



Cow Hill Kennels & Cattery
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www.cowhillkennels.co.uk

Cow Hill Kennels and Cattery

Policy Documents V2. Nov 2023



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(1) Policy for the prevention of spread of disease or infection (dogs and cats)

SHOULD A DISEASE OR INFECTIOUS OUTBREAK BECOME APPARENT ON THE PREMISES THE LOCAL VETS WILL BE NOTIFIED IMMEDIATELY

The infected or ill animal will be seen immediately by a vet and either transported by Cow Hill Kennels & Cattery 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.

Dogs must be vaccinated against parvovirus, distemper, leptospirosis, and hepatitis as well as kennel cough. Cats must have their annual boosters vaccinating them against cat flu, panleukopenia and herpesvirus.

Dogs and cats must have the required vaccinations for their own safety as well as the other animals in Cow Hill Kennels & Cattery's care.

Fleaing and worming your animals is done at the owner's personal choice. If the staff at Cow Hill Kennels & Cattery 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 owner's discretion.

If a dog or cat becomes ill, it will then be moved down to the isolation room. (See Appendix 1).

In the case of a dog, this isolation room 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.

In the case of a cat, the cattery will have dip trays on the main doors, and separate cleaning equipment for that cat pen.

The chemical used to clean all of the living quarters is Safe 4.

These products are animal-safe and approved by Defra.

One member of staff will be allocated to the Isolation room. This member of staff will be a senior member of staff and will not have any interactions with other animals at Cow Hill Kennels & Cattery Kennels and Cattery.

After cleaning the isolation room, 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 room. These will not be moved and will only be handled by the senior member of staff that has been assigned to the room. 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 present in the isolation room, and only one member of staff will handle that specific cat ONLY. Hands and arms must be washed before entering another building.

Cow Hill Kennels & Cattery Kennels and Cattery do NOT take in stray dogs from the council or local rescue centres if unvaccinated. Cow Hill Kennels & Cattery are happy to board dogs in rescue providing they are fully vaccinated following our policy.



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(2) Kennel cleaning policy

2.1 Dogs

All kennels housing dogs are cleaned thoroughly twice daily with further spot checks carried out through the day. Cleaning takes place over the morning starting with the insides of the kennels.

Inside

Bedding will be checked for cleanliness and replaced if necessary and cleaned thoroughly using four pumps of Safe 4 mixed with water, a pet-safe chemical, to the appropriate colour coded bucket and fill to the top with water.

The bed then gets placed back into the kennel with bedding and the water bowl will be placed in the bowl holders in the door.

Outside

While the dog is still out in the exercise area, the staff will pick up poo in the outside run and clean thoroughly using the appropriate colour coded bucket and the water will be squeegeed out of the run leaving the outside run clean and dry, the bucket will be placed by the outside sluice outside to be refilled.

This process is repeated during the afternoon exercise period.

2.2 Cats

Inside

The staff will lock themselves in the cattery and then one pen at a time. They will then remove bed, fleeces, bowls, toys etc from the cat's pen and spray the walls, cat flap, shelves and floor if needed with a very diluted Safe 4 carefully. If the bedding is dirty at all, they will put it into the wash and replace as needed. They will empty dirty cat 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. They will wipe down all sprayed surfaces and clean.

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

2.3 Dog deep clean 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 Safe 4 around all of the walls too. Every wall will be scrubbed.

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

2.4 Cattery deep clean 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 Safe 4.

All bedding will be taken into the wash. All food bowls are cleaned in a designated sink, with 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.



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(2) Kennel cleaning policy

2.5 Daily cleaning checklist

1. Clean vacated kennels, wash walls and bars
2. Hoover corridors inside and out, mop main corridor
3. Clean mop buckets as needed
4. Pick left parcels up in the yard and hose down
5. Wash up
6. Put the washer on/hang washing out
7. Wash beds inside and out or spray both sides of fabric beds
8. Make sure feed room is clean and tidy
9. Hoover and mop cattery
10. Empty bins in feed room and cattery
11. Empty bin into main dustbin on Friday
12. Empty vacuum into kennel dustbin on Friday



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(3) Vaccination policy and preventative healthcare plan (PHP)

ALL ANIMALS THAT BOARD WITH US MUST BE UP TO DATE WITH ALL OF THEIR VACCINATIONS

Vaccination policy

For dogs, this includes the booster which can be done each one, two or three years depending on the vaccine brand, 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 10 days prior to entry. If the animal's vaccines are not up to date or have been done within 10 days prior to the board, your pet will not be allowed entry into the kennels or cattery.

The kennel cough MUST be done 10 days prior to a board with no leeway. If a dog's annual booster runs out during the stay, the staff must speak to a vet and get confirmation that the dog is safe to have their vaccine run out during their stay with us and this will not put them, or any other boarders at risk. We will need written confirmation for this, or take the name of the vet spoken to and at which practice.

A current and up to date vaccination certificate must be shown to a member of staff prior to your pet entering Cow Hill Kennels & Cattery. If you do not bring this in, the staff will attempt to call the animal vets to get confirmation.

If the vets cannot assure the staff that the vaccinations have been done, the animal will not be accepted, as the risk will not be run. The dog's/cat's microchip number is also held inside that booklet.

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.

(Preventative Healthcare Plan (PHP)

This policy document and the information contained herein, form the basis of our overall preventative healthcare plan.

We work closely with Longridge Vets who keep us informed about any local outbreaks and this together with our high standard of cleaning helps us to minimise and try to prevent any diseases from entering the premises of Cow Hill Kennels & Cattery.

Our preventative healthcare plan is fully supported and endorsed by Paul Thomas, Longridge Vets, 54 Preston Rd, Longridge, Preston, PR3 3AY as per current signed (Preventative Healthcare Plan (PHP)).



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(4) Food policy

At Cow Hill Kennels & Cattery, we give owners the choice of either using our food for their pet or providing their own food but we do advise you provide your own food to ensure your animal's diet is maintained which will reduce the possibility of an upset stomach during their stay with us and on return to their owners.

We have suitable facilities including fridges and a freezer to store your pet's food. We also have 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. Please remind the staff every time you bring your pet in of your pet's feeding details.

Feeding times:

Dogs will be fed breakfast between 7:00 am and 8:00 am and dinner at 5:00 pm

Cats will be fed breakfast between 7:00 am and 8:00 am and dinner at 5:00 pm

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

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

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

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



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(5) Policy for medicating and daily monitoring

WE ARE MORE THAN HAPPY TO ADMINSTRATE 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 this. If easier, please feel free to bring a written list of what medications need to be administered and when.

If your pet needs injections, we are also more than happy to accommodate this. Please ring up before booking to ensure that we are aware that someone will need to inject your pet throughout 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 your pet's vet and all charges will need to be settled by you.

If we are unable to contact you or if it is an emergency, we will use our own designated vet and you will need to settle any outstanding charges.

Please note, that there is a 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 an out of hours meds charge. Should your pet need to have medication at a particular time after between the hours of 5:00 pm and 8:00 am, you will be charged the out of hours med charge per night.

All staff regularly monitor your animal's health by doing daily health checks. Your pet's eyes, nose, ears and mouth will be checked 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 if it is serious. If it is not serious, we will clean the area and keep an eye on it, to then let you know when you come to collect your pet.

If we find any lumps, bumps or anything we do not feel is normal for the animal we may call you to confirm you were aware. We do ask that you state anything abnormal on your boarding questionnaire and let the staff know if there are any changes each time you come in.

What may be normal for your pet may not be normal for us, so anything you think we may need to know – let us know. We don't want to have to call you unnecessarily while you are away, so please let us know of ANYTHING we may need to know! Eg: (prone to ear infections, any warts/bumps, etc).



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(6) Dog walking policy

DOGS WILL BE EXERCISED AT LEAST TWICE PER DAY

Dogs will be exercised at least twice per day - this may be off lead, on lead, for training or any other form of provided enrichment (*this is weather dependent*).

Dogs will get out of their kennel twice 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 Cow Hill Kennels & Cattery unless they get brought in from the same household or by request from both animals' owners. Aims are set to get everyone out a second time or more.

Dogs will NOT be walked if the owner has told us not to, 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. The dogs are not confined to their indoor kennel all day.

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

Please let the staff know if you WOULD NOT like your dog to have treats. The staff take treat bags out with them when the dogs go out, however, if you would like for your dog to not have treats, please let us know. You are welcome to bring your own treats for us to use.

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

The kennels do have access to additional food enrichment which can be used in conjunction with the owner's consent. This can be written via email or verbal over the phone and then noted on the dog's card.

Please let us know if your dog destroys toys so we can give them appropriate enrichment when with them.

Please refer to owner's consent forms.



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(7) Emergency procedure in the event of loss of electricity and water

7.1 Electricity

In the event of a power cut, the staff will alert the owners (Paul and Jennifer) and proceed to switch off and unplug the following items.

- Washing Machines
- Tumble Dryer
- Lights
- Heat Lamps/Heaters
- Fans
- Any other items that are plugged into sockets

The owners will immediately conduct an investigation to establish the source and extent of the issue and rough timescales for the restoration of the electricity supply.

In the event that there will be a delay in restoring the electricity supply there is a small generator available located within the kennels stores, which is capable on-site of running emergency lighting etc.

If the outage is likely to be for an extended period i.e, power lines were blown down or some other external off-site North West Electrical Supply issue, Cow Hill Kennels & Cattery has access to a 5KVA generator. This could be activated within the hour, and it is of sufficient size to supply full backup electricity supply until the restoration of the main electricity supply to the kennels.

During warm periods where there is no access to fans, the staff will leave pop hatches and windows slightly open to allow a breeze.

During cold periods, staff will ensure all dogs and cats have appropriate blankets and bedding from soft beds, blankets and duvets.

When the electrical supply has been restored staff members will be instructed to turn back on all of the essentials such as heaters/fans, washing machines etc, and return to normal operation.

7.2 Water

In the event of the loss of water supply, the staff will alert the owners (Paul and Jennifer) and proceed to switch off any taps, washing machines, and hose pipes that may be in use.

Bottled water will be purchased in order to refill and keep all animal's water bowls and buckets clean and fresh.

Cleaning will continue as thoroughly as possible using water saved in buckets or purchased bottled water.

Cleaning without water means no chemicals may be used, in this case, spot cleaning will take place. Staff will use bottled water to scrub any urine/faeces if needed.

In the event that a kennel/pen needs a deep cleaning, it will not be used until the water supply has returned and the area has been cleaned properly.

Deep cleaning of all kennels, pens, floors, and surfaces will be carried out when the water supply has been restored.

If advanced notice has been provided relating to the loss of water, we will ensure that staff fill buckets with fresh water from the taps and complete as much prior cleaning as possible.

Bottled drinking water will be purchased and kept refrigerated. If the event that the water supply will be off for a significant period of time, a water bowser will be brought to the kennels and used until the mains water supply is restored.



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(8) Policy for the care of animals in the event of a fire and other extreme circumstances

In the event of a fire or extreme circumstance situation on the premises of Cow Hill Kennels & Cattery, where either kennel blocks or the cattery are un-useable, the animals will all be moved to a safe, secure and comfortable location.

Paul & Jennifer (Owners) will ensure all the animals are accounted 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, Cow Hill Kennels & Cattery will house pets with other boarding facilities within the local area, but ensure that the animal's diet and lifestyle are kept as similar as possible to theirs at Cow Hill Kennels & Cattery.

For this reason, it is essential all owners bring in their microchip numbers with their pets and any medications that are needed.

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 or secure areas. In order to make space, Isolation kennels may be used.

Local vets will be contacted to see if they can help and will be made aware of the situation.

Owners will be given the option to use another boarding facility and then the transfer can be made from Cow Hill Kennels & Cattery to the next facility.

Other boarding facilities that we have noted that would be able to help us are:

- Edencroft Kennels & Cattery
- Landorn Kennels & Cattery



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(9) Staff training policy

ALL STAFF AT COW HILL KENNELS & CATTERY UNDERGO TRAINING IN ORDER TO PROVIDE THE BEST POSSIBLE CARE FOR YOUR PET

All senior staff at Cow Hill Kennels & Cattery must have completed an animal-related qualification.

Refresher training is held, where Paul and Jennifer (Owners), go over everything including cleaning, dog walking, feeding, daily jobs, fire practice, etc.

Regular training is also carried out, going through basic cleaning, and anything else that needs to be addressed.

All staff undergo quarterly 1:2:1 meetings, in order to help all of them improve their work, and benefit from additional training.

When a member of staff is new to Cow Hill Kennels & Cattery they will be given an induction day, where they will be taught everything that they will need to know.

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

Proof of the staff's qualifications can be found framed in reception.

Ongoing staff training is discussed and explored at regular one to one meetings with staff members, with relevant courses or training researched and enrolled if available deemed advantageous.

Induction for new staff includes the following:

- Requirement Induction procedure Familiarisation with premises
- Health and safety
- Security procedure
- Emergency procedure
- Daily routine for premises
- Dog welfare No staff employed. Dog handling
- Dog behaviour
- Cleanliness and hygiene
- Feeding and food preparation
- Disease control
- Recognising and treating sick animals
- Compliance with welfare standards
- Training and continuing professional development of staff

Staff Training Records

All qualifications are recorded and certificates are displayed on the company notice board in the reception area.



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(10) Policy for accepting new cat/dog boarders

COW HILL KENNELS & CATTERY REGULARLY ACCEPT NEW BOARDERS

In order to make sure the dog/cat will settle with us during the stay, we encourage owners to book a one night board. By using the one night board, the staff at Cow Hill Kennels & Cattery can see how the dog/cat behaves on the day of drop off and the day of pick up.

They are able to assess the behaviour of the new boarder during this time and conclude if they think kennels are a good option for that dog/cat.

We then encourage owners to build up the stay from a couple of nights to a week to longer. This can help the dog/cat. feel more comfortable with the surroundings.

The kennel environment is not for every dog, and therefore at Cow Hill Kennels & Cattery if a dog is not coping or is showing signs of stress, the staff will contact the owners/contacts immediately.

The cattery environment is not for every cat, however, it can take a few days for cats to show if they are comfortable or not as cats take a lot longer to settle in new environments.

The staff at Cow Hill Kennels & Cattery will take as many contacts as the owner wishes, in order to make sure they are contactable.

In order to make new boarders feel more at ease, the staff at Cow Hill Kennels & Cattery encourage owners to bring in their own bedding, toys, treats and anything they think will make the experience happy for the dog or cat.

Cow Hill Kennels & Cattery also encourages owners to bring their own food in for their dog/cat if they feel that they would prefer their own food, are fussy eaters or easily get an upset stomach.



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(11) Policy for kennelling dogs and kittens under the age of one year

COW HILL KENNELS & CATTERY DO ACCEPT BOOKINGS FROM DOGS A UNDER THE AGE OF ONE YEAR OLD PROVIDING THEY HAVE HAD THEIR BOOSTER VACCINATIONS AND KENNEL COUGH PRIOR TO ENTRY

Cow Hill Kennels & Cattery do NOT supply puppy food, so if the dog is still on this, the owner must be made aware that they will need to provide this for their dog.

Puppies can also need a lot more attention in the forms of exercise and mental stimulation. Therefore, we encourage owners of young dogs to provide us with boredom breakers such as kongs/treat balls to fill for their dog.

Where possible, staff at Cow Hill Kennels & Cattery will try to provide additional exercise for these young dogs, however, exercise for these young dogs will be restricted to ensure they do not hurt themselves as their bones will still be growing. Depending on their age, the staff may not allow them to jump over the agility jumps in order to not cause any harm to their growing bones at such a young age.

Young kittens are more alert and inquisitive than older cats and require additional stimulation, feeding times and interaction with humans, we provide additional toys for stimulation and human interaction to make their stay with us as stimulation as possible. We also encourage owners to bring in their own bedding/items that smell of home in order to help the dog/puppy/kitten settle in.



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(12) Policy for transporting animals on and off the premises

ANIMALS WILL NOT BE TAKEN OFF-SITE UNLESS THEY ARE IN NEED OF VETERINARY ATTENTION

During their stay at Cow Hill Kennels & Cattery, animals will not be taken off-site unless they are in need of veterinary attention.

This transportation will usually be done via the Propiters, Paul or Jennifer. If Paul or Jennifer are not available, another member of staff will take the animal.

Dogs will be transported in secure and safe crates which are secured in the back of a car.

Cats will be transported in their individual cat baskets, which will be secure in the back of the car.

Dogs and cats going to the vets will have a 'Cow Hill Kennels & Cattery' Tag on their collar. If the dog/cat does not come in wearing a collar, the staff at Cow Hill Kennels & Cattery will put one on them to wear the tag.

No animals will be left in the car unattended.

The staff at Cow Hill Kennels & Cattery will help to load and unload the animals from the car, and when needed will travel with Paul or Jennifer and the animal to ensure they are as comfortable as possible.

All dogs MUST stay on a lead while off the premises of Cow Hill Kennels & Cattery unless they are being let off lead in a secure exercise area.

The crates will then be disinfected and cleaned after every vet trip.



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(13) Policy for toy play (cats and dogs)

WE RECOMMEND YOU BRING YOUR OWN TOYS

Owners must provide toys for their animals should they wish for them to have them in their kennel/pen.

Cow Hill Kennels & Cattery do provide toys including footballs/tennis balls/squeaky toys for dogs in the paddocks where the dogs go off lead, but these toys stay out there.

Owners provide toys for their dogs that they know will be safe with them to be left.

The staff at Cow Hill Kennels & Cattery do not know the dogs like the owners do, and therefore it is safer for the dogs that only toys provided by the owners will be put in their kennels.

Owners provide toys for their cats that they know will be safe with them to be left.

The staff at Cow Hill Kennels & Cattery do not know the cats as the owners do, and therefore it is safer for the cats that only toys provided by the owners will be put in their pens.



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(14) Procedure for death or escape

14.1 Death

In the event of a death to one of the boarding dogs or cats on the premises of Cow Hill Kennels & Cattery Kennels and Cattery, the member of staff present must alert the proprietors, Paul & Jennifer.

Either Paul or Jennifer will come onto the site for the event.

Staff must remain calm, and try to continue working as normally as possible. Either Paul or Jennifer will take over the situation. Paul or Jennifer will make a phone call to the owner. The vets will then be contacted to remove the animal. It is the owner's choice what will then happen to the animal. The vets may wish to do a post mortem.

The carcass will be stored away from all animals within an isolation room until the vets arrive to remove the deceased animal. A thorough check of the scene will be made, to determine if the death was caused at a fault of Cow Hill Kennels & Cattery or not. If so, Cow Hill Kennels & Cattery will take full responsibility.

14.2 Escape

In the event of an escape of one of the boarding dogs or cats on the premises of Cow Hill Kennels & Cattery, Paul & Jennifer must be alerted immediately.

Either or both, Paul and Jennifer will come onto the site.

A plan will then be made in looking for the animal. No staff are to leave the site without informing Paul or Jennifer first. A senior member of staff must remain on-site at all times. The following actions will be taken:

- The owners and the local vets will be alerted.
- We will contact the local dog warden to alert them to look out for any dog reported to them.
- Dogs Lost UK Will be alerted and a poster and advert will be made.



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(15) Emergency action plan (EAP)

THE COW HILL KENNELS & CATTERY EAP IS DIRECTED TO AVOIDING EMERGENCIES, HOWEVER, SHOULD ONE ARISE THE STAFF KNOW WHAT TO DO

15.1 Immediate danger - fire

In the event of a fire or the fire alarms sounding, all members of staff, volunteers, work experience personnel, the public or anyone else that may be present on site must make their way immediately to the main access gates raising the alarm en route. All personnel will be instructed to wait on the far side of the main gates and await further instructions from a senior member of staff.

They will be advised to leave all personnel belongings behind as the collection of belongings may delay the evacuation. No staff will be allowed to re-enter the building. Senior staff may, if deemed safe, enter the kennels and cattery to establish if the smoke alarms have detected a real fire or if it is a false alarm.

There are six smoke detectors located throughout the kennels their locations are as follows:

- (1) Isolation room
- (2) Reception
- (3) Kitchen
- (4) Main kennel block 1
- (5) Main kennel block 2
- (6) Cattery block

If activated each detector requires inspecting to see which one has triggered the alarm, and why it has activated. The triggered smoke detector will be indicated by a flashing red LED.

If there is a confirmed fire, there are fire extinguishers located in the main reception, and at the junction of kennels and cattery corridors. These extinguishers are for use on small fires only and if safe to do so, once the fire has been extinguished, the cause discovered and rectified an observation period of two hours must be observed to ensure there is no further chance of re-ignition.

If a larger fire is present a 999 call is required immediately to the fire brigade. At this point the evacuation of animals will commence, relocating dogs to the dedicated isolated areas of the kennel grounds, the allocation of which isolation area is dependent on the dog's size and temperament. Cats will be placed in their carrier boxes and moved to the main house until the situation is under control and a more permanent solution is in place. Under no circumstances must anyone place their lives in danger.

Following the all-clear, all incidents will be recorded in the fire "log book" (even in the case of a false alarm) stating the cause and work done to rectify the problem. If it is a faulty smoke detector, this will require changing, the system will be tested and recorded in the "fire log book". Following a real fire, the fire alarm system will need a full inspection and any repairs completed and fully tested before going back into service, all work carried out on the system will be recorded in the "fire log book".



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(15) Emergency action plan (EAP)

THE COW HILL KENNELS & CATTERY EAP IS DIRECTED TO AVOIDING EMERGENCIES,
HOWEVER, SHOULD ONE ARISE THE STAFF KNOW WHAT TO DO

15.2 Handling casualties

In the event of an emergency such as a fire, staff are not required to enter the affected area.

The owners are both fully qualified first aiders. Should there be any casualties, the priority is to get all staff, volunteers, and members of the public off-site safely. Any minor injuries can then be dealt with once everyone is safe. If there are any life-threatening injuries or major injuries, the owners will move the person if possible to a safe place, and then treat the casualty there and then.

15.3 Dealing with the non-injured

In the event of an emergency, we ask all staff, volunteers and members of the public to evacuate the premises and stand behind the access main gate and then await further instructions.

The senior staff can then explain what is going to now happen to the members of the public so they are aware of the plan.

15.4 Helping the emergency services

In the event that the staff need to call the emergency services, the senior staff know the full address. They will be the best people to direct the emergency services. However, if the senior staff are busy, a member of staff should take the phone call.

15.5 Protecting the Property

Where possible, the senior staff will do their best to protect the property from theft, fire and other circumstances. However, if there is a fire on-site the senior staff's main priority is to check that all the humans are off-site safely.

Once all the staff, volunteers and members of the public are off-site safely, the manager and assistant manager can go back onto the property to start getting out any animals.



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(16) Microchip procedure

On the 6th April 2016, the new microchipping law came into play, which means ALL dogs must be microchipped and registered by the age of 8 weeks old.

Although this is not yet compulsory for cats, it is heavily advised to get your cat chipped, and is encouraged to board in a cattery. Cow Hill Kennels & Cattery must hold a record of microchip numbers for all your pets.



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(17) Opening of internal cattery enclosure doors

Before opening any cattery internal door we will ensure both outer doors are closed and secure, all other cats in their enclosures and their door closed and secured.

We will check on the location of the cat before opening the door then slowly open the enclosure door in a manner not to startle the cat.

When exiting the enclosure we will ensure we have sight of the cat, and slowly close the door ensuring it is secure before opening the outer doors.



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(18) Noise management plan

Dogs will bark – It is important to understand why in order to know how to prevent excessive barking. In brief, dogs bark for the following reasons:

Excitement

All activities at Cow Hill Kennels & Cattery are tailored to keep the dogs engaged and stimulated but NOT over-excited. This is achieved by keeping all activities focused, fun and quite short in duration. Dogs love to play but need to rest as well so there will be a managed system of 'time-outs' for dogs that become over-excited. Time-outs are a very important tool when helping to control a dog's behaviour. Dogs want to play and want to be with the pack, so providing a short time out away from the 'fun' has a strong effect on reinforcing acceptable behaviour. Should a dog start barking excessively, a member of staff will take that dog away from the activity and get the dog in a calm state before continuing with playtime.

Warning/get attention

We know dogs bark as a sign that someone new has arrived or something strange is happening. We have factored this into our policy development in how we run the Cow Hill Kennels & Cattery on a day to day basis, for example, our customers pick up and drop off times are structured times so there is no continual coming and goings disturbing the animals.

Fear

We create a dog-friendly area with few unplanned distractions for the dogs. If a dog becomes fearful or anxious for any reason, we will give the dog one to one attention or relocate the dog to an environment in which they feel safest. We conduct a behavioural and temperament assessment when registering dogs.

Frustration/boredom/separation

We do not foresee any of these being an issue for this facility, because dogs suffer from these things when left at home unattended for much of the day as we are interacting continuously during the day with the dogs these symptoms do not become a problem at Cow Hill Kennels & cattery.

Most complaints of nuisance barking are a result of dogs being left home alone. A recent study showed that separation and anxiety issues in dogs who are left alone are more widespread than first thought. Since separation distress is by its nature something that happens when no one is there, many owners are unaware of the distress their dog is experiencing.

Studies suggest that some 20% of all dogs suffer from such distress, which based on a UK population of some 8 million dogs, then, at any one time, more than one and a half million are suffering. Rather than creating a problem of nuisance barking Cow Hill Kennels & Cattery will be helping to prevent it.

Learned behaviour some dogs come having learned they can get things by barking. Many of these dogs will be filtered out by our assessment process, which may include a short trial period in our facility. Such dogs will not be allowed to book in but their owners will be offered behavioural advice and support (should they want it) in order to rectify the problem. Staff will be trained in various calming techniques to get a dog to desist from barking. In the unlikely event, that this proves problematic, that dog shall not be allowed to return to Cow Hill Kennels & Cattery.

All behaviour that is learnt can be unlearnt and replaced with appropriate behaviour. The fact is that dogs function by doing things that work for them. If the barking no longer fulfils the function that they are applying it to, it will stop, especially if they realise a different, more appropriate behaviour gets them the same thing. If dogs are happy, they are focused, they are having fun and they are stimulated. All the ingredients that would be prevalent at Cow Hill Kennels.



Cow Hill Kennels and Cattery

Policy Documents V2. Nov 2023

(19) Policy for dealing with difficult dogs

UNDER NO CIRCUMSTANCES WILL ANY MEMBER OF COW HILL KENNELS & CATTERY STAFF ENTER A DOG KENNEL OF ANY ANIMAL THAT IS SHOWING ANY SIGNS OF AGGRESSIVE BEHAVIOUR.

The animal will be left alone to calm down and immediately reported to Paul or Jennifer (owners). The incident requires clearly marking on the kennel door alerting other members of staff.

The owners will then be contacted to establish if the behaviour is expected or if there are any triggers that need to be avoided ie vacuum cleaners, brushes etc.

We are happy to board difficult dogs but appreciate being warned of potential problems.

We have a system in place to ensure that dogs that may bite, are only handled by the kennel owners or suitably trained members of staff.

In extreme cases, our kennels and runs are big enough that an owner can put their dog into the kennel themselves and collect it on return. We can clean and feed your dog without having to come into physical contact with it using our hatch and runs. However, this is very rarely necessary and we can handle most animals.

We would mount clear, noticeable signage to indicate which animals require designated handlers or special treatment to handle the aggression.



Cow Hill Kennels and Cattery

Policy Documents V2. Nov 2023

(20) Pet enrichment programs

Dog enrichment program

A programme will be agreed upon with the owner of each dog setting out enrichment both inside and outside including kennel environment, socialisation and play.

All dogs will receive appropriate toys and/or feeding enrichment unless veterinary advice suggests otherwise.

The owner's written consent will be obtained.

Potential competition between dogs will be avoided when feeding enrichment takes place and the use of items will be monitored. Items will be checked daily to ensure they remain safe.

Damaged items will be removed from use.

For dogs whose welfare depends partly on exercise, opportunities to exercise that benefit the animals' physical and mental health will be provided, unless advice from a veterinarian suggests otherwise. We would mount clear, noticeable signage to indicate which animals require designated handlers or special treatment.

Cat Enrichment Program

We offer a range of items (i.e. toys) and experiences (i.e. types of music, different scents, etc.) and rotate their use to keep things interesting while avoiding overstimulation.

While stimulating the animal mentally and physically our aim is to enrich the cat's stay at Cow Hill Kennels & Cattery,

Overstimulation can increase stress levels (i.e. playing music at too loud of a volume or for the entire day. If an animal seems disinterested in a particular enrichment item, we will try something different. If an animal shows signs of stress or fear, we would implement stress reduction strategies such as providing a hiding spot or visual barrier to the enclosure and/or limiting exposure to possible stress triggers (noise, other animals, strangers, etc.).

While this could change during the course of their stay with us, we would use the appropriate enrichment strategies based on the current emotional state and observed behaviour of the individual cat. We would mount clear, noticeable signage to indicate which animals require designated handlers or special treatment.



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(21) Care of animals in the event of suspension or revocation of license

Should for any reason Cow Hills Kennels Licence be suspended or revoked and the situation could not be resolved swiftly, all customers will be contacted to inform them of the situation, advising them not to bring in their animals.

In the event that any animals are already in our care, we will contact the owners informing them of the situation and advising them that their animals have been transported to other local kennels and catteries.

We will ensure that meticulous records will be kept regarding your pet's new location.

(22) Cancellation policy

We do not require a deposit and there is no cancellation period.

However, we do have a waiting list, especially during busy holiday periods.

All we ask from you is as much advanced notice as possible in the event you wish to cancel your booking.

This will enable us to take in another boarder in your pet's place.



Cow Hill Kennels and Cattery

Appendix 1 Policy Documents V2. Nov 2023

(1) Policy for the prevention of spread of disease or infection (dogs and cats)

Confirmation that Longridge Vets have isolation facilities and are happy to retain sick animals where necessary.

From: Jill Thomas <jill@longridgevet.co.uk>
Date: 13 November 2023 at 15:48:29 GMT
To: paulholland347@btinternet.com
Subject: Re: Isolation Kennel

Dear Paul and Jennifer

I can confirm that we have isolation facilities and procedures in place for maintaining infection control and prevention within the practice. These are implemented when an infectious agent is suspected or confirmed. We are happy to admit any pet to such facility if required for veterinary hospital care.

Kind regards
Jill

Jill Thomas
Director
Longridge Vets



Cow Hill Kennels and Cattery

Policy Documents V2. Nov 2023 Appendix 2

Preventative Healthcare Plan (PHP) for Premises Licensed under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

Risk factors

Have you read the Cow Hill Kennel and Cattery policy documents dated 3rd May 2022?

Yes/No:



Are you satisfied that Cow Hill Kennels and Cattery is operating strictly according to this policy document, has adequately considered all the risk factors and provide the following:

Yes/No:



- Pet comfort (no overcrowding)
- Enrichment activities
- Daily cleaning procedures
- Adequate ventilation
- Provide adequate shelter for varying weather conditions
- Have considered external local and environmental factors

Disease management - Policy Document Sections 1 and 3.

Has Cow Hill Kennels and Cattery demonstrated the following to your satisfaction?

Yes/No:



- Measures are in place that outlines actions to be taken in the event of a disease outbreak (viral, bacterial or parasitic)
- Provision of isolation facilities
- Effective vaccination policies and adequate medication records
- Protocol detailing any outbreaks of disease

Cleaning and disinfection - Policy Document Section 2.

Are you satisfied that the operator of Cow Hill Kennels and Cattery adheres to the following:

Yes/No:



- Cleaning and disinfection protocol
- Suitable cleaning agents, disinfectants and equipment are available
- Hygiene guidance is in place for employees, owners and visitors
- Guidance is in place for washing cleaning or grooming animals in residence
- Feeding bowls and water bowls are washed daily
- Faeces and uring are cleared from living and exercise spaces on a daily basis
- Bedding materials that are stained with urine or faeces are changed on a daily basis or more frequently if necessary
- Before new arrivals, the kennels are cleaned and disinfected
- Bedding materials used by previous occupants are disposed of or materials washed.
- Waste disposal conforms to legal requirements

Name: Paul

Valid from: 8/7/22

Valid to: 8/7/27

Signed:


Paul Thomas (Jul 8, 2022 19:02 GMT+1)

Veterinary practice:

Paul Thomas

Practice stamp:

Thomas Small Animal
T/A Longridge Vets
54 Preston Rd
Longridge PR3 3AY
Tel 01772 783327