



## **Policies and Procedures**

### **Our Mission Statement**

The mission of Southpaws Playschool for Dogs and Puppies is to provide a safe, pleasant and stimulating environment in which our clients can leave their dogs and puppies with confidence during working hours. We will sponsor activities at our facility and in the community that will promote enhanced human/canine relationships.

### **Hours of Operation**

**Dogs should be at Southpaws by 8:00 am on their first day of attendance. This will ensure a smooth transition into the daycare environment and make the dog's first day more enjoyable.**

**Southpaws Playschool is open for drop-off from 7:00 am to 9:00 am Monday through Friday.**  
Saturday hours are from 9:00 am to 2:00 pm.

**Please call Southpaws at 512-440-7529 before bringing your dog after drop-off time.**

**Dogs should be picked up by 6:00 pm unless prior arrangements have been made.**

**Late pickups without prior arrangement (at time of drop off or as soon as possible during the day) will incur an additional fee of \$5.00 per 15 minutes.** Late fee is payable at time of pickup.

**Pickups are not available after 7:00 pm.** Your dog will be boarded at Southpaws. Boarding-without-notice fee is \$50.00 (does not include daycare fees or late fees) and is payable at time of pickup.

Holiday and Saturday schedules will be posted in a timely manner. Schedule changes will be communicated as far in advance as possible.


## Eligibility Requirements


 **All dogs must be leashed when moving between the building and the parking lot.**


 **All dogs should wear a properly fitting collar or harness and tags at all times.**

### Dogs:


 **All dogs older than six months must be spayed or neutered.**


 Dogs must be non-aggressive toward people and other dogs.


 Dogs must have proof of vaccinations on file prior to first day of attendance. Required vaccinations are rabies, distemper, parvo and hepatitis (adenovirus). Bordetella is an optional vaccination at this time. Southpaws suggests that you follow your veterinarian's protocol for vaccinations. Titer results and do-not-vaccinate letters are acceptable in lieu of vaccination records.


 Dogs must be flea-free and on heartworm preventative medicine.


### Puppies:

 **All dogs older than six months must be spayed or neutered. *If your puppy is younger than six months but you have no intention of altering him/her, the puppy is not eligible for attendance at Southpaws.***

 Puppies must be at least 12 weeks of age and have completed the first two sets of puppy vaccinations (Rabies vaccination is not required prior to six months of age).

 Proof of at least two rounds of vaccinations must be provided prior to the first day of attendance.

 Puppies must be flea-free.

 Puppies are not required to be spayed or neutered during the course of the crate training program.

## Fees

**NOTE: Southpaws Playschool accepts cash, checks or credit cards in payment.**

Credit card payments may be made at Southpaws or through the website payment button (<http://www.southpawsplayschool.com/services.html>).

Daycare fee (per dog)	\$28.00 per day
Half day/Saturday fee (per dog)	\$18.00 per half day ( <i>up to five hours</i> )
10 pack	\$250.00 ( <i>PREPAID ONLY</i> )
20 pack	\$450.00 ( <i>PREPAID ONLY</i> )
Crate training	\$575.00 ( <i>four week crate training session includes consultation as necessary</i> )

All fees are payable at the time of service. Unpaid fees will accrue the maximum allowable interest. Returned check fee is \$25.00. If an account must go to collections, the client is responsible for paying all necessary collection and legal fees.

Southpaws offers a foster rate of \$10 per day for foster dogs that need socialization and activity. All foster dogs that attend Southpaws Playschool become eligible to be listed on our website's foster page.

There is no charge for giving medications or feeding puppies or special needs dogs. Please alert Southpaws to your dog's needs.

**YOU ARE RESPONSIBLE FOR ALL VETERINARY FEES RELATED TO YOUR OWN PET.**

## **Problem Behavior**

Dogs must be non-aggressive toward people and other dogs.

Personality conflicts sometimes happen between dogs. We will do our best to separate two dogs that cannot be together in the same play area. This may include asking dogs to attend daycare on separate days. Both owners will be consulted prior to scheduling attendance in this manner.

Siblings may be asked to attend daycare separately if they are members of the same play group and as a set the siblings cause conflict within their play group.

Dogs that hurt or intimidate other dogs will be put in time out for an appropriate time. If the infraction is serious enough, the dog may be separated from the playgroups for the remainder of the day. If separated, the dog will still be allowed outside at regular intervals and will be given human interaction as an alternative to group play.

Aggression-related events will be recorded and tracked. Continuing or escalating patterns of aggression will result in the owner being required to attend training sessions or obedience classes with their dog. Attendance at Southpaws will be conditional until proof of completion of an appropriate obedience class is supplied.

Dogs that cause serious harm to others will be immediately expelled. It is the prerogative of Southpaws Playschool and no other party whether or not to dismiss a dog for any reason.

Dogs that are nuisance barkers may be removed from their group. If the barking continues to be a problem, Southpaws may use a Gentle Leader to curtail barking.

## **Class Size**

At this time, it is not necessary for owners to make reservations prior to attendance.

Class size is limited for each group. Dogs arriving between 7:00 am and 9:00 am will be guaranteed a spot in their group. Dogs arriving after 9:00 am will be taken on a space available basis unless previous arrangements have been made.

**Please call Southpaws at 512-440-7529 before bringing your dog after drop-off time.**

## **Non-employees in the Dog Play Area**

Some dogs have a very strong prey drive; running children may be viewed in that manner by a dog that has little or no experience with children. For this reason, we do not allow children to enter the dog play areas.

Adults that are strangers to the dogs may cause overexcitement, which could lead to conflict. Please do not enter the play areas without specific permission.

## **Food and Treats**

Since food is often a big source of conflict between group members, we do not feed dogs over six months old (other than those with special needs) during the day. However, fresh water is constantly available.

Dogs with special needs can be fed per veterinarian's instructions; please let us know if your dog needs to eat during the day.

Puppies are kept to their at-home schedules as much as possible. Please provide Southpaws with your puppy's food.

All food containers should be resealable and should be marked clearly with the dog's name. It is not necessary to provide the dog's food bowl.

## **Emergency Procedures**

All Southpaws Playschool staff members are certified in canine first aid. We will use our best judgment to determine whether your dog needs emergency care or can be treated within our facility.

In the event of an emergency, your dog will be secured and taken to a safe place if necessary. You will be contacted by phone (or email, depending upon the emergency) immediately if your dog has to be moved from the facility.

If the emergency is medical in nature, we will attempt to contact you prior to your dog being taken to a veterinarian. **You will be responsible for all costs incurred on your pet's behalf.**

If the emergency is life threatening and you cannot be reached, emergency care will be sought for your pet. **You will be responsible for all costs incurred on your pet's behalf.**

## Southpaws Playschool Bill of Rights

1. Your dog has the right to be treated humanely at all times.
2. You have the right to inspect our facilities at any time during business hours and by appointment after hours.
3. We have the right to interact only with dogs that are non-threatening and non-aggressive.
4. We all have the right to a healthy environment that is flea and disease free.

## What to Expect from Free-Range Daycare

Most new dogs are nervous for the first few visits. Don't be alarmed. We will keep you informed of your dog's progress. Your dog will eventually become enthusiastic about playschool and begin to look forward to daycare with excitement.

Your dog should wear a properly fitting collar and tags at all times. Improperly fitted collars can pose a safety hazard for both your dog and its playmates. Southpaws staff members can advise you on how to fit your dog's collar. Please do not send your dog with an expensive collar as it may get chewed or broken. Chain collars and flea collars are not allowed and will be removed prior to the dog being allowed into the play area.

The first few times that your dog visits, he may be extremely tired after school. This is normal. As your dog gets used to playschool, he will rest as needed and you will see his energy level stabilize. Expect to have to wake up your dog in order for him to eat and go outside.

Your dog may be extremely thirsty after a day of daycare. While there is always fresh water available, some dogs simply prefer the taste of the water at home to Southpaws water.

Once in a while, your dog may be marked by scratches or bitten by another dog. Sometimes this happens in play, and sometimes it is due to friction within the group. We do our best to prevent this from happening. Since this is a free range daycare, it is more likely to happen here at Southpaws than at other facilities that crate or kennel the dogs for part of the day.

**SPECIAL NOTE:** Certain breeds of dogs, in our experience, have a higher likelihood of injury in a free range environment than other dogs due to breed/physical characteristics, demeanor and play style. These breeds include boxers, Doberman pinschers, weimeraners, and the bully breeds among others. This statement is made in general and does not pass judgment on any individual dog of these breeds. Please take this into consideration when enrolling your dog.

revised 08/01/16 SW