

Training Policy

1. This policy sets out that Amanda's Hound Hotel is commitment to the current and future development of staff skills, expertise and ability. Amanda's Hound Hotel recognises that effective staff development is not only vital to meeting future goals and ambitions but also makes an essential contribution to the development of a responsive, supportive staff and well managed business.
2. Staff training can take the form of:
 - a. Mentoring/shadowing of senior staff
 - b. Short in-house training
 - c. Short courses run by a third party
 - d. On-line webinars/courses
 - e. Accredited courses which lead to a recognised qualification
3. All new staff will undergo a staff induction that will cover:
 - Animal welfare, including recognising poor welfare
 - Animal handling
 - Animal behaviour
 - Cleanliness and hygiene
 - Feeding and food preparation
 - Disease prevention and control
 - Recognition and first aid treatment of sick or injured animals
 - Our written policies and procedures relating to the care of animals.
4. All staff training will be recorded in the Staff Training Record.
5. All new staff will be sent on an Animal First Aid course at the earliest opportunity. Animal First Aid training will be renewed when the certificate expires (or after 3 years).

6. All staff will have annual reviews where their current qualifications will be reviewed and updated. Training needs and knowledge gaps will be identified.
7. The training needs/requests of individuals will be balanced alongside the training needs of others and the importance to the business.
8. Senior Staff will undergo relevant OFQUAL regulated training in support of the premises Animal Activities Licence.

Staff Training Record

Home Boarding Dogs

In-House Training (Given by the Licence holder/Owners/experience staff to other staff)		
Topic	Date completed	Trainer
Animal welfare, including recognising poor welfare		
Animal Handling		
Animal Behaviour		
Cleanliness and hygiene		
Feeding and Food Preparation		
Disease Prevention and Control		
Recognition and first aid treatment of sick or injured animals		
New Dogs Training		

External Training (Colleges, On-line, Distance Learning etc)			
Topic	Date Completed	Awarding Body	Copy of Certificate file y/n

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 Amanda's Hound Hotel.

Fire Safety

Carbon Dioxide Fire extinguisher is located in the kitchen. A fire blanket is located in the kitchen. Fire extinguishers are serviced annually.

Smoke detectors are located in the hall and on the upstairs landing.

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 in the utility room. We will wait with all dogs outside of 13 Orchard Close. If possible, dogs will be placed in my Peugeot van which holds 6 dogs. Where possible the dogs will be temporarily transported to our emergency accommodation at 4 Bury Road, Edington.

The dogs will only be returned to the house when it is safe to do so. Dogs that can no longer be accommodated due to damage shall be transferred to another Licensed Dog Boarding establishment forthwith.

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

Carbon Monoxide

There is an oil boiler providing heating and hot water located in a cupboard in the kitchen. A Carbon Monoxide detector is located in the cupboard and tested monthly. The oil boiler is serviced annually by a competent heating 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. Do

not re-enter the building until you are told it is safe to do so, even to rescue a dog.

Loss of Power

Emergency torches are located in the hall on the cupboard and in bedroom on mobile phone. 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 as follows, we light the wood-burner (with fire guard) in the lounge. Alternatively, if the power cannot be restored via main or generator then arrangements to board the dogs in nearby Licensed boarding establishments will be made.

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

Loss of Heating

In winter the loss of heating could be serious.

Ensure all doors and windows are closed 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 and fire guards used where needed.

Alternatively, if the temperature cannot be safely maintained above 10°C arrangements to board the dogs in nearby Licensed boarding establishments will be made.

Extreme Weather Conditions

Heat: Cooling Tower 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 and 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 a paddling pool will be provided in the shaded area of the garden.

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 thorough 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 or flat roof come away) arrangements to board dogs in nearby Licensed boarding establishments will be made if there is no longer sufficient suitable safe accommodation at Amanda's Hound Hotel. Efforts should be made to capture any dogs that have escaped, but only if safe for the staff to do so.

Loss of Water

In the event that there is a loss of water the utility company will be contacted to determine how long Amanda's Hound Hotel 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 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.

Feeding Regimes

At Amanda's Hound Hotel we provide fresh water for each dog on a daily basis in separate water bowls. Water will be changed once daily or sooner if visibly soiled/contaminated. Water bowls are kept separate from food bowls and positioned in several areas around the room to allow all dogs to access water. When dogs are confined to their designated rooms a water bowl will be provided in that room.

All dogs will be fed separately unless the owner has given permission for them to be fed together with other dogs. Dogs that show signs of aggression when fed shall be fed separately. All dogs will be fed at least one meal 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 veterinary advice sought if a dog has not eaten for 24 hours.

Cleaning Regime

At Amanda's Hound Hotel 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.

Cleaning Procedures

Daily cleaning tasks:

1. The designated rooms will be hoovered to remove debris such as dog fur. Smooth floors (tiles, lino etc) will be moped. Carpeted rooms will be spot cleaned if there is soiling.
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 cleaning designated rooms; between different dogs 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 such as carpets, sofas, cushions, rugs will be mister sprayed with a pet friendly disinfectant.
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 advise otherwise).
8. All cleaning equipment will be cleaned with detergent and hot water and then disinfected.
9. Carpets and soft furnishing may need to be shampooed if heavily soiled.

Cleaning other areas

1. The kitchen will be swept and moped daily with Johnson's Veterinary Clean 'n' Safe Cats and Dogs Disinfectant. All kitchen units will be wiped down with warm soapy water and then wiped down with Johnson's Veterinary Clean 'n' Safe Cats and Dogs Disinfectant.
2. The garden will be inspected 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 area treated with Johnson's Veterinary Clean 'n' Safe Cats and Dogs Disinfectant.

Amanda's Hound Hotel Vehicles

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

Transportation

Amanda's Hound Hotel vehicles include Peugeot van. Dogs can be transported to and from an owner's home to a place for daily exercise and to or from the vets.

Dogs will be placed in (a secure dog crate/purpose-built cages/secured wearing harness to seat buckle) to ensure their safety. Dogs will only be transported for a maximum of (distance/time) 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 Peugeot van to deal with soiling when away from the home.

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

The Peugeot van will be thoroughly cleaned and disinfected according to the cleaning regime.

Ill Health

No animal suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted. Amanda's Hound Hotel 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 the isolation facilities or our Vets, Garston Veterinary Group who provide isolation facilities. The dog will be treated according to the agreements in the consent form.

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

Vaccinations

An up-to-date vaccination card must accompany all dogs. It is compulsory that all dogs must be vaccinated against:

- Canine parvovirus
- Canine distemper
- Infectious canine hepatitis (adenovirus)
- Leptospirosis

At Amanda's Hound Hotel we also ask that dogs are vaccinated against:

- Bordetella bronchiseptica and
- Canine parainfluenza virus

Fleas and Worming

It is Amanda's Hound Hotel 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 sinks 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 for dogs in Isolation

A dog showing signs of an infectious disease will be placed in the utility room. 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 dogs 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/vet etc) entering the utility room 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 utility room.

Contaminated items (e.g. dishes, litter trays, 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.

Monitoring and ensuring the health and welfare of all Dogs.

The health, safety and welfare of our resident dogs is the top priority at Amanda's Hound Hotel. 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 feeding 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 and 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 the next steps e.g., make further observations in an hour, move to isolation, contact a vet, and the staff member or members who have made the decisions.

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 in the garden
- Puzzle feeders
- Access to a variety of dog toys

Veterinary Interventions

If Amanda's Hound Hotel 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. Amanda's Hound Hotel will always endeavour to take the dog to

its usual vet, but if that is not possible it will be taken to Amanda's Hound Hotel vet's namely Garston's Veterinary Group. If expensive treatments and investigations are required Amanda's Hound Hotel will again try to make contact with dogs' owner or owner's local proxy. If the owner or proxy cannot be contacted Amanda's Hound Hotel 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, Amanda's Hound Hotel will try to contact the owner or proxy however Amanda's Hound Hotel will not unnecessarily prolong the suffering of dog.

Medicines

Amanda's Hound Hotel will administer all medicines according to the instructions of the owner or vet. All medication is stored safely in the medicine tin in the utility upper cupboard.

Dogs under 1 year old

Dogs under 1 year old will be given the time to get more sleep and shorter walks. Short bursts of playtime with lots of toys but left to sleep when they need it. Access to the garden at all times to help with toilet training.

Safeguarding of children and dogs on the premises.

The safeguarding of children and dogs on the premises are that children under the age of 16 years are always supervised by an adult.

New Dogs

All new dogs are closely monitored, especially in the first 48 hours to ensure they are enjoying their stay. They are introduced through a stair gate first to access their behaviours, then introduced in the space of the garden.

When mixing dogs from different households, a supervised trial session of new dogs will take place to introduce the new dogs to each other. This will be recorded, including which dogs have mixed and the relevant behaviours. Dogs that are aggressive towards each other will not be boarded the same time.

New dogs will also have a 1-day overnight trial if required.

New Dogs Supervised Trial Session Form

Name of Dog:		Date:	
Dogs mixed with:			
Observations			
Suitable for mixing with the named dogs?	Yes / No		
3-night trial undertaken?	Yes / No		

Daily Records Sheet

Daily records are kept to demonstrate:

1. That the dogs are feeding and drinking normally
2. The health check as agreed with the owner, has been undertaken
3. They have had their 1st Daily Dog Walk away from the home
4. They have had their 2nd Daily Dog Walk away from the home.
5. They have had access to external garden for at least 20 minutes
6. Dog is defecating and urinating normally
7. The dog is behaving normally and not showing signs of stress or ill health.

Week commencing Date:

Dogs Name	Checks	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
	Feeding /Drinking							
	Health Check							
	1 st Dog Walk							
	2 nd Dog Walk							
	Garden Access							
	Defecating/Urinating							
	Behaviour/Health							
	Feeding /Drinking							
	Health Check							
	1 st Dog Walk							
	2 nd Dog Walk							
	Garden Access							
	Defecating/Urinating							
	Behaviour/Health							
	Feeding /Drinking							
	Health Check							
	1 st Dog Walk							
	2 nd Dog Walk							
	Garden Access							

Defecating/Urinating

Behaviour/Health

Feeding /Drinking

Health Check

1st Dog Walk

2nd Dog Walk

Garden Access

Defecating/Urinating

Behaviour/Health

The Death or Escape of a Dog

Escape of a Dog

Every effort is made to ensure that the home is secure, and dogs cannot escape. All boarding dogs must always wear a collar. Amanda's Hound Hotel will attach to the collar 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. All available staff will make an immediate search of the Amanda's Hound Hotel 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 Amanda's Hound Hotel.
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 of a Dog

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 Garston Veterinary 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 or gives instructions for the dog's disposal.
5. An Incident Investigation form will be completed.

Amanda's Hound Hotel Incident Investigation Form

(This is not a mandatory form, but it's use constitutes good practice)

This form should be completed when an unusual or unexpected event occurs, such as the escape of a dog, injury to a dog or death of a dog, it should also be completed after an emergency such as loss of power or water.

Briefly describe the incident; Consider who, what, where, when and how.

Identify the root causes of the incident: This should help you determine the causes behind the incident. You should think beyond the obvious. For example, a member of staff allowing a dog to escape when they entered the dog area. Who left the room/door/gate open? Why did they leave it open? Have they received sufficient training, is the training adequate? Are the procedures adequate?

Name of person completing the form:

Date of incident:

Time of Incident:

Location of Incident:

Staff witnesses:

Brief description of the Incident

Identify the root causes of the incident

Matters undertaken to prevent reoccurrence of an incident

Procedures to follow in the case of the suspension or revocation of a licence.

If the License is suspended or revoked by the Licensing Authority, then the Amanda's Hound Hotel is no longer allowed to board dogs. Arrangements will be made to place any dogs in local licensed dog boarding establishments within 24 hours. Wiltshire County 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 poster

Amanda's Hound Hotel Nominated Vet Practice

Name: Garston Veterinary Group

Address: 58 Wingfield Road, Trowbridge

Phone: 01373 452255 or 01225 754021

Out of Hours: 01373 452255

e-mail: enquires@garstonvets.co.uk

Other Useful Contacts:

Env Health Animal Licensing

e-mail:

Dog Warden

Out of hours:

RSPCA

Trowbridge Police Station

Trowbridge Fire & Rescue: Fire

Safety Team

In Emergencies Call

999

Vets local to Trowbridge

