until the water is back and has been cleaned properly.

When the water does return, all kennels, pens, floors, surfaces will be deep cleaned.



The care of animals in the event of a fire/ other extreme circumstances.

In the event of a fire or extreme circumstance situation on the premises of Greendale Farm Kennels and Cattery, where either kennel blocks or the cattery are un-useable, the animals will all be moved to a safe, secure and comfortable location. Millie (Manager) and Dennis (Owner) will both come onto site and not leave until all the animals are counted for, and put into a safe environment.

Staff will always try to take as many contact numbers for each animal as possible, so the owners will be contacted and asked if they can make arrangements for someone to come and collect and keep their animal. If this is not possible, Greendale Farm will house pets with other boarding facilities within the local area, but ensure that the animals diet and lifestyle is kept as similar as possible to theirs at Greendale Farm.

ALL STAFF MEMBERS NEEDED WILL STAY ON SITE WITH THE ANIMALS UNTIL SUITABLE SLEEPING ENVIRONMENTS ARE FOUND FOR ALL OF THE ANIMALS.

In the event that no one can keep the animal, dogs can be moved to different kennel blocks. In order to make space, Isolation kennels may be used.

Local vets will be contacted to see if they can help.

Owners will be given the option to use another boarding facility and then the transfer can be made from Greendale to the next facility.



Staff Training at Greendale Farm Kennels and Cattery.

All staff at Greendale Farm Kennels and Cattery undergo intense training in order to provide the best possible care for your pets.

All senior staff at Greendale Farm Kennels and Cattery have either completed or are completing a level 2 or above animal related qualification.

An annual training evening is held, where Millie (Manager) and Beth (Assistant Manager), go over everything including cleaning, dog walking, feeding, daily jobs, fire practice, etc.

Senior staff also undergo individual training, to keep up to date with medications, administration work, and senior duties.

All staff undergo annual 121 meetings, in order to help all of them improve their work, and benefit from additional training.

When a member of staff is new to Greendale Farm they will be given an induction day, where they will be taught everything.

Staff will regularly undergo fire drills in order to keep up their knowledge of what to do in the emergency of a fire.

All staff also receive a training booklet. This booklet covers all aspects of training including the daily cleaning, emergencies, staff jobs etc.

In addition to this, all staff receive a certificate of attendance to show that they were present in the training.

Proof of these events can be found with photographic evidence on Facebook and our website.