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Admittance Plan and Noise Control Mitigation

ADMITTANCE PLAN

For the purpose of definition, as it applies in our case, we identify nuisance barking as an individual dog barking which continues for more than 10 minutes.

We have developed an Admittance Plan and Noise Mitigation Plan together, which is intended to eliminate nuisance barking and behavioral issues. Each dog/owner will start with a thorough application, interview and initiation. We will be familiar with each dog as a result of the other services we provide, and we should have a pretty good idea as to how the dog will respond in a free play environment while in our care. However, we want to take extra measures to ensure that we don't have any problematic behavior issues with both existing and new customers. Our goal is to identify any problems before they make any negative impact.

Application- Each pet owner will complete a detailed application so that we know as much about the dog and owner as possible. We want to know everything about the pet from foods, treats, allergies, and medications to behavioral issues. We will be requiring and collecting the proper documentation for vaccinations. In this application we will be clearly asking if the dog has any issues with nuisance barking. If so, we will allow the dog to continue with our retail and grooming services but will decline the pet's attendance to daycare until the behavior can be corrected.

Interview- Once the application phase is completed, the pet will be "interviewed" by our staff to make sure that the behavior is accurate to the information that was provided in the application. This gives our staff a chance to be "one on one" with the dog to determine if the dog is a good fit for us. If any concerning behaviors arise, including nuisance barking, we will be going back to identify our findings with the pet owner. At this time and at our staff's discretion, we may opt to decline attendance until the behavior can be corrected or proceed to the initiation phase.

Initiation- Once the application and interview phases are complete, we will move to the initiation phase. At this point, we will monitor the dog while it interacts with a small group of other dogs in attendance at day care. This will give us a chance to see if the findings from the application and interview phases are accurate with the dog's behavior while in a free play environment amongst the other dogs. Should any behaviors develop that are of concern we will remove the dog from the free play environment and recommend that the owner work with the dog and/or a trainer to correct the behavior. Again, this includes nuisance barking.

NOISE CONTROL MITIGATION

Again, for the purpose of definition, as it applies in our case, we identify nuisance barking as an individual dog barking which continues for more than 10 minutes.

If we are not able to prevent the triggers that lead to a particular dog's nuisance barking following the initiation phase of our admittance plan or if an existing dog develops a barking behavior after, the dog and owner will be given a written warning. The warning gives the owner 7 days to correct the nuisance barking before returning to the day care component. They may still come to our facility for other services.

If the problem persists and a second warning is issued, we will not permit the dog to return to day care for 30 days AND the owner must be able to demonstrate through individual corrective training that the dog's nuisance barking/ behavior is no longer a problem. This is the absolute last chance and will also require the owner to reapply for day care admittance and complete all phases of the Admittance Plan. They may still come to our facility for other services.

Our Admittance Plan provides 3-4 interactions between our dog and a staff member, in which enough time is provided for several opportunities for the dog and owner to correct the behavior, but we believe in giving everyone, dogs and their owners, a chance to improve.

Admittance Plan

- 1) Application
- 2) Interview
- 3) Initiation

Mitigation Plan

- 1) Admittance Plan Phases
- 2) 7 Day Warning
- 4) 30 Warning with Individual Corrective Training
- 5) Reapplication
- 6) Removal

A copy of this plan will be provided to each pet owner at the time of application.

