



PET BOARDING ESTABLISHMENTS

CODE of PRACTICE

For

BOARDING KENNELS

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1 INTRODUCTION

This Code of Practice for Kennels Version 4.1 released on the 14th March 2008 is effective immediately. In circumstances where establishments have been certified to the old kennel standard, and where the changes are of a structural nature, there will be up to a 2 year lead in period for changes to be effected.

This Code of Practice has been prepared following the guidelines of ISO Guide 7.

The document sets out minimum recommended practices for the care and management of dogs in animal boarding establishments.

Requirements are based on those elements contained in the:

- Code of Recommendations and Minimum Standards for the Welfare of Animals in Boarding Establishments issued by the Animal Welfare Advisory Committee (AWAC); (note: these standards do not supersede any legal requirements in the Animal Welfare Act 1999 or relevant Codes of Welfare).
- The Animal Welfare (Dogs) Code of Welfare issued by the National Animal Welfare Advisory Committee (NAWAC);
- Minimum Standards for Pet Boarding establishments published by the Boarding Kennel & Cattery Association of New Zealand;
- Code of Practice for the Operation of Boarding Establishments published by the State of Victoria - Australia.

Minimum Standards - requirements of this Code:-

"Must" is highlighted within the text.

- When "must" is displayed in this document, it is a minimum requirement.
- In previously approved establishments under the old Kennel Standard Version 3, where the requirement has changed to a "must", this implies that any changes to the establishment that are of a structural nature, will need to comply with this code and there will be up to a 2 year lead in period.
- In previously approved establishments under the old Kennel Standard Version 3, where the requirement has changed to a "must", and is of a non-structural nature, timeframes must be provided with the auditor and worked towards achieving within a 3 to 6 month period.

Recommended Best Practice:-

"Should" is highlighted within the text.

Recommended best practice is identified by use of the word "should".

- Recommendations for best practice will be particularly appropriate where it is desirable to promote or encourage better care for animals than is provided as a minimum standard.

Recognising that animal welfare requirements continue to evolve, the document will be reviewed on a 2 yearly basis by AsureQuality Limited or when changes in legislation or codes of practice impact on requirements. The Animal Welfare (Temporary Housing) Code of Welfare expected to be issued by the National Animal Welfare Advisory Committee (NAWAC), will inform the revision of this document due in 2009.

The AsureQuality Pet Boarding Advisory Committee (representing stakeholders) and AsureQuality Management will be invited to participate in the review. Control of the document will be in accordance with AsureQuality procedures.

2 DEFINITIONS

Animal	Means a dog or puppy
Antiseptics	Disinfectants that are safe to use on living tissue
Behaviour	The action, reaction or functioning of an animal in various circumstances
Bitch	A female dog
Boarding	Taking custody of an animal at a place other than its normal place of residence for accommodation, care or training for a fee or reward
Breed	A group of animals within a species having common ancestors and certain distinguishing characteristics, usually developed by deliberate selection.
Cage	A structure or enclosure that does not contain space for an animal to exercise
Crossbreed	A dog whose sire and dam are of two different breeds
Dam	The mother of a puppy or litter
Day Boarding	Animal is housed during the day only and is not housed overnight
Defensive Aggression	Threatening behaviour displayed by a dog baring its teeth, growling, barking, snapping, raising its hackles or biting in response to a perceived threat from a human or another animal
Disinfectant	Compounds that kill bacteria, fungi and viruses. They do not kill bacterial spores
Dog	Technically refers to a male dog, but is commonly used as a generic term to refer to canines of both sexes
Estrus	The restricted period of time during which the female is sexually receptive; commonly referred to as being "in heat"
Euthanasia	The term is derived from the Greek "eu" for "good" and "thanatos" for "death", or an easy death. The euphemisms for euthanise include "destroy, put down", or most commonly, "put to sleep"
Exercise Area	An area totally separate from the kennels and runs, in which an animal(s) may be released to get sufficient exercise and stimulation to maintain the animal concerned in an optimal state of health
Exercising dogs	Exercising a limited number of dogs in a controlled area (fenced) and under the control and supervision of a member of staff charged with this responsibility
Establishment	Any group of buildings (including yards) used for the purpose of housing animals
Heat	Denotes when a bitch is sexually receptive and can be bred. In most bitches the heat cycle lasts for 3 weeks and occurs about every 6 months.
Hyperactivity	A behaviour pattern frequently characterised in dogs by pacing, barking and destructive chewing
Inoculation	See 'Vaccination'
Intact	A dog that has not been altered by neutering
Kennel	An enclosure where dogs are housed and boarded. This would incorporate an area that is covered and where dogs would be able to be kept warm in cold conditions and cool in warm conditions and house a raised bed/cot. Dogs would also have access to a run which forms part of the kennel
Kennel - Individual	Where no mixing is allowed between dogs except those from the same household

Lethargy	Behaviour displayed as excessive quietness, absence of play in puppies, extended sleep periods, lack of interest at feeding and can be a sign of illness
MAF	Ministry of Agriculture and Forestry
Mature	A fully grown adult dog, generally considered to be two years or older
Neonate	A puppy from birth to three weeks of age
Neuter	Surgically alter a dog or bitch so that it is no longer capable of reproduction (castrate or spay)
Nightbox	Is a stand-alone unit where dogs are housed and which includes a raised bed/cot, but has no access to a run
Overnight Boarding	Animal stays at facility for at least one night
Puppy	A dog under 12 months of age
Run	A structure or enclosure that contains an exercise area for the dog/s
Separation anxiety	A behaviour pattern characterized by constant crying, chewing or hyperactivity and which commonly follows separation of the dam and her litter. It can also be displayed by a dog separated from a family habitat, person or companion animal
Spay	To surgically remove the uterus and ovaries from a female dog
Submissive behaviour	Behaviours through which a dog shies from human or animal contact. Submission is characterised by postures that serve mainly to inhibit an attack if flight is not possible, such as cowering and urination. Note that discussion of a dominant or submissive animal must include a description of the two individuals involved in the comparison
Temperament	A dog's character, disposition, and tendencies; the behavioural characteristics of a dog that are relatively stable over time and across similar situations
Vaccination	The inoculation of an animal by a registered veterinary surgeon with any product that contains living or dead antigens

3 VERSIONS

Version Number	Changes
Version 4 to Version 4.1	<p>Section 4.1 Physical, health and behavioural needs</p> <p>Section 4.2 DistressSection</p> <p>Section 5.2 Terms & Conditions: Owner's must be made aware that a No Bark Collar may be used in extreme cases and where all other methods of quieting the dog have been unsuccessful. The measures taken should be documents (as per the example offered in Appendix 3).</p> <p>Section 5.3 Record keeping: See bullet point referring to registration number</p> <p>Section 10.5 Kennel Cough changed to Canine Cough</p> <p>Section 11.8, 11.81, 11.82 Euthanasia</p> <p>Section 18: No bark collars "A veterinarian or animal behaviourist should be consulted on problem dogs, in the event that there are other medical complications. The owner/owner's contact should be made aware that this action is being taken."</p> <p>Section 18 No Bark Collars & Section 6.2 pertaining to No Bark Collars</p>

RESPONSIBILITIES FOR THE WELLBEING OF ANIMALS IN BOARDING FACILITIES

4 PREFACE

Preventive medicine is the dominant theme in good kennel management. Despite the best efforts to prevent illness or accidents, emergencies do happen.

The following is a list of responsibilities, which form the basis of the total management of the establishment. By adhering to the Code of Practice, people involved in the animal boarding industry demonstrate to the general community their concern for the welfare of the animals in their care.

Animal welfare can be thought of as the way an animal's health and well being are affected by its interaction with its physical and social environments. Since humans can alter or control an animal's environment, animal welfare means that people have duties and responsibilities towards animals. The greater the level of interference with or control of an animal's environment, the greater our responsibility.

5 RESPONSIBILITIES OF THE OWNER/MANAGER

The Animal Welfare Act 1999 establishes fundamental obligations relating to the care of animals in New Zealand. These obligations are to provide for the physical health and behavioural needs of animals. The detail of these needs is found in the code of welfare. The codes set out minimum standards and promote best practice to all aspects of the care of animals.

Under the Animal Welfare Act 1999 a kennel owner/manager is determined to be the person in charge and has a duty of care towards the animals in their establishment. The responsibilities of the owner/manager are to provide the five basic animal needs: -

Under the Animal Welfare Act 1999 a "person in charge" (proprietor) is a person who has an animal in their possession, custody, care, or under their control and supervision. The proprietor has a duty of care towards the animals in their establishment.

5.1 Physical, health and behavioural needs

There are statutory obligations in relation to the physical, health and behavioural needs of animals where the needs of the animal must be met in a manner that is in accordance with both:-

- Good practice; and
- Scientific knowledge

And where it is necessary to ensure that animals have:-

- Freedom from thirst, hunger and malnutrition
- Provision of appropriate comfort and shelter
- Prevention, or rapid diagnosis and treatment, of injury, disease or infestation with parasites
- Freedom from distress
- Ability to display normal patterns of behaviour

5.2 Distress

There is an obligation to **alleviate** pain or distress of ill or injured animals as per the Animal Welfare Act of 1999 in instances where:-

- The animal is in such a condition that it is suffering unreasonable or unnecessary pain or distress.

All boarding establishments should carry a minimum amount \$1 000 000 of public liability insurance cover.

6 ADMINISTRATION:

6.1 Office/kennel Hours

- The **office hours** must be clearly stated at the entrance to the facility and visible to members of the public, even when the office is closed.
- The **kennel hours** must be clearly stated at the entrance to the facility.
- Contact and emergency phone numbers must be displayed at the entrance and be clearly visible to members of the public, even when the office is closed.

6.2 Terms and Conditions

Every pet owner must be provided with, read and fully understand and sign acceptance of the Terms and Conditions under which they elect to leave their pet at the chosen facility. If there are any queries, these must be addressed before signing the document.

Ideally a copy of the Terms and Conditions should be displayed in the reception area.

Provisions that should appear in the terms and conditions are: -

- That dogs from the same household can share the same kennel, which must be of sufficient size, and with the signed consent of the owner/s.
- That the management of the facility will transport/contact a Veterinarian at the owner's expense should the need arise and at the discretion of the management.
- To administer medicines as prescribed by the veterinarian.
- Daily/hourly rates, special charges for holidays.
- Grooming rates, if additional and requested by the pet owner.
- Owner's permission to carry out a post-mortem in the case of an unnatural death occurring.
- Owners must be made aware that a No Bark Collar may be used in extreme cases and where all other methods of quieting the dog have been unsuccessful. The measures taken should be documented (as per the example offered in Appendix 3).
- The Terms and Conditions must be signed and dated by the pet owner, thereby providing authority to the kennel management to act in the best interests of the dog/s under a veterinarian if deemed necessary.

6.3 Record Keeping

The following information should be recorded for each pet admitted for boarding: -

- The dog's name, sex and age, breed, species, and any distinguishing features
- If the dog has been desexed
- Record details of microchipping if the dog/s has one
- Council registration number if available - must be provided (See Dog Control Act 1999 - a proprietor can receive an infringement offence notice (\$200) for holding a dog that is not registered.
- Name, address, contact phone number of the owner
- Emergency/alternate contact name, address, telephone number and cellphone number
- Date of admission
- Expected date of collection
- Medical history
- Dietary requirements/usual food
- Bathing and grooming requirements
- Vaccination status (must be current as per the date the next booster is due as shown on the vaccination certificate), and at least two weeks prior to admission to the kennels
- It is recommended that a copy of the vaccination certificate is supplied
- Name, telephone number and address of the attending veterinarian
- Animals condition, and weight (if possible)
- Pet's belongings, i.e. blankets, collars, leads
- Behavioural problems such as :-
 - excessive barking, unsocial, has a tendency to fight with other dogs. Dogs with a nervous disposition and a tendency for escapism. Any incidence should be recorded on the dog's record card.
- If a dog is known to be unsocial, great care should be taken that this dog does not come into contact with other dogs and is kennelled in a secure environment at all times. It is at the discretion of the kennel owner as to whether he accepts the dog for boarding or not.
- Medication and a description for which condition it is being administered. The owner should advise if a repeat prescription is required in the event that the dogs' visit is extended and the necessary arrangement made.
- Dosage and frequency of medication

6.4 Admission requirements

- All animals entering boarding establishments must be identified and all reasonable special requirements requested by the owner or attending veterinarian must be complied with, such as administration of medication, feeding of special diets, bathing and grooming.
- All dogs admitted must meet all vaccination protocol requirements.
- Written confirmation must be obtained from the owner's practicing veterinarian or specialist veterinarian advising if their dog cannot be vaccinated due to a condition such as cancer or immune deficiency, etc.
- The owner must be made aware that the dog's immune system will not be as robust and protected as that of a dog which has been fully vaccinated, and that the dog is boarded at its own risk. The dog is to be kept away from other dogs as much as possible, but not isolated. The dog should be exercised on his own.
- Puppies admitted to boarding facilities must be fully vaccinated and should be a minimum of 16 weeks of age.
- Puppies bred in a kennel situation, must be isolated in a separate building from regular boarders and all possible precautions taken so that there is no possibility that the regular boarders could contract any potential infectious disease. Regular boarders must be tended to before puppies, or staff specifically allocated to attend to the puppies.
- Entire bitches boarded should have details of their next expected heat recorded (if this is possible) so that this can be managed in the kennel environment.

- If an owner arrives without the required certification, the dog/s must wait in the car until the necessary verification can be confirmed from the pet owner's veterinarian.

6.5 Staff

- There must be sufficient staff ratio per animal to ensure that the highest level of care can be given to all dogs where the establishment is designed in such a way that a staff ratio of 1:25/30 can be catered to and all dogs receive the optimum amount of care. The ratio must not exceed 1:30 even in busy times
- Staff should have respect for animals and be trained by management on the handling of dogs. They should be provided with procedures, which give a complete description on the various aspects of running the kennels that is relevant to their duties. Procedures (Refer to Section 18) should be reviewed and updated annually with a front page signoff that this has been completed.
- All staff should have on the job training or have attended an external course in first aid for animals. All relevant training should be recorded in the staff training file.
- Staff details such as training records and qualifications should be maintained by management.
- No person under the age of 14 years of age should be employed in this type of facility.

6.6 Complaints

- Boarding facilities should have a complaints process that is followed and of which staff are aware (Refer to Section 18).
- All relevant details pertaining to the complaint, such as date, time and nature of the complaint should be recorded either on the owner's record card or placed on file.
- If the complaint is in the form of a letter, all correspondence should be filed and archived for at least 2 years in the event that the complaint is referred to the SPCA or MAF for further investigation.
- All complaints should be properly addressed and responses communicated to the complainant.

7 MONITORING OF THE BOARDING FACILITY

With the constant change in technology, it has to be taken into account that pet boarding establishments can be monitored in an efficient and effective way, as long as all the below mentioned areas are covered. Establishments must have someone in charge 24 hours a day 7 days a week while dogs are boarded.

7.1 Resident on the boarding facility property

- The Owner, Manager or a responsible person who is intrinsically involved in the day to day running of the facility must reside on or adjacent to the property or monitoring systems must be in place where owner/manager resides off the property.
- If the Owner or Manager has left the property, and there is no staff present, an emergency contact number must be displayed and clearly visible on the gate/door to the boarding premises. A contact person must be in possession of a key to the facility to allow access to any emergency services.

7.2 Remote monitoring of the boarding facility

At close of day, when no management, owner/s or staff is present on the boarding premises, other reliable methods should be employed to ensure that the facility can be effectively monitored and is secure: -

- Movement sensors, which are activated if any unauthorised movement occurs (dogs out of their units or unauthorised personnel).
- Monitors in the kennel area, which the owner/s or management can view at any time of the day or night, i.e. via connection to the home with monitors, and/or via cellphone viewing.
- A burglar alarm system should be installed.
- A smoke alarm system must be installed and this must also have the ability to alert either the owner/s or the fire department.
- An automated sprinkler system is recommended.
- Emergency contact numbers must be displayed and clearly visible on the gate/door to the premises.
- To avoid unauthorised entry or theft after hours, all entrances and exits must be securely locked.
- Remotely monitored boarding facilities must not be left unattended for more than 10 hours and only after the dogs have been fed and watered.
- In the event that this type of facility is unattended for up to a 10 hour period, monitoring should occur at least once during this time to ensure all is in order.

8 ESTABLISHMENT DESIGN

The carrying capacity of the establishment must not exceed the recommended number allowed for when the premises were built, bearing in mind that only dogs from the same household should be sharing a kennel, and only if the correct kennel sizing is followed for dogs sharing. Individual bedding/cots and food bowls must be provided when adult dogs are housed in the one pen.

8.1 Location

- The location and construction must comply with local government requirements.
- They must be located away from areas where there are constant abnormally high noise levels as well as pollution and which is likely to cause stress or injury to the animals.
- In a location that drains well and is not prone to flooding.

8.2 The kennel owners must:

- Provide accommodation and facilities to suit the physical and behavioural requirements of the animals held.
- Provide enough space for each animal held to feed, sleep, sit, stand, and lie with limbs extended, and be able to move about.
- Kennels that have runs attached cannot enclose a dog in the kennel (sleeping area) and use the run as a separate “kennel” for other dogs.

8.3 Small Dogs (less than 7kg, e.g. toy breeds):

Night box:	900mm width x 700mm depth
Kennel:	500mm width x 500mm
Plus run:	600mm width x 1000mm depth

2 small dogs sharing:

Kennel:	1.2m width x 600mm depth
Plus run:	1.2m width x 1m depth

or

Kennel:	600mm width x 1.2m depth
Plus run:	600mm width x 2m depth

3 small dogs sharing:

Kennel:	1.8m width x 600mm depth
Plus run:	1.8m width x 1m depth

Exercise area:

	3m x 2m for one dog (add 1m each way for each additional dog allowed to exercise in that area).
Maximum number of dogs:	only one entire dog per group of 10

Minimum internal fence height: 1.2m

8.4 Medium dogs (7 – 20kg e.g. Cocker spaniels, Shetland sheepdogs)

Night box: 1.2m x 800mm

Kennel: 600mm x 700mm
Plus run: 800mm x 1000mm

2 medium dogs sharing:

Kennel: 1.6m width x 800mm depth
Plus run: 1.6m width x 1m depth

or

Kennel: 800mm width x 1.6m depth
Plus run: 800mm width x 2m depth

3 medium dogs sharing:

Kennel: 2.4m width x 800mm depth
Plus run: 2.4m width x 1m depth

Exercise area: 3m x 3m for one dog (add 1.2 sqm for additional dog allowed to run in that area).
Maximum number of dogs: only one entire dog per group of 8

Minimum internal fence height: 1.8m

8.5 Large Dogs (20 – 40kg, e.g. Labradors, Dobermans):

Night box: 1m x 1.5m

Kennel: 800mm x 800mm
Plus run: 1m x 800m

2 large dogs sharing:

Kennel: 2m width x 1m depth
Plus run: 2m width x 1.2m depth

or

Kennel: 1.2m width x 2m depth
Plus run: 1m width x 2.4m depth

3 large dogs sharing:

Kennel: 3m width x 1m depth
Plus run: 3m width x 1.2m depth

Exercise area: 4m x 4m for one dog (add 1.5 sqm (for each additional dog allowed to exercise in that area)).
Maximum number of dogs: only one entire dog per group of 6

Minimum internal fence height: 1.8m

8.6 Extra Large Dogs (>40kg e.g. Great Danes, St Bernards)

Night box: 1m x 2m

Kennel: 1.2m x 1.2m

Plus run: 1.2m x 2.4m

2 extra large dogs sharing:

Kennel: 2.4m width x 1.2m depth

Plus run: 2.4m width x 2.4m depth

or

Kennel: 1.2m width x 2.4m depth

Plus run: 1.2m width x 4.8m depth

3 extra large dogs sharing:

Kennel: 3.6m width x 1.2m depth

Plus run: 3.6m width x 2.4m depth

Exercise area: 5m x 5m for one dog (add 1.7 sqm for each additional dog allowed to exercise in that area)

Maximum number of dogs: only one entire dog per group of 4

Minimum internal fence height: 1.8m

One third of the area of each pen must be weatherproof and include raised sleeping quarters.

8.7 Identification of Kennels

Each kennel must be clearly marked and the facility must ensure that the dog/s in that unit correspond with the office and kitchen records. Records of dogs on specific diets or medication must also be maintained and must align with kennel unit identifiers.

9 ENVIRONMENT FOR DOGS:

9.1 Temperature:

Kennels must be of such a design and construction that dogs are protected from extremes of temperatures: -

- When hot be able to move under shelter, but have a good flow of air coming through and should be adequate to keep animal housing areas free from dampness, noxious odours and draughts.
- When cold and raining, dogs must be able to move into an enclosed area that offers protection
- Recommended temperatures are between 15°C and 26°C. An establishment should have a means of monitoring the temperature and should be checked from time to time, i.e. a thermometer on the wall in one or two key areas, dependant on the size of the establishment.

9.2 Lighting:

- There should be sufficient lighting so that dogs can be checked at any time and kennels can be thoroughly cleaned.

9.3 Shade & Ventilation:

- Kennel areas must be adequately ventilated to keep animal housing areas free from dampness, noxious odours and draughts.
- Areas where dogs are housed under metal roofing without outdoor kennel areas available need to be monitored to ensure that temperatures do not become extreme. Outer doors should be able to be opened to ensure good ventilation is applied.
- Dogs housed in kennels with night boxes and a run must be able to move into cooler areas that are covered.
- Kennels that are constructed with solid partitioning and not situated outdoors, must have a good ventilation system in place where the heating and cooling is controlled, and no dampness and noxious odours can develop, which would assist in the spread of such infectious diseases as kennel cough.

9.4 Bedding:

- A separate area (in the same kennel) must be provided to ensure the dog will sleep in a dry covered area.
- It should be raised (so that no rain water seepage can occur).
- Each dog must be provided with soft, dry bedding, which is of a size proportionate to the dog.
- A dog must be able to urinate and defecate away from the bedding.
- In the event that bedding becomes wet, this must be changed as soon as practicable so that the dog does not sleep on wet, damp bedding.
- A dog's age (arthritis dogs), coat (long or short haired) and body condition should determine the type of bedding required for each dog.
- If a dog eats the bedding or the bed boards, he/she should not be provided with additional bedding or bed boards, and the owner should be advised.

9.5 Construction:

- Kennels must be separated by solid partitions (walls), or solid and wire dividers (wall with wire dividers), and must be constructed so that the animals cannot have physical contact with each other.
- The wire dividers must be of sufficient strength to contain the animals and the mesh size should not exceed 50mm square. Wire fencing must be checked regularly to ensure that dogs are not going to scratch or puncture the skin.
- The height of external walls/fences should not be less than 2 metres or as specified by local authorities.
- The height of internal walls/wire dividers should be as specified in Section 7.
- Care must be taken when accommodating dogs with the propensity for escapism.
- Latches must be fitted in such a way that doors cannot be opened by dogs or cause injury to dogs or people.

9.6 Framework and Doors

- It is strongly recommended that the framework, posts and doors of the kennel which are constructed out of timber, treated or untreated, and which are accessed by dogs, should be sealed with paint or a sealant, which can easily be washed and sanitised.
- Alternatively, a non-porous veneer, which seals off the timber, will also be acceptable. Treated or untreated wood is porous, and is prone to harbouring viruses and bacteria.
- Joints and corners should be properly sealed.

9.7 Exercise Areas

- Must be separated from the kennels and runs.
- Dogs exercised together must be under direct supervision at all times.
- If pups are exercised with other dogs, they must be under supervision

Dogs must be allowed to exercise under supervision in order to:

- Exercise their muscles
- Reduce Stress
- Monitor their behaviour and gait (no injury)
- Urinate and defecate
- Enable them to have contact with humans/other dogs
- If exercised in groups, a trained staff member must be physically present at the exercise area to supervise the dogs.
- If a dog is exercising individually, no direct supervision is required.
- Exercise should last for no less than 15 minutes twice daily dependant on the size, type and condition of the dog.
- Dogs prone to “climbing fences” and escaping need to be monitored closely or a secured pen provided, i.e. roofed or angled so that the dog cannot jump out, or exercised on a lead.
- Dogs confined to night boxes day and night should be exercised no less than 30 minutes three times a day depending on the size, type and condition of the dog.
- Veterinary advice should be sought in the event that a dog is confined due to ill health as to how much exercise, if any, a dog should be given.

9.8 Sharing of kennels

- Dogs from different households **must not** be housed together in the same kennel.
- Dogs from the same household can be housed together with the written consent of the owner/s. Kennel areas must be of sufficient size as specified in Section 7.1 to 7.6 and comfortably accommodate the dogs.
- Dogs from the same household and sharing should be fed separately, unless under the watchful eye of the attending staff representative.
- A strong recommendation for new dogs boarding that are unfamiliar to the kennel establishment is that they should be evaluated prior to placing in the exercise pen with other dogs, i.e. placed in an introductory run next to the main enclosure for assessment.
- Alternatively the owner could admit the dog/s into the establishment the night before or early on in the day, a number of hours before the owner is due to depart.
- Puppies sharing kennels with another dog from the same household, and with the permission of the owner/s, should be monitored regularly.

9.9 Security:

- Buildings must be securely lockable with a secure closing device that cannot be opened by the animals held.
- Any security method used must allow for ready access to animals and ready exit of staff and animals from the premises in the event of an emergency.
- A security barrier of at least 2m high should be constructed to prevent the escape of animals or the entry of unauthorised persons.
- The kennel compound wall may form part of the security barrier.
- All buildings in which animals are housed should be fitted with double doors/gate to prevent the loss of animals, which may escape from cages or other facilities. The second door/gate (spring loaded or lockable) does not necessarily have to be close to the kennel door/gate.

9.10 Flooring and Drainage:

The flooring of the animal housing must:

- Provide a safe, solid, impervious and non-slip foothold.
- Be of suitable construction and material so as to maintain a hygienic surface; be non-absorbent, and so that faeces and urine can be removed completely.
- Sloped to enable waste and water to run off into gully traps and constructed in such a fashion as not to be a danger to staff or animals, as well as to dry-off the area as quickly as possible.
- If the kennel floor is constructed of metal or concrete base, dogs must be checked to ensure that they do not develop calluses or pressure sores, and should be exercised on a soft or grassy surface.
- Kennels should be lined with insulating material to maintain a more even and comfortable temperature.

9.11 Cleaning and Disinfection:

- Kennels and exercise areas must be cleaned to prevent disease as well as ensure the comfort of the dogs.
- Kennels must be cleaned out at least once a day.
- Faeces in the kennel unit should be removed when discovered to avoid dogs tramping it through to their sleeping areas, and must at least be removed once a day.
- Faeces should be removed from exercise areas each time a dog defecates.
- The exercise area must be free of faeces each time a different dog is exercised so that there is no possible contamination from faeces left by the previous dog.
- Animal housing/kennels should be cleaned daily and must be disinfected regularly before new animals are introduced.
- After an outbreak of an infectious disease animal housing areas should not be allowed to remain wet. Use of scrapers is recommended or heating in colder climates.
- Disinfectants and cleaners should be stored away from animals and members of the public.
- Staff (if employed) must be aware of the manufacturers instructions on disinfectants and cleaners with regard to accurate dilution rates, contact times and use-by dates and such products should be used accordingly in order to ensure that viruses and bacteria, which may be present, are killed.
- Care must be taken to clean up any spillage that might have occurred.

9.12 Waste Disposal:

- Must be in accordance with the requirements of the local authority.
- Solid waste must be collected from all parts of the facility and disposed of in a suitable fashion, e.g. in an offal pit (if acceptable to the relevant council), septic tank, biogas digester, waste disposal bins (to be placed in a double-bag which is to be leak proof), etc.
- Liquid waste must be able to drain out of the facility into a septic tank or soak hole or approved legal link-up to council drainage.

9.13 Pest Control:

- Efforts must be made to effectively control pests, including flies and rodents.
- Pesticides must be applied with extreme caution and the manufacturers instructions adhered to.
- The boarding establishment must be empty when applying pesticides.

9.14 Pound Dogs:

- Pound dogs must be kept in a separate kennel area from boarded dogs, and must not be exercised together.

10 ISOLATION FACILITIES

- Isolation facilities must be available in the event that an animal is suspected of, or has been diagnosed as having an infectious condition. It is recommended that approximately 10% of the boarding capacity be made available for this purpose.
- If a separate building away from the main facility is not possible, then access to and from the isolation part of the shared building should be totally separate from all other entrances and exits used by other animals.
- If the isolation section of the building does not have a separate entrance, there must be solid partitioning between the isolation section and non-isolation section of the building.
- If the infection is of a contagious nature, additional precautions need to be taken to prevent the spread of infection, i.e. the use of disposable overalls, booties and gloves and disinfectant baths/basins both within and outside the isolation area.
- The isolation units must not be used during peak periods when the establishment is filled to capacity, in the event that an infectious outbreak does occur and these units are required.
- A dog suspected of having a contagious infection must be taken to the veterinarian immediately.
- Dogs on either side of the “infectious” dog must be monitored carefully to ensure the “infection” has not travelled.
- Sick animals which are not infectious or infected, but which may be stressed by contact with other animals, should be separated but not necessarily isolated.
- Animals in isolation must have no contact with other healthy animals at the facility.
- Veterinary advice must be sought in the management of the specific outbreaks of disease.
- Staff should be trained in managing sick animals in isolation.
- Ideally specific staff should be allocated to tending dogs with an infectious disease.
- If this is not possible, uninfected dogs should be tended to before sick dogs. This should appear in the Isolation Procedure.
- Isolation areas must have their own drainage, ventilation and water supply systems. Surfaces must be sealed and impervious and in good condition with no cracks where seepages can occur.
- Reusable containers should be cleaned and sanitised separately from those used by healthy animals.

11 VACCINATION AND HEALTH PROTOCOL

- Vaccination time frames vary depending on the type of vaccination.
- Vaccinations must be current as per the date the next booster is due as shown on the vaccination certificate and specified by the attending veterinarian. This should be given no less than 14 days before admission to the kennel.
- On admission, it should be established that the vaccinations would cover the dog for the duration of their stay.
- If not, and in the case of long term boarders, the kennel owner must make arrangements to have the vaccinations updated and must be in possession of the vaccination certificates.

11.1 Vaccinations:-

Protecting a dog against Distemper, Canine Hepatitis, Parvovirus, Bordetella Bronchiseptica, Adenovirus 2, Parainfluenza (Kennel Cough) must be current as per the date the next booster is due as shown on the vaccination certificate. Leptospirosis inoculations (including booster where appropriate) should also be current per the date the next booster is due as shown on the vaccination certificate where required.

11.2 Canine Distemper:-

Is a paramyxovirus, which appears very similar to the paramyxovirus causing human measles. The virus in the canine can affect a wide range of organs including the skin, brain, eyes, and intestinal and respiratory tracts. The virus is transmitted through the air in addition to body secretions such as urine. Dogs of any age can be affected; however, most are puppies less than 6 months of age. Distemper is serious and can spread rapidly through a kennel, especially if unvaccinated individuals are present. Vaccinations should be given in line with veterinary recommendations.

11.3 Hepatitis:

'Blue eye' is a term used to describe cloudy corneas as a result of an adenovirus type 1 infection. Adenovirus type 1 is a severe viral disease affecting dogs of all ages. Usually the liver is affected, hence the name hepatitis, but occasionally the eye is also involved, hence the term 'Hepatitis Blue Eye.'

11.4 Leptospirosis:-

Inoculation (including booster where appropriate) needs to be administered as per the date shown on the vaccination certificate, if it is prevalent in the area that you are living in or have located to. Leptospirosis is a disease of worldwide significance that infects both animals and humans. Within this species there are many different strains (serovars). Of these different strains there are eight that are of importance for dogs and cats. The current canine vaccines protect against the serovars canicola and icterohaemorrhagiae.

11.5 'Canine Cough':-

Is the term that was commonly applied to the most prevalent upper respiratory problem in dogs. Recently, the condition has become known as tracheobronchitis, canine infectious tracheobronchitis, Bordetellosis, or Bordetella. It is highly contagious in dogs. The disease is found worldwide and will infect a very high percentage of dogs in their lifetime.

11.6 Parvovirus:

'Parvo' is a highly contagious disease characterized by diarrhoea that is often bloody and is caused by a pathogen called canine parvovirus, Type 2 (CPV-2). Current vaccinations have helped to control the spread of this disease but despite being vaccinated, some dogs still contract and die from Parvo. CPV-2 is known to survive on inanimate objects - such as clothing, food pans, and cage floors - for 5 months and longer in the right conditions. Insects and rodents may also serve as vectors playing an important role in the transmission of the disease. The normal incubation period (time from exposure to the virus to the time when signs of disease appear) is from 7-14 days. Active excretion of the virus in the faeces can begin the third day after exposure, often before clinical signs appear, and may last for one to two weeks after the onset of the disease.

11.7 Certificates:-

The following information should be viewed on the inoculation certificate: -

- The name of the animal
- The breed of animal
- The name of the vet and clinic
- Veterinarian's signature
- The type of vaccine used
- The month the vaccine was administered
- The date a booster is required
- Microchip number if possible/relevant

11.8 Parasites:-

Can get on a host and remain 'on deck.' These are called ectoparasites (ecto=outside). Examples of ectoparasites are fleas and ticks. Other parasites move to the inside cabins of the host and are called endoparasites (endo=in). Roundworms, heartworms, and tapeworms are examples of endoparasites.

If worming has not been done in the last three months, the animal (all cases) must be treated at the owner's expense. A broad-spectrum drug effective against hookworm, whipworm, roundworm and tapeworm should be used. Long-term boarders should be wormed as appropriate.

Dogs should be treated regularly for ectoparasites (fleas and ticks). Owners must declare if their animals are known or suspected to be suffering from an infectious disease or parasite infestation. Animals' known to have these conditions should be isolated and treated appropriately or refused admission. Should an animal disease or parasite infestation be suspected, the manager should seek veterinary advice and adopt immediate quarantine and disease control procedures.

Long-term boarders (longer than 2 months) must be re-treated for fleas and ticks and (longer than 3 months) worms. Some parasites are zoonotic.

11.9 Diseases of the Skin:

Dermatitis or eczema is a very common problem in dogs, and there are many causes including allergies and parasite diseases, infections, nutritional imbalances and hormonal disorders. As soon as a skin disorder is detected, seek immediate veterinary treatment, as delays make recovery longer and treatment more difficult and expensive.

11.10 Sarcoptic Mange:-

Commonly known as canine scabies is caused by the parasite *Sarcoptes scabiei*. These microscopic mites can invade the skin of healthy dogs or puppies and create a variety of skin problems, the most common of which is hair loss and severe itching. While they will infect other animals and even humans, they prefer to live their short lives on dogs.

11.11 Hydatids:

Hydatids is caused by a tapeworm, which lives in the gut of dogs. Its life cycle also involves an intermediate host, which in this country is mainly sheep or sometimes cattle. Humans can also be a host and hydatids can pose a serious risk to human health through the formation of cysts in vital organs. MAF has declared 'provisional' freedom only at this stage. No offal is to be offered to boarding animals.

12 HEALTHCARE

12.1 Animal Wellbeing

All animals must be checked at least once daily to monitor their health. The following observations should be made to check that the animal:-

- Is eating normally
- Is drinking normally
- Is defecating normally
- Is urinating normally
- Is behaving normally
- Is of normal appearance with no obvious wounds
- Is able to move about freely
- Has a normal coat
- Vocalisation (not excessive barking)
- Check the eyes, nose, ears and underside

If there are any changes in health status, these must be reported promptly to the management of the establishment in order that prompt action can be taken. Each animal should be examined daily for signs of external parasites and treated for any that is found.

12.2 Veterinary Attention

The kennel must have a contract for the services of a veterinary clinic that is able to attend to an unwell animal within a reasonable timeframe.

Prior arrangements should be made with the pet owner that the kennel's regular veterinarian would be consulted in an emergency instead of using the pet owner's regular veterinarian.

In the event that a dog falls ill, the kennel owner/manager should liaise with the dog owner's veterinarian to establish if there are any medical conditions that they need to be made aware. Lack of continuity of veterinary care can compromise the dog's health.

Veterinary advice should be sought by the manager of the boarding facility, or their nominee, for any animal showing one or more of the following signs (but are not limited to):

- Abnormal dullness, lethargy, agitation/excitement
- Increase or decrease in thirst and/or appetite
- Runny nose, runny or inflamed eyes
- Discharges
- Pale or yellowish gums and inner eyes
- Persistent scratching or biting of skin, or shaking of head
- Unusual smell from ears or mouth
- Repeated sneezing
- Coughing
- Abnormal breathing (including persistent increased rate)
- Vomiting
- Severe diarrhoea, especially if bloodstained
- Lameness
- Inability to stand or walk
- Hanging head
- Bleeding or swelling of body parts (other than the vulva of bitches on heat)
- Apparent pain
- Fits (seizures) or staggering
- Bloating of abdomen
- Difficulty or inability to urinate or defecate

- Significant weight loss or weight gain, or change in girth of the dog
- Lack or loss of appetite
- Swellings
- Red or brown coloured urine
- Any other serious physical or behavioural abnormality
- Significant wounds, inflammations or irritations
- Extensive hair loss

Medications must only be used in accordance with veterinary advice.

12.3 Dog Attacks/fighting

Staff should be aware of what is involved and how they could possibly divert a dog fight..

Refer to Appendix 2

By Ed Frawley.

12.4 First Aid for Animals

Guidelines for equipping a first aid box: -

Scissors (curved)	Tweezers
Tape	Saline solution (saline 0.9%, for flushing eyes & wounds)
K-Y Jelly	Thermometer
Nail Clippers	Gauze Swabs
Emergency Blanket	Pliers (side cutters)
Muzzle	Pen Light
Lead	Ordinary Blanket (for carrying animals)
Examining Gloves	Skin coat wash
Dressing (telfa pads)	Bandages (crepe, vet wrap)
Antiseptic Solution (iodine diluted to 4%)	Cotton wool

Strict controls must be exercised on the replacement of used first aid equipment. Any first aid work carried out on any dog must be recorded on their file and reported to the owner/s or their contact as soon as possible.

12.5 Medication

There must be strict guidelines, preferably documented kennel procedures regarding the administration of medication.

- If a pet is admitted with a requirement for medication, this must first be noted on the pet's record card, computer or medicine card.
- The following information must also be noted on the medication card where the medication is stored:
 - The owner's name
 - The name of the pet.
 - Establish for which treatment the medication has been prescribed.
 - Times and dates that the medication is administered.
 - Name and signature of the staff member administering the medication.
 - This information must be kept in the event that proof is required with regard to administering of the medication.
 - Medication must be stored in a secure area under lock and key and must only be dispensed by authorised staff.

12.6 Emergency Resuscitation

Kennel owners/management should provide on the job training or attend a formal course to be able to administer emergency resuscitation. Knowledge of first aid for both animals and humans would be preferential.

12.7 Death while in Care

- If an animal dies while in the boarding establishment, the management must attempt to contact the owners of the dog, or if they cannot be reached, the alternate contact person must be contacted and informed.
- If the owner or alternate contact cannot be contacted, the owner's veterinarian must be informed and must establish the cause of death.
- If the cause of death is not obvious, the owner's veterinarian must carry out a post-mortem to establish the cause of death.
- In the absence of the owner's veterinarian, i.e. the veterinarian is from another country or district; the kennel's veterinarian must carry out the necessary post mortem.
- It is important to establish the cause of death as soon as possible, as this might be due to an infectious disease which, could have severe ramifications for the entire kennel. Therefore, if there is no access to the owner's veterinarian and the kennel's veterinarian is closed, an emergency or after hours veterinarian must be contacted to establish the cause of death.
- All details surrounding the death of the animal must be documented on their record card as well as all conversations between the owner/contact and the kennel detailing times and dates of calls.
- The owner's permission must be obtained for disposal of the animal, or the body must be frozen and kept for post-mortem/owner disposal.
- In the case of elderly dogs the owners should sign consent that in the event of death a post mortem is not necessary.

12.8 Euthanasia

Legal obligations as per the Animal Welfare Act of 1999 stipulate that:-

The person in charge of a dogs an overall responsibility for the welfare of the dog in his or her care.

The owner or person in charge of a dog must:

- *ensure that the physical, health and behavioral needs of the dog are met in a manner that is in accordance with both good practice and scientific knowledge*
- *where practicable, ensure that a dog that is ill or injured receives treatment that will alleviate any unreasonable or unnecessary pain or distress being suffered by the dog or that it is killed humanely.*

The person in charge of a dog must not without reasonable excuse:-

- *keep a dog alive when it is in such a condition that it is suffering unreasonable or unnecessary pain or distress*

It is the responsibility of the establishment to ensure that sick or injured dog receives veterinary attention as soon as possible (to the extent that an after-hours veterinarian is consulted), to ensure that there is minimal suffering. The person in charge should try and contact the owner's veterinarian in the first instance, but if the animal is suffering then there would be an obligation to find the most convenient vet. The establishment is the custodian of the dogs in its care (with authorisation provided by the owner as referred to in the Terms and Conditions (section 5.2).

12.8.1 If it is the opinion of the veterinarian that an animal should be destroyed because reasonable treatment will not be sufficient to make the animal respond and the animal will suffer unreasonable or unnecessary pain or distress if it continues to live, the person in charge must as soon as possible:-

- Consult with the owner, if he/she can be found within a reasonable time; and
- If the owner asks for a second opinion from a veterinarian as to whether the animal should be destroyed, allow the owner to obtain a second opinion.

12.8.2 If the owner of a severely injured or sick animal cannot be found within a reasonable time, or if the owner of a severely injured or sick animal:-

- Does not, on being found, agree to the destruction of the animal; and
- Does not obtain within a reasonable time a second opinion from a veterinarian as to whether the animal should be destroyed;

The veterinarian must, without delay, destroy the animal. A Veterinarian could be liable if there is an unreasonable delay in destroying an animal that is suffering.

A written report must be obtained from the veterinarian and the owner and owner's veterinarian must be provided with a copy of the report.

It is therefore good practice for a boarding establishment to ensure that they obtain contact numbers and have clear authority to act on the owner's behalf and in their absence, as this could also involve a cost.

MAF and SPCA Inspectors, and in the case of the Waitakere City (but no other councils) the Animal Welfare, Waitakere as well as the Police have the same powers of destruction as a veterinarian.

12.9 Abandoned Animals

Management of an establishment must have a policy for dealing with unclaimed animals. All attempts to contact the owners must have been exhausted, as well as making every effort to establish the owner's whereabouts from the alternate contact as specified by the owners on admission.

12.10 Distress

- Many dogs find the sight and particularly the sound of items such as fireworks very distressing. Lightning, thunder and gunshots may also have a similar effect.
- Dogs should be kept in an area with the least possible exposure to the sight and sound of the disturbance.
- If possible, dogs should be enclosed in the night box area until the incident has passed.
- Prior to events such as Guy Fawkes, advice should be sought for particularly nervous dogs and medication may be appropriate if it is impractical to removed dogs from the area.
- Alternative distraction techniques should be applied, i.e. music, tv, etc.

13 ANIMAL WELFARE OFFENCES

The owner or person in charge of an animal commits an offence when they:-

- Fail to comply, in relation to the animal in section 4.1 or;
- Fails, in the case of an animal that is ill or injured, to comply, in relation to the animal, in section 4.2

14 EMERGENCY PROCEDURE

14.1 Fire/flood contingency plans

- All staff must be aware of the emergency procedures as set down by the kennel owner/management in the event of fire or flooding.
- Roles should be established with the staff members and a good practice would be to enact a fire drill at least once a year.
- The emergency procedure must be available and visible at all times, with emergency contact numbers for the fire department, police station, hospital and facility veterinarian, in large bold print.
- If there is evidence that a fire has started in any of the kennel or office areas, roles should be put into action, and a staff member must dial 111 to alert the fire services of a potential fire, explaining that this is a pet boarding facility.
- A staff member should be charged with releasing the dogs from their kennels into a "safe area", as previously determined by the management in the emergency procedures.
- If it is clear that the fire is uncontrollable, and there will not be sufficient time to release the dogs in an orderly fashion into the "safe area", the dogs must be released and cleared out of the building. (They can be rounded up later, and the fencing on the property should be able to contain them).
- A floor plan of the kennel with the exits clearly marked should be prominently placed around the kennel.
- Fire and/or smoke alarms must be fitted throughout the building, and there must be a sufficient number of fire extinguishers throughout the premises in easily accessible places.
- It is recommended that a sprinkler system is fitted.
- Exits in the kennel must be clearly marked, and must not be blocked by boxes or paraphernalia.
- There should be a regular discussion with staff on the emergency drill to be followed in an emergency situation.

14.2 Hazardous Substances

- Every establishment should decide whether there is a requirement to hold an OSH manual, which should contain a Hazardous Substance Register, Accident Register and Material Safety Data Sheet.
- All staff must be familiar with the health and safety aspects of dealing with any chemicals that are held on site.
- All hazardous substances within the facility must be clearly marked and all staff must be aware of their hazardous nature.
- They must be kept in an area where animals and children cannot reach this product, and stored in leak-proof containers.
- Once empty, these containers must be disposed of in the appropriate manner for hazardous containers, and not reused for other substances.

14.3 Staff Health

Staff health must be protected by the provision of appropriate work clothing, protective equipment (muzzles, leads), adequate hand washing facilities and tetanus immunisation. Kennel Management should advise their staff on disease-causing organisms that could be transmitted to humans (zoonoses) and personal hygiene procedures must be such that transmission should not occur.

15 FOOD PREPARATION

15.1 Food Preparation Areas:

- The food preparation area must be separate to the sleeping and exercise areas.
- Food preparation areas must have surfaces that are easy to clean and have a smooth and impervious surface.
- There must be hot and cold running water available.
- There must be a washing up area adequate for the size and capacity of the facility.
- Dry food should be kept in sealed leak-proof containers, to discourage rodents.
- Wet food must be stored in either the fridge or freezer in this area. Frozen food must not be refrozen once thawed.
- Care must be taken when thawing food so as not to attract rodents and flies.
- Food should be thawed in a covered container.

15.2 Food Preparation and Feeding of Dogs:

- No raw offal or untreated sheep or goat meat is permitted to be fed to animals in boarding (as per the Dog Control and Hydatids Act of 1982).
- If it is observed that a dog had eaten very little food, this must be reported to management and a note made on that particular pet's file. The dog's regular diet may differ from what the kennel is providing, and every attempt should be made to offer a variety of food (both wet and dry) in order to tempt the dog to feed. A poor appetite may be due to the dog being stressed.
- A reasonable amount of time should be allowed for feeding before food is removed and disposed of in the same manner as faeces.
- Some dogs only eat later, so allowances should be made for dogs that prefer to eat at another time, i.e. when the kennel is quiet, however, in these circumstances, safe rodent control must be paramount.
- The dog should then come under strict observation and if any unusual behaviour is observed, as described in point 7.2 Veterinary Attention must be sought.

15.3 Utensils

- Dishes must be made of a hard, chew-proof material, preferably stainless steel.
- Dishes for food must be cleaned/sanitised after each meal.
- Dishes for water must be cleaned/sanitised daily.

15.4 Diet

- A facility must have a range of food available in the event that a dog refuses what is offered. The change in diet must be recorded.
- Care must be taken that dogs with a sensitive disposition do not have a reaction to a particular food.
- If a dog is on a special diet, this must be recorded on the office card as well as on the kitchen chart/board/card. Pet owners can supply their own food.
- Staff must be made aware of why the dog is on special food in order to observe any potential problems (eg crystals (W/D, S/D, C/D food, prone to vomiting so on I/D food, kidney problems, or diabetic etc)
- Staff dealing with owners on entry must ensure that all health issues are obtained from the dog owner. Such information must appear on the office card and the kitchen chart.
- Sufficient food which is of a high nutritional value and which will maintain their state of health must be offered to dogs for their size and weight.
- Staff must be aware of any significant weight loss that is occurring, even if the dog is eating all the food provided.

- The manufacturer's instructions regarding quantity per kg must be adhered to.
- Both wet and dry food should be made available.
- Dogs must have potable water freely available throughout the day.
- The kennel management should decide what time is best for feeding the dogs, and this time should remain consistent.
- If the food has not been eaten a thorough check of the animal must be carried out to establish any underlying causes, i.e. sickness, distress.
- Information on feeding when sharing accommodation must be obtained from the owners.
- If owners have confirmed that it is appropriate for dogs from the same household to share a kennel during mealtimes, the dogs must still be monitored to ensure that the more dominant dog does not eat both bowls of food and no fighting occurs.
- The owner/s must be advised what food is available at the boarding establishment, since it may differ from what the dog is generally fed at home.

16 TRANSPORTATION OF DOGS

The transportation of animals must be in accordance with the requirements of Section 22 of the Animal Welfare Act 1999

“And must ensure that the welfare of the animal is properly attended to, and that, in particular, the animal is provided with reasonably comfortable and secure accommodation and is supplied with proper and sufficient food and water). Animals must be transported in the shortest practicable time.”

16.1 Transportation of Animals:

- No animal that is boarded in any establishment shall be moved from that facility, other than to a veterinary clinic, without the consent of the owner's contact, or at the discretion of the management of the establishment, in the event that the owner's contact cannot be contacted.
- Dogs must be provided with adequate ventilation when being transported in a vehicle.
- If dogs are carried in a purpose-built transport box, it must be fixed in the vehicle in a position where it is well ventilated and free from exhaust fumes and road dust.
- Dogs must not be left unattended in a vehicle when heat is likely to cause distress to the dog.
- Dogs should not be carried in a closed boot of a car unless this is the most appropriate manner in which to transport an injured animal over a short distance.

Any vehicle especially designed or regularly used for transporting animals must:

- Protect animals from injury
- Have non-slip floors
- Provide easy access and operator safety
- Protect against extremes of temperature
- Allow for proper ventilation
- Be easy to clean and disinfect
- Be secure enough to prevent the unauthorised release of animals
- Be supplied with clean, secure cages or carry baskets for dogs or very small dogs, and with separate compartments or partitions for larger dogs where multiple dogs are being carried.

17 GROOMING

- It is important to wash and shampoo a dog if it becomes dirty or emits an unpleasant odour.
- Dog's coats and paws should be checked daily as part of their daily routine and groomed if necessary.
- Combing of longhaired dogs daily is necessary to prevent the coat becoming matted as this can cause skin conditions, as outlined in 10.9 and 10.10.
- Dogs that are boarding for longer periods of time, i.e. longer than 2 weeks, must receive grooming in order to remove knots and ensure the hair does not become matted.
- Dogs must not be returned to their owners in a smelly and dirty condition.
- Dogs must not be left wet from washing in damp or cold areas or left outside during winter conditions.
- Warm water, dog shampoo or appropriate products should be readily available.
- If dogs are admitted in a condition where they emit an unpleasant odour, are dirty or are matted, the owner must be informed that the dog needs to be groomed immediately.

18 NO-BARK COLLARS

An establishment must only use no bark collars providing the following conditions are met: -

- The owner must be aware that a No Bark Collars are used in this establishment
- The management of the establishment have exhausted all means of quietening the animal i.e. taking the dog to the exercise area,
- Spending some time with the dog,
- Finding a suitable companion to share the exercise area, (and this with staff present).
- Only the owner/management and not the staff of the establishment can give the directive for a no-bark collar to be used.
- All details surrounding the use of this collar are to be recorded and details filed in the dog's specific folder.
- Use of this method would require that the establishment archive this document for no less than 1 year.
- The management of the establishment must have a working knowledge of these collars and not be "trailing them out" on the dog.
- A veterinarian or animal behaviourist should be consulted on problem dogs, in the event that there are other medical complications. The owner/owner's contact should be made aware that this action is being taken.

Care must be taken when using No Bark Collars: -

- Dogs must be assessed before these collars are used to ensure the suitability.
- Must not be used in such a way that causes unreasonable or unnecessary pain or distress to the dog.
- On site staff must be able to detect early signs of distress, and deactivate immediately.
- Dogs with a nervous disposition should not be subjected to these devices.

19 APPENDICES:

Both the below mentioned appendices appear on AsureQuality's website: www.petboarding.co.nz

APPENDIX 1:

Abstract taken from the Review paper "**The function and social implications of barking in dogs**" by **E.L. Flint**.

APPENDIX 2:

Abstract taken from an article written by Ed Frawley in the mid 1990's from his website: www.leerburg.com on How to break up a dog fight without getting hurt.

20 PROCEDURES

Depending on the size and complexity of the facility, documented procedures relating the key activities should be established and made available to all staff.

General Procedure, dealing with the day to day running of the establishment, with the below mentioned sections being included:-

- Staff training records Section 6.5
- Complaints Procedure Section 6.6
- Isolation Procedure Section 10
- Emergency Procedure Section 14
- Administration of Medication (Section 12.5)