

**Standard Operating Procedures March 2024**

* The intention behind Lolli’s-Pup’s Standard Operating Procedures is to ensure compliance welfare standards are met while looking after the dogs in our care and to give clear guidance on how this is achieved.
* These policies and procedures are available for clients upon request.
* The licence holder is first aid trained and has completed and passed a Diploma in Foundations of Canine Behavioural Management Level 3 with Compass and is currently studying towards the Advance Diploma of Applied Animal Behaviour (Canine) Level 5. Level 3 allows the licence holder to jump to Level 5 as Level 3 is the equivalent of doing Level 4 as well.
* Lolli’s-Pup’s is fully licensed and insured. A copy of the licence is clearly and prominently displayed on entering the premises and the licence number is **on the front page of our website and social media sites - to be actioned on attaining licence.**
* A booking form must be completed prior to dogs using our facility for daycare or boarding. This document is used as a register of all the dogs at the premises in line with DEFRA and includes:

(a) the dates of each dog’s arrival & departure

(b) each dog’s name, age, sex, neuter status, microchip number & a description of it or its breed

(c) the number of any dogs from the same household

(d) a record of which dogs (if any) are from the same household

(e) the name, postal address, telephone number & email address of the owner of each dog & emergency contact details

(f) in relation to each dog, the name, postal address, telephone number & email address of a local contact in an emergency

(g) the name & contact details of the dog’s normal vet & details of any insurance relating to the dog

(h) details of each dog’s relevant medical & behavioural history, including details of any treatment administered against parasites & restrictions on exercise

(i) details of the dog’s diet and any related requirements.

j) consent forms

(k) a record of the date or dates of each dog’s most recent vaccination, worming & flea treatments

(l) details of any medical treatment each dog is receiving

* These records along with other records required as a condition of the licence will be kept for 3 years beginning on the date the record was created. They are available for inspection. They must be visible and legible. Any electronic records will be backed up.
* No more dogs than stated on the licence are to be accepted at any one time.
* All boarding and daycare is subject to a meet and greet and the necessary forms being completed.
* There is a preventative healthcare plan agreed with Maven Veterinary Surgery.

**OVERNIGHT BOARDING**

* Written consent is obtained from the owner to board their dog with others from different households.
* A short trial session will take place to familiarise dogs with each other before they board. This trial session is documented on the booking form.
* There is to be a mandatory documented overnight trial session for all dogs boarding for longer than 3 nights. Dogs from the same household can be trialled together. Dogs from different households must be trialled overnight on a different night.
* Specific consent of each owner is to be obtained on the ‘Permission to Board with Dogs from Other Households’ owner consent form, to confirm they agree to their dog being boarded with others.
* Whilst owners may prefer that dogs from the same household are kept together, they must also give consent for the dogs to be separated if required.
* Lolli’s-Pup’s does not accept bitches in season. Unneutered male dogs are trialled on a dog by dog basis to establish whether suitable for a home boarding environment.

**THE HOME ENVIRONMENT**

**Accommodation**

* The accommodation at Lolli’s-Pup’s is aimed to provide a home from home experience for all dogs visiting. The home environment is safe, secure and free from hazards, and minimises the risk of injury to a dog, or escape of a dog. All dogs are accommodated in our house.
* Consideration has been given to the possibility of escape when windows are open, particularly if windows are located or close to furniture or other fixtures and fittings that dogs may climb onto. No furniture is located close to wide opening windows. All rooms have lockable windows with light from outside and are fitted with safe opening restraints to provide ventilation.
* Lolli’s-Pup’s recognises that proper ventilation removes excess heat, dampness, odour, airborne microbes and pollutant gases. High humidity increases the risk of spreading disease and will be avoided. Fresh air is essential for the maintenance of good health and well-being as well as limiting the spread of infectious disease.
* The property is structurally sound and well maintained to provide a safe, secure, disease free, comfortable, dry, clean and draught free environment for dogs to rest and relax. There are no sharp edges, projections, rough edges or other hazards, such as chemicals and loose cables, which present risk of injury to a dog.
* All areas inside and out are secure and entrance/exits double gated.
* Lolli’s-Pup’s ensures that any dog within the curtilage of the property is safe and secure. The double exits to the front and rear of the house are to be kept locked/secured shut and only one gate/door is to be open at a time to prevent chances of escape.
* Fencing is of a height and quality which offers security and prevention of escape.
* Bins inside and out are stored behind a door or gate to prevent direct access for dogs.

**INDOORS**

* Written consent will be sought from dog owners to exercise dogs outside with dogs from other households.
* Dogs will be supervised in the garden by a responsible individual. The garden is used to provide opportunities for dogs to exercise, explore, and investigate, and for toileting. There will be regular opportunities for toileting throughout the day.
* Consideration has been given to potential toxicity of plants to dogs both indoors and outside.
* Any part of the garden to which the dog has access is maintained in good order with no protrusions or other items / articles / substances etc that are likely to cause injury. Timber fences are of a height and quality which offer security and prevention of escape. They are to be maintained and checked regularly and any damaged areas sealed or over clad and if needed treated with non toxic products.
* There are no ponds, pools or wells.
* The garden will be cleared of all potential hazards after each use. Faeces is picked up between dogs/occupancy and at least daily to reduce the roundworm *Toxocara canis* and other parasites from being established.
* Dogs will not be exercised on any surface which has been treated with a chemical dangerous to dogs including for example slug pellets and other pesticides, or have access to toxic substances.
* The home is connected to mains drainage. All drain covers are situated in the front garden where dogs will be kept on leads. All drain covers are newly fitted and are fit for purpose.

**Access to Property**

* Residents and carers have their own keys to the premises.
* There is also a keysafe situated at the front of the house ( side of bay under window sill ) with keys to access the property. The code is known by all residents and emergency family contact at no. 12 Churchlands Way, Worcester Park, Surrey, KT4 8RE.

**Temperature inside the home**

* The temperature inside the property is monitored with thermostats to ensure it is not too hot or cold ( 10 - 26 degrees celsius ). These temperatures are regulated with gas central heating thermostats/fans and ventilation. Sleeping conditions and designated rooms will be kept within 10 - 26 degrees celsius at night time. For times of extreme hot or cold weather please refer to the extreme weather policy attached to the end of this document.
* Lolli’s-Pups recognises a dog's body temperature can be affected by age, breed, coat, medical condition, body condition and this is taken into account. Dogs are regularly monitored and the temperature addressed accordingly. All dogs are able to remove themselves from extreme temperatures.

**NOISE**

* Lollis-Pups is aware that a dog's hearing is more sensitive than ours. There will be no excessive noise, and TV’s radios are to be at a reasonable volume. If excessive noise does occur the dogs will be moved away. Close attention is paid to nervous or stressed dogs.
* Dogs are not allowed to bark at passers by from windows. They will be discouraged from barking at the front door. Dogs which bark excessively will not be accepted.

**FOOD AND WATER**

* Lolli’s-Pups recognises a dog requires a well balanced diet to stay fit and healthy and that this diet can vary due to breed, age, health, activity and weight.
* Diet and frequency of feeding is to be discussed and agreed with the owner. Puppies and dogs with specific needs may need feeding more frequently. All dogs will be fed at least once a day.
* Dog owners are to provide all food and food fed to dogs must be unspoilt, and free from contamination.
* Uneaten food will not be left out for prolonged periods and will be stored appropriately for the next meal time.
* Food is stored in clean safe containers which are insect and rodent proof.
* Raw food is handled to prevent risk of cross contamination using sealed containers and washing hands after handling food. Hand wash is available at every sink.
* Fresh clean water is provided in bowls and changed throughout the day as necessary. The number of bowls will match the number of dogs to prevent guarding.
* Water will be accessible to all dogs and placed throughout the ground floor and wherever may be required on other floors if dogs have been separated. All designated rooms being occupied will have fresh water available. Bowls will be cleaned/disinfected regularly and at least daily.
* All food and water is provided in non-porous stainless steel bowls which are cleaned daily and put through the dishwasher once a week on a hot cycle.
* There is a separate shelf in the kitchen specifically for dog food. High risk foods such as cooked or raw meat, fish or dairy products and the remains of opened tins or pouches will be stored in covered, leak proof containers on this shelf.
* There is a dishwasher in the kitchen where bowls etc are cleaned weekly.
* Dogs are to be fed separately, unless the owner has consented in writing to feeding together, and supervised closely at feeding times. All dogs are monitored in relation to their food and water intake and problems noted. Veterinary advice will be sought for any dog refusing food for longer than 24 hrs.
* Dogs displaying marked weight gain/loss will be evaluated by a vet. Veterinary advice will be followed when feeding debilitated, underweight or ill dogs or those with specific requirements.

**EXERCISE AND ENRICHMENT**

* Lolli's-Pups recognises that good welfare depends on meeting both psychological and physical needs of dogs.
* The behaviour and characteristics of each and every dog will be discussed with the owner. This is to enable us to have an overall picture of the dogs traits and usual behaviours which will aid us in daily monitoring of dogs and any changes that may occur.
* Dogs are continually assessed for signs of stress, fear, pain and anxiety, or changes in behaviour. These are noted in the Day Book Diary and videos are taken to record any unusual behaviours/anxieties and will be relayed to the owners.
* We will provide exercise and enrichment to all dogs according to their individual needs. Age, health, size, breed etc will be factored into tailoring their day.
* Consent in writing is required for enrichment activities and use of outside areas with other dogs from different households.
* Competition between dogs will be avoided.
* All dogs will receive toys/feeding enrichment with the owners written consent. The number of items provided will at least equal the number of dogs.
* Lolli’s-Pups will walk dogs with capability for at least an hour in the morning in the park. This will be preferably off lead. (A maximum of 6 dogs walked at any one time in line with insurance). Any equipment used to walk dogs will be fitted and used correctly.
* In the afternoon dog’s will be provided with an enrichment activity and a further short walk of at least 20 minutes (depending on the dogs in care and their abilities). This will be a combination of on lead/off lead.
* All dogs will wear tags displaying Lolli-Pups details when outside the curtilage of the home.
* Exercise and play is actively encouraged and safe toys and stimulation will be provided. Toys are circulated to reduce boredom and regularly cleaned and checked for continued safety. Attention is paid to the size and type of toys for the individual dog.
* Lolli’s-Pup’s has a separate document which covers enrichment activities available for dogs.

**HUMAN COMPANY**

* Lolli’s-Pups recognises that most dogs enjoy and benefit from human company. Dogs socialised to humans can find human company and positive contact such as grooming, exercise, playing and petting (as appropriate for the individual animal and as advised by the owner) rewarding. They may show signs of stress when this interaction is decreased or absent. Other dogs will prefer minimal contact.
* We will find out from the owner how the dog normally reacts to human contact and other animals and endeavour to provide an appropriate level of contact. Each dog will be monitored.
* Dogs will not be forced to interact with a person unless necessary and will be able to retreat to its designated room if required.
* Dogs will not be left alone for more than 3 hours in any 24hr period and dogs with separation anxiety will not be left alone. If appropriate they may be taken on trips out.
* There will be no children under the age of 5 in temporary or permanent residence whilst dogs are boarded at Lolli’s-Pups.
* All interactions with children under 16 yrs will be closely supervised and monitored and no child under 16 years of age will be left alone with dogs attending the facility. No dogs staying are allowed access into the childrens bedrooms. The dogs are to be kept downstairs during the day where they can be effectively monitored with thought to available quiet spaces and designated rooms for them to retreat if need be. Children's behaviour towards the dogs is continually monitored and corrected immediately where necessary.

**MULTI DOG BOARDING**

* Dogs from the same family which normally live together may prefer to share a designated room, however each dog will be allocated a room.
* Whilst owners may prefer that dogs from the same household are kept together, they must also give consent for the dogs to be separated if required.
* Dogs will be monitored to ensure that they are not experiencing fear, stress, distress or aggression from another dog.
* Written authorisation will be obtained to keep dogs together in a designated room, and dogs must be monitored.
* Dogs from different households will be separated if required or kept in suitable compatible social groups.
* Dogs are fed separately to minimise the likelihood of dispute and aggression.

**HANDLING DOGS**

* Lolli’s-Pups will find out from the owner how the dog normally reacts to human contact and other animals and endeavour to provide an appropriate level of contact. Each dog will be monitored.
* All handling will be safe and minimise fear, stress, pain and distress and dogs will never be punished so that they are frightened or exhibit aversive behaviour.
* Harsh, potentially painful or frightening equipment will not be used by Lolli’s-Pups e.g. electric shock collars, spray collars, pinch/prong collars, choke/check chains. If such equipment is present when the dog arrives, these must be removed once the dog is safely in the home environment. Alternative equipment will be used throughout the dog’s stay.
* All dogs are handled humanely and suitably for their individual needs, minimising fear, stress, pain or distress.
* Lolli’s-Pups understands dogs display signs of fear and stress if they are uncomfortable with the environment and or people in many different ways. This may lead to unpredictable or extreme behaviour altering the mood of the dog.
* A change in their usual routine or environment may cause them to feel unsettled / anxious. The new home boarding setting, meeting new people, being separated from their usual pack, loud noises, different scents, places, weather and pain can all trigger stress and affect behaviour.
* We will monitor for signs of stress and any trigger for the stress will be lessened or removed if possible.

**MONITORING DOGS**

* Dogs are observed regularly and checked daily for signs of pain, injury, disease, suffering, stress, fear, aggression and anxiety. Any changes will be recorded and the owner informed. Particular attention is paid to vulnerable dogs such as those who are nervous, old or on medication. The advice of a vet is to be sought without delay if required.
* Toileting that is normal to the dog will be observed and any abnormalities in excreta will be noted and acted upon as appropriate.
* Dogs that are boarded for longer than 2 weeks will be monitored at least every 2 weeks and given a body condition score in line with the ‘Model Licence Conditions and Guidance for Dog Boarding Establishments 2016 ‘ (Annex B) and recorded, or more frequently if there is cause for concern and noted in the Day Book.

**MONITORING**

* New dogs attending for day care will be subject to a meet and greet walk with myself and resident dogs Roxy and Maeve to assess how the dogs interact together. The dog's recall will be assessed along with how the dog interacts and reacts to its surroundings including other dogs, the environment and people.
* For those wanting to use the day care facility a documented short trial at my home with the other day care dogs is required first. This is in addition to the meet and greet walk. This session is used to assess and monitor them with the other dogs in our environment away from the owner.
* Boarding - dogs requiring a stay of longer than 3 nights are required to have an overnight trial - only one dog can be trialled at a time unless from the same household.
* Any new dog arriving must be monitored and will not be accepted if they are displaying signs of illness.
* New dogs attending the facility will have their own designated room and space to retreat if they so wish. We have space to segregate new dogs if required.

**CLEANLINESS OF THE HOME AND DISEASE/INFECTION CONTROL PROCEDURES**

* Lolli’s-Pups recognises that disease spread can be minimised by:
* Using materials which are easy to clean and keeping them clean and well maintained.
* Ensuring excellent hygiene protocols.
* Preventive treatments such as vaccinations and those for both internal and external parasites. This information must be provided on the booking form prior to attending.
* General cleaning is to be carried out daily to prevent disease.
* Surfaces are wiped down with disinfectant or an appropriate cleaner and a good state of cleanliness is maintained.
* Floors are swept/hoovered daily and mopped twice a week or more frequently when necessary. Dogs are removed from any area being cleaned.
* Diluted bleach should be used to clean any area contaminated with a potentially resistant disease agent (eg: parvovirus, distemper, ringworm). Bleach is used at a dilution of 1:32 with water. This mixed up bleach is to be disposed of immediately after use.
* Soft furnishings and carpets can make daily disinfecting challenging. Lolli’s-Pup’s strives to ensure cleanliness is maintained in these areas with regular hoovering. Sofas are covered with removable washable blankets. These are changed regularly. Dog beds for dogs boarding have covers and bedding removed after use so they are fresh and clean for our next customer. They will be cleaned regularly for prolonged stays and always changed immediately if soiled.

**DAILY CLEANING AND DISINFECTING ROUTINE**

The following cleaning and disinfection routines/checks are in place for day-to-day management of the dogs and for ensuring all equipment is cleaned and disinfected effectively.

* Dogs' bedding is checked daily and changed and cleaned when necessary and kept in a parasite free condition.
* Dogs feeding and water bowls will be cleaned and disinfected on a daily basis.
* On a daily basis all excreta will be removed from the outside area and garden and placed in a separate outdoor bin.
* Surfaces will be wiped down with an anti-bacterial product.
* Any soiled bedding or mats will be removed from the areas used by dogs, and cleaned or destroyed as is appropriate.
* The outside patio will be hosed down with water on a daily basis if male dogs are marking the area.
* Floors and carpets will be cleaned twice weekly or more if necessary. An appropriate cleaning agent will be used on the floors.
* Lolli’s-Pup’s has a steam cleaner which can be used on the carpets, sofas and on the floors.
* Food and water dishes will be cleaned and disinfected daily. This will not take place at the same time as other items soiled with body waste e.g. toys.
* All cleaning agents will be effective against pathogens and non toxic to dogs when used appropriately.
* Manufacturers guidelines will be followed in the safe use of their products.

**VACCINATION, FLEAS, WORMS AND OTHER PARASITES**

* Owners must provide an up to date veterinary vaccination record showing dogs are vaccinated against -
* Canine parvovirus
* Canine distemper
* Infectious canine hepatitis (adenovirus)
* Leptospirosis.
* Primary vaccinations must have been completed at least 2 weeks before acceptance into boarding.
* Vaccination against kennel cough (infectious tracheobronchitis) will be recommended but is optional.
* Homoeopathic vaccination is not accepted by Lolli’s-Pup’s.
* All dog owners will be provided with the Daycare Booking Form and/or Home Boarding Booking Form where vaccination details can be added.
* Occasionally there will be veterinary advice on a specific dog regarding vaccination and its health status and this will be taken into account. Certification from a veterinary surgeon of a recent protective titre blood test may be accepted in individual cases as evidence of protection against adenovirus, distemper and parvovirus. The certificate must state that it is valid for the period of stay at Lolli’s-Pups Dog Walking/Sitting Service.
* Dogs must have been appropriately treated for external and internal parasites in accordance with veterinary advice before entry to the home boarding environment. Details of the treatment must be provided on the booking form.
* Any dog with fleas, ticks, lice, worms etc must be treated with an appropriate and licensed insecticide. Treatment will be discussed with a veterinary surgeon to ensure that it is appropriate before administering. Consent from the owner is required.

**ISOLATION PROCEDURES**

* All dogs must be in good health prior to boarding.
* Any dog suspected or found with a contagious disease will be isolated temporarily in reception room 1 away from the other dogs and handled as little as possible whilst veterinary advice is sought.
* Lolli’s-Pup’s has an arrangement with Maven Veterinary Surgery and Vets Now to treat all unwell dogs in Lolli’s-Pup’s and they have agreed in writing to provide isolation facilities and cold storage ( for a dog's body should they die ).
* Where necessary protective clothing and footwear will be changed between rooms to prevent further contamination. Disposable rubber gloves are available.
* If the dog must be carried or handled, the use of a blanket wrapped around them will prevent contamination.
* Clothes worn, blankets used and isolation areas/equipment used will be fully disinfected and sanitised.
* Separate cleaning products will be allocated to the isolation area. Items which cannot be washed or sanitised will be bagged up separately and disposed of in line with Sutton Council waste management guidelines.
* Advice from a vet will be sought immediately and instructions followed. If necessary a period of quarantine will take place before new dogs are admitted.
* A record is to be made of any infectious disease and of veterinary advice given.

**VETERINARY TREATMENT AND HEALTHCARE**

* Access to veterinary care is vital for any dog, and is a legal requirement.
* If medication is necessary, it will **only** be used for the dog for which it is prescribed and following instructions.
* In the first instance advice and treatment would be sought from the clients own veterinary practice. If this was not practicable due to time frames and urgency etc then we would contact Maven Veterinary Surgery or Vets Now (if out of hours) which is our registered vet. The owners are required to agree in writing on our consent form to the use of our vets should it be necessary.
* A grooming and health check regime will be agreed with the owner and carried out frequently enough to keep the dog clean and comfortable providing it is safe to do so and with suitable equipment.
* Any equipment provided by the dog owner, will only be used on that dog and will be sent home with the dog.
* If a dog is suspected of being ill or injured a veterinary surgeon will be contacted immediately for advice. Any instructions for treatment given by a veterinary surgeon will be strictly followed with further advice sought if there is ongoing concern.
* Medicine will only be used with consent of the owner, following a discussion with a vet.
* When a dog arrives with ongoing treatment, the details will be recorded and instructions for administration complied with.
* Medicines will be stored safely and securely, at the correct temperature and used in accordance with the veterinary surgeon’s or manufacturer’s instructions. Any unused medications will be returned to the owner or prescribing vet.
* If a dog needs to be euthanised this will be carried out by a qualified vet and consent must be sought first from the owner or the main point of contact unless essential for the welfare of the dog. A record will be kept by Lolli’s-Pup’s Dog Walking/Sitting Service along with the identity of the vet.

**TRANSPORTATION OF ANIMALS**

* Transportation can increase risk for dogs, both of disease (from unclean vehicles or carriers) or of escape. A vehicle is viewed as an extension of the premises and therefore the same principles of hygiene, care and disease control will apply. If the journey is long, bedding, food and water will be taken and appropriate toilet stops will be made.
* Our van is fitted with seat belts and the dogs all wear harnesses. Our van is regularly cleaned and disinfected. Any dogs sitting in the middle area seats will use seat belt restraint leads.
* All vehicles and equipment will be kept clean and disinfected as appropriate. Dogs will not be left unattended in vehicles. External temperature can pose a risk to a dog’s welfare; vehicles used will have adequate ventilation and temperature control. All dogs will be on leads when entering or exiting the vehicle to prevent escape.

**PROCEDURE FOR AN ESCAPED DOG.**

All dogs in our care will wear our ID tags when out and about with our name,address and telephone number. A search will be made for the escaped dog. If this proves fruitless then the owner will be contacted as soon as possible. The Sutton dog warden on **0208 770 50 70** and local vets and social media will be notified of the escaped dog.

**PROCEDURE FOR A CADAVER**

Maven Vets have agreed to store a cadaver and the cost will be borne by the dead dog’s owner. The owner must be contacted as soon as possible.

**HAZARDOUS FOODS**

Dogs will not knowingly have access to hazardous foods. A list of problematic substances can be found by using the following link:

https://www.battersea.org.uk/pet-advice/dog-care-advice/toxic-food-dogs

If ingestion is suspected, a veterinary surgeon will be contacted immediately.

**FIRE AND EMERGENCY**

* Appropriate steps have been taken to prevent fire and to protect dogs and people in case of fire and other emergencies.All electrical installations and equipment meet current standards, including the installation of suitable protective safety devices. All fire exits are to be kept unobstructed.
* There is a separate Fire safety risk assessment and Fire and Emergency Procedure in place. See attached copy at the end of this document.
* A first aid kit is located in the van.
* Lolli’s-Pups has suitable arrangements for temporary boarding of dogs in the event that the licensed premises are rendered uninhabitable. The dogs will be secured in our van and moved to Vishal Katakwar at 12 Churchlands Way, Worcester Park, Surrey, KT4 8PB for a short time and then returned to their owners or emergency contact as soon as possible. Lorraine or Adrian will be aware of the location of the dogs in the property at all times.
* All services (gas, water, electricity) to the property and associated equipment are installed and maintained to current standards, and subject to regular inspection and testing where necessary.
* Fire detection equipment (smoke detectors) have been fitted in the downstairs hallway and the second floor landing.
* A carbon monoxide detector is fitted by the boiler.
* A fire extinguisher is kept in the under stairs cupboard.
* All electrical installations and appliances are maintained in a safe condition. No dog will be left unattended in a room with loose or trailing cables or wires that the dog has access to. In case of an emergency keys are held by the licence holder Lorraine Stokes, her husband Adrian Stokes, in the key box on the side of the house and with neighbours at number at 12 Churchlands Way, Worcester Park, Surrey, KT4 8RE. Designated people to cover an emergency situation would be Lorraine’s Husband, Adrian orVishal Katakwar at 12 Churchlands Way, Worcester Park, Surrey, KT4 8RE.
* For extremes of weather, refer to Lolli’s-Pups Extreme Weather Policy.