



SOUTH DERBYSHIRE DISTRICT COUNCIL

LICENCE CONDITIONS AND GUIDANCE

FOR

DOG BOARDING ESTABLISHMENTS

ANIMAL BOARDING ESTABLISHMENTS ACT 1963

ANIMAL WELFARE ACT 2006

Adopted: #

Dog Boarding Establishment Conditions and Guidance

ENVIRONMENT: PROVIDING THE DOG(S) WITH A SUITABLE PLACE TO LIVE/STAY

1. Kennel Construction and Principles of Design

The correct design and construction of kennels is vital to prevent escape, minimise disease spread and stress to the dogs, and to make maintenance and hygiene management straightforward, and achievable by kennel proprietors.

Contact with urine / faeces from other animals should be avoided.

The design and layout of kennels should allow dogs to be able to control their visual access to surroundings and dogs in other kennels. It should also minimise the number of dogs that staff disturb when removing any individual dog and should also ensure the safety of staff when passing other dogs.

Dogs should have somewhere to go to avoid things that frighten them.

Kennels should provide a comfortable, dry, draught free, clean and quiet place to rest.

Dog unit design usually falls into two categories:

Outdoor – dog units with indoor sleeping accommodation and individual, at least partially covered, outdoor runs directly adjoined to, and exclusive to, that dog unit.

Indoor – kennel units with indoor sleeping accommodation and indoor runs directly adjoined to, and exclusive to, that dog unit.

NOTE: On occasion the run may be separate to the sleeping accommodation. In such instances, the run is designated to, and for the exclusive use of the occupant/s of a particular sleeping accommodation.

A safe and secure reception area for handing over dogs should be available.

- 1.1 For disease control there must be no possibility of dogs within the kennel establishment (other than those from the same household), or other animals outside the kennels, coming into direct contact with each other.
- 1.2 New builds and extensions must comply with the recommendations for new builds in Annex B.
- 1.3 The interior and exterior of the buildings should be kept in good decorative order and repair. Outer paths, gardens, exercise areas and general surroundings should be kept in a good, clean, presentable condition.

2. Physical Construction and Integrity

General

The kennels should be safe, secure and free from hazards, and minimise the risk of injury to a dog, or escape of a dog.

- 2.1 The kennels must be structurally sound, and maintenance and repair of the whole establishment must be carried out regularly.

- 2.2 The kennels must be constructed of materials that are robust, safe and durable, and be well maintained in good order and repair.
- 2.3 Materials and paints/substances used in construction or maintenance must not expose dogs to any harmful chemicals.
- 2.4 The kennels must be built in compliance with good building practice, on a concrete base with a damp proof membrane. Where Building Regulations apply, these must be adhered to.
- 2.5 There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.
- 2.6 Windows must be escape-proof at all times.
- 2.7 Doors must have secure latches or other closing devices.
- 2.8 All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure.
- 2.9 Timber, if used in existing buildings, must be of good quality, well-kept and any damaged areas sealed or over-clad. Wood must be smooth and treated and properly maintained to render it impervious. It is recommended that wood should not be used in exposed construction of walls, floors, partitions, door frames or doors in the dog kennelling area.
- 2.10 All exterior wood must be properly treated and of good quality.
- 2.11 Any storage areas must be dry and free from vermin.
- 2.12 Fixed electrical installations and all portable electrical appliances must be installed and maintained in accordance with current legislation.

Drainage

Drainage needs to be effective to ensure there is no standing water in the kennels, as this can be a reservoir for infectious agents.

- 2.13 The establishment must be connected to mains drainage or an approved, localised sewage disposal system.
- 2.14 Waste water must not run off into adjacent pens.
- 2.15 Adequate drainage must prevent pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off.
- 2.16 Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.
- 2.17 Drainage channels must be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas. There must be no access to the drainage channels by the dogs housed in the dog units.

Secure Area

An enclosed secure area, for example a safety corridor, is essential to ensure that if a dog manages to slip out from its individual dog unit, it is still kept safely inside the kennels.

- 2.18 There must be an escape-proof area beyond the kennel unit to ensure that dogs are unable to escape from the premises.
- 2.19 For kennels where there are facing units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. There must be facility for a dog to be able to hide to avoid visual contact with other dogs. Compliance can be achieved in various ways such as the use of indoor kennels or partitions.
- 2.20 There must be a securable door from which the secure area of the kennels can be viewed from the outside and this must be kept closed when not in use.
- 2.21 The door from the dog unit to the secure area must be escape-proof, securable, strong enough to resist impact and scratching, and to prevent injury. It must not be propped open.
- 2.22 The floor must be finished to produce a smooth, non-slip, impervious surface which is easy to clean and disinfect. Holes or gaps between tiles or paving slabs are not acceptable.
- 2.23 External doors/gates must be lockable and staff must have easy access to keys in case of emergency.
- 2.24 Sufficient lighting must be provided in the secure area to illuminate it all year round. Where practicable this should be natural light during the day.
- 2.25 The secure area must not be used as an exercise area.

Roofing

- 2.26 There must be a safe, secure, waterproof roof which should cover all of the sleeping accommodation and at least 50% of the attached individual run. For the run, roof materials used must be capable of filtering UV light and providing adequate shade.

3. Dog Units

A boarded dog is accommodated in a 'unit' comprising enclosed sleeping accommodation and an adjoining or designated individual run exclusive to that dog unit.

- 3.1 Dogs from different households must not share dog units.

Lighting

Lighting enables observation of the dogs and illumination for cleaning and working in the kennels.

- 3.2 There must be sufficient light in the kennel unit during the day to work and observe the dogs. Where practicable this must be natural light, but artificial light must be available.
- 3.3 Lights must be turned off to provide a period of darkness overnight.

Ventilation and Humidity

Fresh air is essential for the maintenance of good health and well-being as well as limiting the spread of infectious disease. Proper ventilation removes heat, dampness, odour,

airborne microbes and pollutant gases such as ammonia. High humidity should be avoided as it prolongs the survival of infectious agents.

- 3.4 Ventilation must be appropriate all year round (both cool in hot weather and avoiding cold draughts in winter). Localised draughts in the sleeping accommodation must be avoided.

Interior Surfaces

For disease prevention, dog units need to be easy to clean and disinfect.

- 3.5 All interior surfaces to which dogs have access must be durable, smooth and impervious, capable of being cleaned and disinfected, and be kept in good decorative order and repair.
- 3.6 Where concrete or other building blocks or bricks are used, they must be sealed to be smooth and impervious.
- 3.7 Surfaces which are peeling, scratched, chipped or in disrepair must be repaired or resealed to an acceptable standard, or replaced.
- 3.8 Ceilings must be capable of being easily cleaned and disinfected.
- 3.9 Junctions between sections must be covered or sealed.
- 3.10 Floors must be finished to produce a smooth, non-slip, solid surface and all surfaces must be capable of being easily cleaned and disinfected. (There must be no open gaps if using concrete slabs or tiling). In new constructions, floors must be laid to a minimum fall of 1 in 80, leading to a shallow drainage channel, or effectively covered deep drainage channel.

Accessing the Dog Units

Each unit needs to be easily accessible and provide a means of identification for each dog.

- 3.11 Each unit must be designed to allow staff to access and clean all parts of the dog unit safely.
- 3.12 Each unit must be clearly marked (e.g. numbered) and a system in place which ensures that relevant information about the dog in that unit is readily available e.g. feeding or information on medicinal treatments.
- 3.13 Each unit must have a securable, full height door for access.
- 3.14 Kennel doors must be strong enough to resist impact, scratching and chewing. They must be fitted to ensure they can be effectively secured.
- 3.15 Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge (approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped. Where metal edging is used, this must not present a risk of injury to the dog.
- 3.16 Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against this any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate. Galvanised Weld Mesh must be a minimum of 2 mm (British Standard 14 gauge) in thickness.

- 3.17 Large apertures in order to unlock a door must be avoided.
- 3.18 Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- 3.19 Doors must open inwards in order to protect the health and safety of attending staff.

4. Sleeping Accommodation

Dogs need sleeping accommodation which must be separate from the run and provide somewhere for the dog to hide. The floor should be insulated to prevent extremes of temperature.

A sleeping platform can improve barrenness, improve comfort and give a vantage point to small dogs.

- 4.1 The following principles must be achieved in order to give dogs a suitable and appropriate comfortable space, and for ease of cleaning and management. A dog must be able to sit and stand at full height, stretch and wag its tail without touching the sides. The floor area must be a minimum of twice that required for a dog to lay out flat i.e. at least twice the area taken up by the dog and also be a minimum of at least 1.9sqm/20sq feet. For two or more dogs sharing, the total area must be at least the sum of that required for each dog.
- 4.2 Kennels must have a minimum head room height of 1.8m (6 ft.) to facilitate adequate space for kennel staff to clean and handle the dogs.
- 4.3 Partition walls between the sleeping accommodation of adjacent dog units must be of solid construction to a height sufficient to prevent direct nose to nose contact.

Temperature in Sleeping Accommodation

In kennels, dogs need an adequate ambient temperature and additional heating/cooling facilities if this cannot be guaranteed in times of excessively cold/hot weather. Breed, body condition, medical condition, coat and age can affect an individual's ability to maintain its body temperature.

- 4.4 There must be a means of measuring, monitoring and recording temperature (maximum and minimum temperatures) representative of the temperature in the dog sleeping accommodation.
- 4.5 Insulation and temperature regulation in the kennels must aim to keep the ambient temperature in the dog sleeping accommodation above an absolute minimum of 10°C and below a maximum of 26°C.
- 4.6 There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold). There must be documented evidence that this is being implemented i.e. any deviations from the temperature cited in 4.5.
- 4.7 Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance then steps must be taken to ensure the welfare of the dog.
- 4.8 The dog must be able to remove itself from a direct source of heat e.g. lamp.

- 4.9 Heaters must not be sited in a manner or location where they present a risk of burning or electrocution to dogs or humans, or a risk of fire. Open flame appliances must not be used. All heating equipment must be installed and maintained in a safe condition.
- 4.10 Any electrical sockets in the sleeping accommodation must be waterproof and protected against damage e.g. out of reach or the use of safety cages.

Bedding

Bedding is important to help animals regulate their body temperature, to give traction and to keep animals comfortable. Old or infirm dogs can have difficulty rising if surfaces are slippery, and old, very young or infirm animals may have difficulty regulating their body temperature.

- 4.11 There must be a clean resting place to provide comfort and warmth which is situated out of draughts. A raised bed may aid in the avoidance of draughts.
- 4.12 A dog must not be left without bedding, unless instructed otherwise by the dog's owner. Soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body temperature. If a dog chews or destroys its bedding, it must be replaced with an alternative.
- 4.13 Bedding must be made of a material that is easy to wash/disinfect, or is disposable.
- 4.14 Bedding must be changed between dogs. Dog units and bedding must be cleaned and disinfected on being vacated.
- 4.15 All beds and bedding areas must be kept clean and dry.

5. Designated Run (in addition to and not including sleeping accommodation)

The attached run is an integral part of the individual dog unit.

A dog should have free access, at least during working hours, between the sleeping accommodation and attached run so that it can easily and safely access all parts of its unit.

Size of attached/designated run: This should be at least 2.42 sq m (26 sq feet) for dogs up to 60cm at the shoulder or 3.34 (36 sq feet) for larger dogs.

Access to different areas

- 5.1 Any part of the run to which the dog has access must be easily cleanable and maintained in good repair. Any replacement wood must be clad with a smooth impervious material.
- 5.2 The floor must be finished to produce a smooth, impervious, slip-resistant surface and all surfaces must be capable of being easily cleaned and disinfected. There must not be any open gaps if using concrete slabs or tiling.
- 5.3 Where dogs have access to mesh, the diameter of the wire must not be less than 2mm (British Standard 14 gauge welded mesh). Mesh size must not exceed 50 mm in any direction.
- 5.4 The run must not be used as the primary sleeping / bedding area.

- 5.5 The attached run must be roofed to a minimum of half the area, sufficient to give the dog protection against the weather. The roofing material must be translucent material capable of filtering UV light and providing shade.
- 5.6 The solid partition between individual attached runs must be sufficiently high to prevent direct nose to nose contact.
- 5.7 Where a dog poses a health and welfare risk to other dogs, he or she should be kept in a dog unit with full height solid partition walls (these can be temporary).

6. Outdoor exercise and exercise areas (separate from dog units)

Outdoor areas can provide opportunities for dogs to exercise, explore, investigate and interact with staff. Enrichment equipment and toys should be used as they can encourage activity and exploration of the area. Outdoor areas cannot have strict temperature regulation but need to protect dogs from extremes of weather.

Outdoor exercise areas for common use can be beneficial in terms of exercise/change of environment but increase the risk of disease spread, in particular worms, and the potential for injury.

There is a potential for injury if dogs from different households are allowed to exercise in the exercise area at the same time. In principle this should be avoided. However, if on occasion dogs which normally mix well socially are boarded at the same time and owners wish them to be able to exercise together in this area, then it is essential that informed consent for named dogs is sought.

All areas should be provided with an impervious, cleanable surface at least at the entrances (concrete, laid to a suitable fall to prevent ponding and promote drainage).

- 6.1 Dogs must be monitored whilst in outdoor exercise areas.
- 6.2 Exercise areas must not be used by more than one dog at any one time unless they are from the same household or prior written consent has been obtained from owners, in accordance with the documented Standard Operating Procedure (SOP). The owner must stipulate what mixing is to take place i.e. whether it is mixing with dogs selected by the proprietor or with named dogs only.
- 6.3 Exercise areas must be cleared of all potential hazards between dogs. Faeces must be picked up between dogs/occupancy and at least daily to prevent the roundworm *Toxocara canis* and other parasites from being established.
- 6.4 Dogs must not be restricted to such an area when climatic conditions may cause them distress. They must have constant access to fresh, clean water and shade and shelter so that they can seek protection from the weather.
- 6.5 Informed written consent from owners must be obtained to enable a dog to be walked outside the kennel facility.
- 6.6 An outdoor exercise area must be safe. For example, dogs should not be exercised on grass which has been treated with a chemical dangerous to dogs. Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.
- 6.7 Exercise areas for common use, if used, must be suitably drained. Surface ponding of water must not occur and land drainage should be provided where necessary if normal site drainage proves inadequate.

6.8 Equipment such as tunnels, platforms and toys must be safe and maintained in a safe and clean condition.

7. Fire and other emergencies

Appropriate steps need to be taken to prevent fire and to protect dogs and staff in case of fire and other emergencies.

- 7.1 A Fire Safety Risk Assessment and implementation of all necessary control measures must be in place.
- 7.2 There must be a written emergency plan (acceptable to the local authority) which must be on display and known to staff, including a contingency plan should the premises be uninhabitable. This must include an evacuation plan for the dogs. An emergency telephone list must include fire, police and vets.
- 7.3 Firefighting equipment must be provided and maintained in good working order. Records of maintenance and inspection must be kept and made available for inspection.
- 7.4 Fire exits must be clearly marked and access left unrestricted.
- 7.5 The premises must comply with current legislation with regards to electricity, gas and other services (if connected).
- 7.6 There must be a residual current circuit breaker system installed on the electrical supply to each block of kennels.
- 7.7 There must be adequate means of raising an alarm in the event of a fire or other emergency. A model Emergency and Evacuation Plan is attached at Annex A.

DIET: PROVIDING THE DOG(S) WITH AN APPROPRIATE DIET

Fresh clean water and a suitable diet are basic nutritional requirements for physical health.

8. Drinking

Water is essential for all dogs. It is especially important for those fed on dry food.

- 8.1 Fresh water suitable for human consumption must be available at all times. Clean water must be provided daily in a clean container and changed or refreshed as often as necessary.
- 8.2 Water bowls must be non-porous and easy to clean/disinfect or disposable. They must be cleaned at least once daily.

9. Eating

All dogs require a well-balanced diet to stay fit and healthy.

Dogs have dietary needs that can vary, dependent on a number of factors (i.e. breed, age, health status, activity, weight). Dogs should be fed a balanced diet that meets their nutritional requirements.

Diet and frequency of feeding should be discussed and agreed with a dog's owner. Puppies, or dogs with specific needs, may need more frequent feeding.

Steps should be taken to minimise the risk of cross-contamination such as when handling raw foods, the use of sealed containers and washing hands after handling food stuffs.

- 9.1 There must be exclusive facilities (animal kitchens), hygienically constructed and maintained, for the storage and preparation of food for the dogs.
- 9.2 Refrigeration facilities must be provided.
- 9.3 A sink with an adequate supply of hot and cold water (suitable for human consumption) must be provided for the washing of food equipment and eating and drinking vessels. The sink must be connected to a suitable drainage system.
- 9.4 A separate hand wash basin with an adequate supply of hot and cold water, soap and hygienic hand drying facilities, and connected to a suitable drainage system must be provided for staff to wash their hands.
- 9.5 Clean, safe containers must be provided for the storage of foods and must be insect and rodent proof.
- 9.6 Dogs must be fed a balanced diet of a quantity and frequency suitable for their age, health status, reproductive status and lifestyle. This should be at least once per day. The type of food, specific diet or prescription diet is usually by agreement with the owner.
- 9.7 Food must be unspoilt, palatable, and free from contamination.
- 9.8 Food must not be left for excessive periods to prevent it being spoiled and attracting flies. Unconsumed wet or fresh food must be removed from the dog unit before it deteriorates, and before the next feed time. Dry food can be fed as indicated by the manufacturer.
- 9.9 One feeding bowl must be provided per dog.
- 9.10 Food bowls must be non-porous and easy to clean and disinfect, or disposable.
- 9.11 Food intake must be monitored daily and any problems recorded.
- 9.12 Dogs must not remain inappetent (not eating) for longer than 24 hours without seeking veterinary advice. If there are specific concerns veterinary advice must be sought earlier.
- 9.13 Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual dog's diet, veterinary advice must be sought.
- 9.14 Dogs displaying significant weight loss/gain during their stay must be evaluated by a vet and treated as such.

BEHAVIOUR: ENSURING DOGS CAN EXHIBIT NORMAL BEHAVIOUR

Good welfare depends on meeting both the mental and behavioural needs of dogs. How a dog behaves can indicate how successfully an individual is coping in its environment.

10. General points on dog behaviour

Changes in behaviour are often the first signs of illness or injury, so staff need to be familiar with and able to recognise common behaviours associated with stress, fear, pain and

anxiety, and behaviour changes, including a decrease in overall activity. Any change should be noted and followed up.

Exercise is important, not just for physical fitness but to alleviate boredom and allow dogs to exhibit normal behaviours.

Time away from the kennel can also provide opportunities for toileting, particularly for those dogs which only urinate or defecate on particular substrates, or away from their home enclosure.

Encouraging dogs to play can be a good way of keeping them active and is to be actively encouraged. The provision of suitable toys and feeding enrichment can provide an outlet for natural behaviours including chewing, playing, investigating and exploring. Changing toys regularly can reduce boredom.

Owners should be encouraged to provide toys for their dog. Toys provided by the owner should be the correct size and type for the individual dog and its behaviour. Toys should be kept within that dog's unit and used solely for that dog and returned to the owner at the end of the dog's stay.

- 10.1 The behaviour of individual dogs must be monitored on a daily basis and changes in behaviour and/or behaviours indicative of stress, fear, pain and anxiety must be recorded and acted upon. Those struggling to cope must be given extra consideration as per long stay dogs.
- 10.2 Any equipment used to walk dogs must protect the dog's welfare and must be correctly fitted and used. Items must be removed when the dog is returned to the kennel and kept in an easily accessible location. Items specific to a particular dog must be identified as such.
- 10.3 All dogs must receive toys and / or feeding enrichment unless veterinary advice suggests otherwise. The kennel must obtain the owner's written consent and discuss the provision of toys with the owner. Toys must be checked daily to ensure they remain safe.
- 10.4 Dogs need to be exercised on a daily basis away from the kennel unit. This can be on lead or off lead in a secure exercise area. Dogs which cannot be exercised must be provided with alternative forms of mental stimulation. This can include positive interaction with people and additional forms of toy and food enrichment.

11. Noise

Dog hearing is more sensitive than human hearing and thus noise levels uncomfortable for humans are likely to be very uncomfortable for dogs. Excessive noise contributes to adverse behavioural and physiological response. Dogs may be adversely affected by the sound of other barking dogs.

The kennel environment should be as calm and quiet as possible with noise producing equipment located as far away from animals as possible.

Soothing background music can be beneficial and may be provided but loud music may be stressful and should be avoided.

- 11.1 Procedures, management and the kennel construction must contribute towards avoiding exposure to excessive / continuous noise.

11.2 Dogs likely to be or showing signs of being nervous or stressed must be located in a suitable part of the kennels, bearing in mind their individual disposition. This could include:

- Elderly dogs
- Nervous dogs
- Dogs on some medications

Where a dog is showing signs of being nervous or stressed, steps must be taken to address this.

11.3 Dogs may be adversely affected by the sound of other barking dogs. This is particularly the case for puppies below the age of seven months, which can be susceptible to developing undesirable behaviour if stressed, frightened or anxious. Puppies under 7 months of age, must be located in the quietest part of the kennel establishment.

12. Long stay dogs

Occasionally dogs stay in a boarding kennels for extended periods (e.g. over 3 weeks). These dogs require special consideration such as additional environmental enrichment, regular health checks and extra attention from staff.

12.1 A written Standard Operating Procedure (SOP) must be in place explaining how to ensure the health and welfare of long stay dogs.

COMPANY: PROVIDING A DOG WITH THE COMPANY HE/SHE NEEDS

It is important from a welfare perspective to ensure that any need that a dog has to be housed, with or apart from, other animals, is met. Dogs are sociable animals and most need and enjoy company. For many dogs, one of the greatest stressors upon arrival into a kennel environment is the separation from their familiar social group.

13. Canine company and interactions

It is the responsibility of the establishment to ensure that all dogs remain safe from physical injury, the stress of inappropriate interactions and disease. It is often difficult to practically and safely introduce unfamiliar dogs to one another within a boarding environment. Equally, not all dogs may benefit/tolerate interaction with other dogs. Therefore, in a boarding environment interaction with dogs from different households should be avoided.

It is advised that a documented procedure to deal with in-season bitches is in place.

13.1 Only dogs from the same household may share a dog unit.

13.2 Dogs which share a dog unit must have sufficient space and adequate resources.

13.3 Dogs from different units must not share exercise runs or an exercise area at the same time unless prior consent is given.

13.4 Where possible dogs must be able to avoid seeing other dogs if they choose to. This facility should be included in the design for any new builds.

13.5 Where a dog may pose a risk to other dogs, he/she must be kept in a dog unit with solid partitions.

14. Human company and interactions

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.

Kennel staff should 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 should be monitored. Those dogs that do not want human contact need particular attention to environmental enrichment.

A dog should not be forced to interact with a person/people unless necessary. A hiding place should be provided for a dog to avoid people should it wish.

The layout of kennels should minimise the number of dogs that staff disturb when removing any one individual, and should also ensure the safety of staff when passing other dogs or with a dog on a leash. For example, in existing builds, staff can minimise disturbance by choosing a route that passes the fewest dogs or placing reactive dogs where few dogs need to go past.

Suitable dog handling equipment (e.g. muzzles, grasper, gauntlets) should be available for use if necessary. Staff need to be adequately trained for its appropriate and safe use.

- 14.1 All staff must have the competence to handle dogs correctly and be able to identify dogs that are anxious or fearful about contact. Dogs must be always be handled humanely and appropriately to suit the requirements of the individual dog.
- 14.2 All dog handling equipment must be suitably maintained.
- 14.3 A protocol must be in place for dealing with difficult dogs, to include members of staff appropriately trained in the use of dog handling equipment.
- 14.4 Dogs must receive daily beneficial human interactions appropriate to the individual dog.

15. Multi-dog units

Dogs from the same family which normally live together may prefer to share a dog unit. Proprietors have a responsibility to monitor units where more than one dog is housed. Even though these dogs originate from the same household, dogs sharing a home may not necessarily get on, especially when confined. Therefore proprietors must monitor dogs to ensure that they are not experiencing fear/stress/distress/aggression from another dog. Only dogs from the same household can share a unit.

- 15.1 For any multi-dog unit (only appropriate for dogs from the same household) written authorisation must be obtained and dogs must be monitored. Consent from the owner must also include authority for separating dogs, should problems arise (e.g. dogs fighting or appearing 'stressed'). Agreeing to a kennel's Terms and Conditions will satisfy this.
- 15.2 There must be multiples of all resources (food and water bowls and sleeping areas), equal or greater than the number of dogs in the unit, to ensure that some dogs cannot monopolise resources and prevent the others from accessing them. Dogs must be carefully monitored, especially at feeding time.
- 15.3 There must be sufficient space for multiple dogs in the dog unit.

15.4 A separate bed must be provided for each dog.

16. Handling dogs

16.1 All handling must be safe and minimise fear, stress, pain and distress and dogs must never be punished so that they are frightened or exhibit aversive behaviour.

16.2 All staff must have the competence to handle dogs correctly.

16.3 Harsh, potentially painful or frightening equipment must not be used by kennel staff 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 in its kennel unit. Alternative handling equipment must be used throughout the kennel stay.

16.4 When removing individual dogs from dog units, staff must try to minimise disturbance to dogs in neighbouring dog units, e.g. staff must choose the exit that passes the fewest dogs.

HEALTH AND WELFARE: PROTECTING THE DOG(S) FROM PAIN, SUFFERING, INJURY AND DISEASE

17. Keeping records

In order to keep dogs healthy, the proprietor needs to have an organised system for registering all dogs at the kennels.

It is useful to know if dogs are insured, should problems occur.

The Control of Dogs Order 1992 requires that all dogs, whilst in a public area, must wear a collar and tag stating the name and address of the owner. It is recommended that all dogs boarded at the establishment should wear a collar and tag identifying the name and telephone number of the owner, or have the collar and tag secured immediately outside the kennel unit.

Under The Microchipping of Dogs (England) Regulations 2015, all dogs over the age of 8 weeks in England must be fitted with a microchip, unless a veterinary surgeon has certified (on an approved form) that a dog should not be microchipped for reasons of the animals health.

- 17.1 A register must be kept of all dogs boarded and available to key members of staff and to local authority inspectors if requested. Information must include:
- Date of arrival and departure.
 - Name, age, sex, description of dog/breed and microchip number.
 - Number of dogs sharing from same household.
 - Name, address, phone number and email of owner (including emergency contact details).
 - Name, address, email and phone number of emergency local contact (who may be able to take the dog if necessary).
 - Dog's veterinary surgeon and details of dog's insurance.
 - Neuter status.
 - Dog's diet and relevant requirements.
 - Dog's relevant medical/behavioural history, including treatment for parasites and restrictions on exercise.
 - Dog's body condition score / weight.
 - Consent forms e.g. veterinary treatment, consent to share or separate dogs if needed, consent regarding toys / interaction preferences, record of baskets

left at the kennels (Check vet consent forms i.e. own vet or designated vet if not in area).

- Record of date of most recent vaccination.
- Record of any international travel the dog has had.
- Any medical treatment the dog is receiving must be recorded and made visible to prevent mis-dosing.

17.2 If records are kept electronically they must be backed up. All records are to be kept for a minimum of 24 months in a manner that allows an authorised officer easy access.

17.3 If a dog on the Index of Exempted Breeds to be boarded the owners must produce a copy of the dog's licence and insurance certificate in order to admit the dog. The exemption certificate must be produced and be complied with throughout the dogs' stay in kennels. Dogs must not participate in any communal activities. Inspectors have authority to demand paperwork relating to boarders. The paperwork must be produced on demand and be appropriate and correct.

17.4 Dog units must be numbered and referenced with the records kept.

18. Monitoring dogs

In order to keep dogs healthy and to avoid suffering the proprietor needs to have an organised system for monitoring all dogs at the kennels.

It is recommended that in addition to regular daytime checks an evening round be carried out to check on all dogs, heating etc. An evening visit may be appropriate but needs to be balanced against the possibility of disturbing the dogs and causing noise nuisance.

It is recommended that dogs that are boarded for longer than 2 weeks are assessed at least every 2 weeks e.g. by body condition score and / or weight and the information recorded. This should be more frequent if there is cause for concern.

18.1 All dogs must be observed regularly throughout the day. Dogs must be checked daily for signs of illness, injury, stress, fear, anxiety and pain, and/or abnormal behaviour for that dog and to ensure that their needs are being met. Any signs of ill health or unusual behaviour must be recorded and advice sought without delay.

18.2 The kennel proprietor or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 8.00 am, until 6.00pm), or as necessary for the individual health, safety and welfare of each dog.

18.3 Presence or absence of faeces and urine must be monitored daily. Any abnormalities in excreta must be recorded or acted upon as appropriate.

19. Disease control

Dogs are vulnerable to a range of serious infectious diseases, therefore disease control and rapid response to any signs of illness is critical. Infectious agents are spread in various ways such as direct contact, contact with infected surfaces/objects and aerosol spread.

The potential for infectious disease problems escalates where many dogs are kept together and a dog's immune system can also be affected by stress.

Disease spread can be minimised by:

- Using materials and design which are easy to clean and keeping them well maintained.

- Preventing contact between unfamiliar dogs.
- Ensuring excellent hygiene protocols within the kennels.
- Proper construction and hygiene management of the outdoor exercise areas (if used).
- Ensuring management protocols to minimise stress.
- Minimising and supervising movement of non-kennel staff through the kennels.
- Preventive treatments such as worming and vaccination.

Injury can be minimised by:

- Ensuring correct construction.
- Managing dog handling.
- Observing interactions between dogs from the same household sharing a unit.
- Ensuring dogs from different households do not share an outdoor exercise area at the same time.
- Managing risks during dog walking if it occurs.

- 19.1 Documented Standard Operating Procedures (SOPs) must be in place and followed to prevent spread of disease, and staff trained in these procedures.
- 19.2 Dogs must not share a dog unit with another dog unless it is from the same household.
- 19.3 Dogs must not be allowed to roam in the secure area (safety corridor).
- 19.4 All dog units, corridors, common areas, kitchens etc. must be kept clean and free from accumulations of dirt and dust and must be kept in such a manner as to be conducive to maintenance of disease control and dog comfort.
- 19.5 Generally, dogs must remain in their assigned unit and must not be moved to other units (rotation) or to a holding unit, except for moving to an isolation facility or in the interest of the dog's welfare.
- 19.6 Facilities must be provided for the proper reception, containment and disposal of all waste in compliance with relevant waste legislation. Particular care should be taken to segregate waste arising from the treatment and handling of dogs with infectious diseases.
- 19.7 Isolation facilities must be available.
- 19.8 When there is any cause for concern regarding the health status of a particular dog, the dog must be isolated and the disease control SOP activated.
- 19.9 Any other activity undertaken by the proprietor, such as work with rescue dogs, stray dogs, or the breeding of dogs must be kept completely separate, and extra precautions taken to prevent the spread of disease, including separate facilities away from boarded dogs.

20. Cleaning Regimes

Cleaning regimes need to be implemented and checked. Proper cleaning and disinfection helps to reduce the spread of infectious disease to both animals and people. Cleaning regimes may include daily, weekly and monthly activities as appropriate.

Cleaning and Disinfectant Products

- 20.1 Products must be suitable to use and effective against the pathogens (especially canine parvovirus) for which the dogs are at risk and under the conditions present in the environment in which they are used.
- 20.2 Cleaning agents and disinfectants must be non-toxic to dogs if and when used appropriately.
- 20.3 The compatibility of different bactericides, fungicides and virucides (if used together and/or with a detergent) must also be taken into account.
- 20.4 Manufacturers' recommended guidelines for use, correct dilutions and contact time for use in cleaning and disinfection procedures must be followed. Standing water must not be allowed to accumulate in areas around the dog units due to the possibility of pathogens residing in these moist environments.

Cleaning and disinfecting routines for units when dogs are resident

Dogs need clean, comfortable dry bedding. Bedding should not be a source of infection.

Dogs can ingest infective agents from dirty dishes. Clean and disinfected dishes reduce the risk of disease. It cannot be guaranteed that the same dog will get the same dish each time, hence the importance of disinfection (or disposal after single use).

On a daily basis (and more often if necessary) the unit needs to be spot cleaned, any obvious food or waste removed, and all excreta and soiled material removed from all areas used by dogs.

- 20.5 There must be cleaning and disinfection routines in place for day-to-day management of the dogs and for ensuring a dog unit and all equipment is cleaned and disinfected effectively before a new dog comes in.
- 20.6 Beds and bedding material must be checked daily and be maintained in a clean, dry and parasite-free condition.
- 20.7 Drinking and feeding vessels must be changed/ cleaned and disinfected at least once a day, or disposed of.
- 20.8 Food and water dishes need to be cleaned and disinfected. This must not be at the same time, and preferably not in the same place, as other soiled items e.g. toys.
- 20.9 Grooming equipment must be kept clean and in a good state of repair and serviced according to manufacturer's guidelines. If provided by the owner, it must only be used on that dog and must be sent home with the dog.
- 20.10 Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use.
- 20.11 Toys must be cleaned and disinfected between use for different dogs, disposed of, or returned to the dog's owner (if they came in with the dog).
- 20.12 Each kennel must be thoroughly cleansed, disinfected and dried between dogs. All fittings and bedding must also be thoroughly cleansed and disinfected at that time.
- 20.13 Kennels of long stay dogs will require periodical thorough cleaning, disinfection and drying.

Handling Dogs

Hand washing facilities should be readily available in appropriate locations and easily accessible.

Frequent hand washing should take place.

20.14 A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site. Staff must be trained and competent in the safe and effective use of such items.

21. Vaccination, Fleas, Worms and other Parasites

Vaccination is a vital part of disease control and kennels should understand the potential consequences of dogs that have not been adequately vaccinated in terms of the risk to those particular dogs, other dogs and their own insurance.

If owners have treated their dogs for worms and fleas before entry to the kennel, the proprietor must note when this occurred and what products were used.

Vaccination against kennel cough (infectious tracheobronchitis) should be recommended.

- 21.1 There must be a documented policy for dogs coming to the kennels having protection against appropriate diseases (Occasionally there will be veterinary advice on a specific dog regarding vaccination and its health status and this should be taken into account).
- 21.2 An up-to-date veterinary vaccination record must be seen to ensure that dogs boarded have current vaccinations against canine parvovirus, canine distemper, infectious canine hepatitis (adenovirus) and, leptospirosis. The date of the most recent vaccination must be recorded preferably with a valid until date. Certification from a veterinary surgeon of a recent protective titre 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 the kennels. It is the decision of the kennel proprietor whether to accept such a certificate.
- 21.3 Primary vaccination courses must be completed at least 2 weeks before boarding.
- 21.4 Homoeopathic vaccination is not acceptable as it will not protect against infectious diseases.
- 21.5 If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with an appropriate and licensed insecticide. Treatment must be discussed with a veterinary surgeon before administering. Consent from the owner will be required.

22. Isolation Arrangements

All establishments need to have a means of providing appropriate isolation that will allow for the care of sick dogs which develop signs of infectious diseases, to minimise the risk to other dogs. How this is physically provided (ranging from being able to shut off an end unit of the kennels and using a separate door, to having a separate building) may vary. In many kennels the dog is taken straight to the vet.

- 22.1 All establishments must provide appropriate isolation to allow for the care of sick dogs that develop signs of infectious diseases.

- 22.2 If the isolation facilities are provided by the attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If not, the stated isolation protocols must be followed.
- 22.3 The isolation area must provide separate, self-contained facilities for the isolation of suspected infected dogs and must have a separate entrance to the rest of the dog units.
- 22.4 Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to, to avoid the transmission of disease. Whilst in use, the clothing should be kept in the isolation unit and not be removed other than for cleaning and disinfection.
- 22.5 Protective garments must be changed and laundered with an appropriate disinfectant or disposed of immediately after handling a dog with a suspected infectious disease.
- 22.6 Hands must be washed and disinfected between handling dogs.
- 22.7 Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use. The use of different coloured cleaning utensils to the rest of the kennels may help with this.
- 22.8 Any dogs in the isolation facility must be checked regularly and unless a separate person is caring for them, they should be visited after the other dogs.
- 22.9 A documented Standard Operating Procedure (SOP) is required for barrier nursing.
- 22.10 Should a dog need to be removed from its unit it must wear a collar and tag.
- 22.11 In emergency cases, such as admission of unvaccinated dogs because of owner hospitalisation, there must be provision to be able to place these animals in isolation.

23. Veterinary Treatment and Healthcare

Access to veterinary care is vital for any dog, and is a legal requirement.

- 23.1 If medication is necessary, it must **only** be used for the dog for which it is intended and written instructions for use must be followed.
- 23.2 A veterinary practice must be appointed for the establishment. The name, address and telephone contact number, including out of hours provision, of the veterinary surgeon used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff.
- 23.3 Where dogs require wiping of eyes, grooming or other cleaning regimes, these must be carried out frequently enough to keep the dog clean and comfortable providing it is safe to do so.
- 23.4 When a dog is suspected of being ill or injured (staff should be trained to recognise when a dog requires veterinary care), a veterinary surgeon (and where possible, this should be the dog's own vet) must be contacted for advice immediately. Any instructions for treatment given by a veterinary surgeon must be recorded and strictly followed with further advice sought if there is ongoing concern.

- 23.5 Medicines must be stored safely and securely in a locked cupboard, at the correct temperature and used in accordance with the veterinary surgeon's instructions. Any unused medications must be returned to the owner or prescribing vet.
- 23.6 Procedures must be in place in case of death or escape and all staff must be made fully aware of these procedures. Arrangements for the storage of cadavers must be in place until the owner can be contacted e.g. prior written agreement with the attending vet. Contact with the owner must be made as soon as possible.

24. Holding Kennels

Routine use of holding units is not recommended as they are an additional source of cross infection to dogs.

- 24.1 Holding kennels may be provided for temporarily kennelling a dog for not more than 12 hours. Holding kennels, if provided, must comply with conditions as required for main kennels. Holding kennels must be a minimum area to allow the dog to exhibit normal traits i.e. dog must be able to sit and stand at full height, stretch, lie flat and wag its tail without touching the sides.
- 24.2 Dogs must be provided with a bed, food and water.

25. Transportation of Animals

Transportation can increase risk for dogs, both of disease (from unclean vehicles or carriers) or of escape. A vehicle should be viewed as an extension of the premises and therefore the same principles of hygiene, care and disease control apply. If the journey is long, appropriate resources must be provided.

- 25.1 Any relevant transport legislation must be complied with to protect welfare, prevent injury or unnecessary suffering.
- 25.2 Dogs must be comfortable and suitably restrained whilst in transit.
- 25.3 All vehicles and equipment must be kept clean and disinfected after each collection or delivery.
- 25.4 Dogs must not be left unattended in vehicles.
- 25.5 External temperature can pose a risk to a dog's welfare; therefore vehicles must have adequate ventilation and temperature control.

GENERAL LICENSING PROVISIONS

- 26.1 A copy of the licence shall be displayed prominently in the boarding establishment.
- 26.2 All proprietors of boarding establishments shall have appropriate insurances in place.

Staff Training

- 26.3 All staff who handle and care for dogs must be adequately trained in the work they are expected to carry out and competent in day to day boarding kennel management and in ensuring the dogs' welfare as well as their safe handling.
- 26.4 Staff must also be trained in emergency procedures to follow and all other aspects of the licence conditions which are pertinent to their work.

- 26.5 Written policies and procedures setting out how the kennel will ensure all aspects of the welfare of dogs in their care as well as their staff should be provided.
- 26.6 Where staff are employed, whether permanent or temporary, a written training policy should be provided. The licence holder must be able to demonstrate that relevant training has been carried out (via appropriate training records) on all aspects of the care of all ages of dogs and updated regularly. The following are regarded as essential topics to be covered in the training programme relating to the care of dogs: Animal Health and Welfare; Behaviour; Cleanliness and Hygiene; Feeding and Food Preparation; Disease Prevention and Control; Recognition of Sick Animals; Dog Handling; Health and Safety; Emergency Procedures; Relevant Legislation.

Supervision/responsibility

- 26.7 The kennel proprietor or a responsible person over the age of 18 years should always be present to exercise supervision and deal with any emergencies whenever dogs are boarded at the premises.
- 26.8 The kennel proprietor or responsible person over 18 years of age should live on site or a key-holder must live within a reasonable travelling time from the kennels. An emergency contact number must be clearly displayed at the entrance to the kennels.

Annex A

Emergency Evacuation Plan

Introduction

The sample emergency evacuation plan detailed below focuses on what to do in the event of a fire. It is important to bear in mind that other emergencies can occur. Therefore, consideration should be given to developing plans for the following situations:

- General evacuation plan
- Flooding
- Lack of heat
- Lack of water

Fire Emergency Evacuation Plan

Prior to formulating an Emergency and Evacuation Plan (EEP) carry out a Fire Risk Assessment (FRA) to identify any potential fire risk hazards within your establishment.

Emergency situations and the requirement to evacuate from the establishment can arise from a number of situations like; Fire, Flooding, Damage to building, Power failure and disease.

Being prepared and planning a simple but well understood procedure to be carried out in the event of an emergency is essential to offer maximum protection for you, your staff and the animals in your care. This need not be a lengthy document but should be readily available for viewing by all staff with a plan of the site giving exit points, location of telephone, emergency equipment (fire extinguishers and storage of leads/baskets/cages) RVP (rendezvous point) and designated holding area for animals. The emergency contact details of a supervisor or the proprietor and the establishment's Veterinary Surgeon should also be displayed.

Fire Risk Assessment

1. Identify potential fire risk hazards in the workplace
2. Decide who might be in danger (staff, visitor, animal) in each area
3. Evaluate the risks arising from hazards and what can be done
4. Record your findings
5. Keep assessment under review

In the event of a fire breaking out within your establishment, remember that your safety and those of your staff is of prime importance and no risks should be taken which may compromise any person's safety. No task in tackling the fire or evacuating animals should be undertaken unless it is safe to do so.

Upon Discovery of Fire

- Leave fire area immediately
- Close all doors behind you
- Alert occupants of building by sounding alarm (if present) or yell "Fire"
- Telephone Fire and Rescue Services dialling 999 from a safe location
- Evacuate animals when it is safe to do so to the designated holding area
- Use exit to leave building

Upon Hearing of a Fire Condition

- If safe, staff can assist with evacuating animals/occupants
- Leave building via nearest safe exit
- Close doors behind you
- Remain Calm
- Proceed to the designated RVP area

Fire and Evacuation Action Plan

Planning Your Escape	<p>You only have a short time to get out so prepare a plan of escape in advance rather than waiting until there is a fire or evacuation of the establishment.</p> <p>Think of another way out in case the normal route is blocked.</p> <p>Know where door and window keys are kept.</p> <p>Know where spare leads/baskets/cages are stored.</p> <p>Know where the RVP/Holding areas are.</p>
If you discover a Fire	<p>Leave fire area immediately.</p> <p>Close all doors behind you.</p> <p>Sound the alarm and call 999 from any phone.</p> <p>Stay calm, speak clearly and listen to the operator.</p> <p>Where safe to do so, assist others to evacuate and remove animals to the safe holding area.</p> <p>If there is a fire elsewhere in the establishment, stay where you are and await instructions or if you have to move remember to check doors with the back of your hand before opening. If it feels warm, do not open it and go another way.</p> <p>If there is a lot of smoke, crawl along floor where the air will be cleaner.</p> <p>If in doubt – Get out, Stay out and get the Fire & Rescue Services Out.</p>
Contacts in an Emergency	<p>(enter details here)</p> <ul style="list-style-type: none"> • Proprietors name and Telephone Number(s) • Supervisors Name and Telephone Number(s) • Establishments Veterinary Surgeons Name(s) and Telephone Number(s) • Telephone at (enter location) • Emergency equipment at (enter location) • RVP at (enter location) • Animal Holding area at (enter location) • Fire Extinguishers located at (enter location) • Keys kept at (enter location)
RVP = Rendezvous Point	

The onus is on the boarding establishment to ensure adequate fire prevention precautions are in place.

It is recommended that plans and details for large boarding establishments are lodged with the police and fire authorities. Fire prevention advice may be sought from the Fire Prevention Officer based at your local fire and rescue service. This officer can give advice on fire drills, fire escapes, equipment and should be consulted when new build are constructed or existing buildings modified.

Smoke detectors are recommended and you must make sure that fire detection and fighting

equipment are easily accessible and regularly tested. Exit routes should be kept clear. Staff should be familiar with the fire evacuation procedure by the use of fire drills and how to use the fire extinguishers. All fire safety requirements are set out in the Regulatory Reform (Fire Safety) Order 2005.

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Annex B

Guidance for New Builds

When planning a new build boarding establishment, initial planning needs to consider the number, period of time and types of dogs to be accommodated.

Advice must be sought from the Local Authority, Fire Protection Officer and where possible a recognised animal behaviourist. Building regulations must be followed at all times.

As knowledge and material change, recommendations for better construction and care can change. For anyone undertaking a new build boarding establishment, the following advice and recommendations must be followed. When replacing (or adding to) parts of an existing facility, new build advice must be followed.

Throughout the planning of new establishments all aspects should ensure excellent animal welfare, good staff working conditions and a good customer experience.

Size of kennel unit

Dog units must have a minimum height of 1.8m and there should be full height solid partitions between kennel units to prevent nose to nose contact.

The minimum size of dog units below are recommended sizes and it is expected that many new boarding establishments will be significantly larger than this. The recommended sizes are derived from the space allowance requirements for dogs kept for the purposes of boarding, seizure, scientific purposes, rescue and quarantine and ensure that as a minimum they are consistent with the January 2017 Home Office Code of Practice for the Housing and Care of Animals Bred, Supplied or Used for Scientific Purposes.

For dogs below 20kg, the minimum recommended sleeping area must be at least 2.0m² and exercise area, 2.5m².

For dogs greater than 20kg, the minimum recommended sleeping area must be at least 2.0m² and exercise area, 6.0m².

Structure

All areas of new animal units must be built on a concrete base with insulation and a damp proof membrane. Floors should ensure no pooling of liquids can occur so that cleaning and drying are easily facilitated. A minimum gradient of 1:80 is recommended.

Particular importance should be taken with the safety of the structure to ensure their use are able to withstand scrubbing, disinfecting, hosing pressure washing and steam cleaning. It must also be nonporous and chew/scratch resistant.

Wood should be avoided in new build structures. Where concrete/bricks are used these should be smooth, sealed and impervious. Moulded plastic, reinforced plastic coated glass, pre-formed plastic surfaced board are also suitable materials.

There must be no apertures that can trap dog body parts. This is essential around door handles, locks and windows. Any apertures greater than 50mm should be protected from the interior of the kennel either by metal plates or wire mesh to ensure that dogs are safe within the boarding environment.

Kennel Design

The design and layout of kennels must allow dogs to control their visual access to their surroundings and dogs in other kennels. This means having the ability to both avoid and enable visual contact with other dogs and their surroundings.

Planning should ensure ability to remove dogs from kennels with minimal disturbance to other dogs and the safety of staff.

New kennels must be positioned so that individual units are not exposed to excessive light, sun or darkness during the day.

Dogs are particularly sensitive to noise. The use of sound minimising material and sound proofing should be considered. Noise control should also consider the maximum number of dogs per block and facility to have different areas for varying age groups.

From the planning stage the flow of liquids through the buildings as a whole must be considered, including the location of drains and level of fall. Drainage channels should be positioned close to doors so that urine does not pass over walk ways.

The ventilation system should be designed to minimise draughts and noise disturbances. New build structure should include automatic systems to ensure heating/cooling and ventilation is appropriate.

Outdoor exercise area

Of the dog unit

The outdoor area must contain sufficient shelter to give the dog protection against the weather whilst still providing security and allowing sufficient ventilation and daylight.

Some of the roofing material should be translucent and filter UV radiation and provide adequate shade.

There should be a secure safety area to which all exercise areas open to ensure any escaped dogs are contained and as a safe place for staff to retreat to.

Communal exercise area

Communal exercise areas must be suitably drained to ensure pooling of water does not occur. Land drainage needs to be provided where necessary if normal site drainage is not sufficient.

Entrances must be reinforced, concreted or paved to ensure a hazard free, cleanable entry and exit route.

Isolation

The ability to separate dogs is important. This can be to isolate during a disease outbreak, for behavioural reasons or due to varying age groups requiring alternate environments.

Each establishment should have isolation facilities that are physically isolated from other dogs.

Annex C

Behaviour/Environmental Enrichment

1. Monitoring of behavioural signs

Individual dogs respond in different ways when they are feeling anxious, frightened, stressed or in pain. It isn't therefore possible to provide a definitive list of signs but some of the signs which might be seen include:

- emergence of fearful behaviour e.g. cowering, hiding, aggression
- yawning
- lip-licking
- snout licking
- avoidance of eye contact
- over-grooming or self-mutilation
- performance of repetitive behaviour e.g. pacing, spinning, circling, bouncing
- shivering
- trembling
- paw-lifting
- weight loss
- loose faeces
- consumption of faeces (coprophagy)
- prolonged periods of vocalisation e.g. barking, howling, whining
- kennel chewing

Spending time and becoming familiar with each and every dog is highly recommended as that will make it easier for people to recognise when a dog is finding it difficult to cope in kennels.

2. Environmental enrichment

Environmental enrichment applies to various ways of providing dogs with control and choice over their physical and social environment and increasing species-typical behaviour to improve their well-being. However, it is often limited to the provision of toys and feeding devices. Although these are important, there are other methods which can be used. This section provides information about a variety of methods of enrichment which can be used in a kennelled environment.

Providing contact with people

Dogs are sociable animals and most need, enjoy and value company. Many will miss the companionship of their owner(s) whilst being boarded and being away from their family group can be one of the most stressful aspects when kennelled. It is therefore important that, where appropriate for the individual dog, individual circumstances, and it is safe to do so, company with people is provided.

Time with people can be increased through activities such as grooming, exercise, playing and petting. Some owners may also be agreeable to short periods of reward-based training. Dogs which are fearful or anxious may not want to be groomed or played with but can still benefit from having someone close by so spending a period of time sitting outside the kennel talking or feeding treats may help.

Providing contact with other dogs

Dogs have a natural desire for contact with one another and many value and enjoy each other's company. However, providing contact with other dogs in a boarding environment is normally restricted due to health and safety concerns for individual dogs. Where dogs are

from the same family keeping them apart from one another may cause distress and so where there are adequate resources e.g. size of kennel, sleeping area, food and water bowls, consent from the owner and the dogs are able to be monitored, it is recommended that they are housed together.

Providing toys

Toys can help increase play and reduce boredom but interest can often quickly reduce. To maintain novelty and interest, different toys should be offered on a regular basis and, if possible, should involve staff; dogs find toys especially exciting when they are part of, or the focus of, a game. They should also be presented appropriately, be safe, a suitable size and provided as part of a consistent routine, wherever possible.

Most dogs find chewing toys and bones rewarding and relaxing and many seem to prefer chewable toys. Providing a chewable toy is recommended. If little interest is shown, in one particular item, there is a wide range of manufactured chew toys and bones on the market, so trying others may help.

Whenever new devices or toys are provided, it is important to ensure that they don't cause stress to the animal and they should be monitored closely when first introduced.

It is often feared that providing toys or chews to dogs leads to possessive behaviour but research has shown that not to be the case for the majority of dogs. Fear most often causes possessive behaviour due to the dog having been punished previously for not giving up objects. This can be avoided by using distractions such as taking the dog for a walk, or giving it another toy or food treat when removing the chew toy. Dogs can also be trained to leave objects on command in return for treats.

Where dogs are housed in the same unit, it is advised, for safety reasons, not to leave dogs alone with toys.

Providing feeding devices

A variety of feeding devices are available but probably the most widely used are commercially available rubber cone-shaped toys. Research using this specific type of toy has shown that dogs often find them rewarding and relaxing and can prevent or reduce signs of compromised welfare. Research has also shown that when dogs that interact regularly with them have them removed, a significant increase in stress hormones is experienced and many also show an increase in behaviour indicative of poor welfare. It is therefore very important that the provision of these specific types of toy is predictable e.g. that they are provided each and every day and around the same time. The correct size and type of feeding device must also be chosen.

Feeding devices do not have to be bought however and alternative feeding devices are fairly easy to prepare and, depending on what is chosen, can also provide opportunities for other behaviour:

- Paper bags rolled down to contain food
- Scrunched up pieces of paper
- Cardboard tubes with the ends flattened or folded down to make it more challenging
- Frozen cubes of diluted broth
- Biscuits frozen in ice cubes
- Rope/chew toys (natural fibres only) soaked in gravy and then frozen
- Fresh, crunchy fruits and vegetables, such as carrots, wedges of cored apples and cucumbers.

Similar to toys, there are concerns about the provision of feeding devices leading to possessive behaviour and the advice provided about toys is also relevant here.

Where dogs are housed in the same unit, it is advised, for safety reasons, to separate dogs before providing with feeding devices.

Kennel furniture – Platforms

Kennels can be barren environments offering little opportunity for dogs to carry out natural behaviours or provide little choice within their environment. Platforms can help with this by increasing complexity and available three-dimensional space. This can provide a dog with somewhere to hide or a vantage point from which to carry out lookout behaviours that can be particularly important for smaller dogs, which may not otherwise be able to see out of the kennel without standing on their hind legs. Platforms also offer protection from a cold or wet floor, providing a more comfortable and warmer area to rest.

Although staff may have concerns about the safety issues of platforms e.g. when entering the kennel, the dog could be at their head height, this can be avoided. For example, if the platform is in the sleeping area, staff could remove the dog from the exercise area and vice versa. Alternatively, the dog could be trained to jump off the platform so that situations of potential conflict are avoided. In some cases, a platform may be unsuitable, for example, for an elderly dog or one with reduced mobility and in such situations alternatives ways for the dog to hide, be comfortable etc. should be provided.

Furniture in outdoor exercise areas

Enrichment does not have to be confined to the kennel environment but can also be incorporated into exercise areas or paddocks. Platforms are beneficial in outdoor areas providing opportunities for exploratory as well as vigilance behaviours. Whilst tunnels and pipes offer the same behavioural opportunities, they are also areas in which to seek shade. Paddocks provide sufficient space to include boxes which when filled with sand allow dogs to dig. Natural furniture can also be considered such as the use of safe and non-toxic plants, bushes and shrubs for dogs to push through and explore as well as trees which dogs can investigate and mark.

Putting enrichment into practice

Every dog is an individual and will vary in what they find valuable so it is important that different methods of enrichment are tried to identify what it is that each dog likes and gains from. As well as the different types of enrichment listed above, odours and sounds can also be beneficial to dogs and can be cheap and easy to introduce. For example, diffused odours such as lavender and camomile have been found to be beneficial for kennelled dog welfare as well as classical music played at conversational level.

Annex D

Disease, Vaccination and Disinfection

Infectious diseases can spread in many ways and adequate precautions should be taken to prevent and control the spread of infectious and contagious diseases and parasites among dogs.

Some infectious diseases are zoonotic i.e. they can be spread from animals to humans and so appropriate cleaning and good hygiene is essential to ensure there is no spread of disease among dogs and visitors. For example, urine should be carefully handled as the human form of leptospirosis is Weil's disease. Infections by zoonotic diseases can affect any age group but immuno-compromised people, the young or elderly are particularly at risk and as such not be in contact with potentially infectious dogs.

It is important that kennel proprietors and their staff are trained to recognise signs of ill-health so that they can seek veterinary attention accordingly. These may include, but is not limited to, vomiting, diarrhoea, coughing, loss of appetite, ocular/nasal discharges, lethargy, excessive drinking. If there is any concern about the health of a particular dog, veterinary advice should be sought.

The diseases listed below are potentially fatal. Vaccination is available in the UK and is a requirement prior to boarding.

Canine parvovirus: causes severe vomiting and diarrhoea and is easily spread on hands, clothing, shoes, leads and from the environment. This virus can remain in the environment for a long time and can be very resistant to cleaning. The source is from the faeces of an infected dog. (Additionally, other infectious diseases affecting the gastrointestinal tract including Giardia, Coronavirus, Salmonella and Campylobacter can also be spread via contact with infected faeces).

Canine Distemper (morbillivirus): this causes a wide range of clinical signs including fever, nasal discharge, thickened pads, depression, diarrhoea, and neurological signs. This is spread by sneezing droplets but the virus can persist in the environment in appropriate conditions and this is therefore a source of contamination.

Canine Adenovirus (infectious canine hepatitis): causes gastrointestinal and hepatic disease. The virus is spread by close contact with body fluids from infected dogs, however, due to its ability to persist in the environment, this is also a source of infection.

Leptospirosis: this is a bacterial infection which causes serious liver and kidney disease in dogs. It is spread by contact with infected urine and vaccination does not always prevent the shedding of the leptospirae (infectious agents) from the urine. Foxes can also spread the disease. Careful handling of urine is therefore essential.

Vaccination against Kennel Cough (infectious tracheobronchitis) is also available and recommended:

Kennel Cough: This is a complex of respiratory pathogens, the most common being Bordetella bronchiseptica, causing harsh, retching coughing. This can be particularly problematic in the kennel environment, as such staff should be aware of clinical signs. Vaccination is aimed at decreasing the shedding of the disease by infected dogs and reducing clinical signs. The disease is spread by contact with infected sneeze and cough droplets.

Biosecurity, Cleaning and Husbandry

Whilst vaccination is available and an important part of disease management, good husbandry is also essential. This includes not only managing the dogs in terms of avoiding contact and minimising stress, but also cleaning routines and recognising how the behaviour of staff can impact the transfer of disease.

Cleaning products should have bactericidal, virucidal and parvocidal activity for removal of infectious organisms. i.e. they must have the ability to kill bacteria, fungi and viruses. Surfactant components are needed to clean the residual dirt from the environment prior to disinfection. It might be a combination of products is needed but it is essential they are compatible for use together.

Bleach is commonly thought of as a disinfectant. It is not as effective at killing bacteria, fungi and viruses as more commonly used commercial disinfectants. It may cause toxic effects to animals and staff as well as degrading the structure of the building. It can also be corrosive due to its oxidative effects. Although it can have disinfection properties at certain concentrations generally due to the risks involved it is not a suitable disinfectant for use in animal premises.

All chemicals and substances must be safe and appropriate for the environment they are being used in. It is important that instructions, both in terms of dilution and contact time with the surface they are meant to be affecting, are strictly adhered to.

Cleaning regimes should be in place for daily, weekly and monthly cleaning. For example:

Daily: remove all soiled material and wash contamination away using detergent if necessary. Dry after cleaning. Remove soiled bedding and replace with clean. Hose down and dry exercise areas where impervious material is used. Dispose of faeces according to waste regulations.

Weekly: remove all furniture from kennels, hose down using disinfectant and allow to dry before returning furniture.

Notes

Standing water is a source of infection of certain diseases such as Giardia. Thorough drying of surfaces is essential after cleaning.

Disinfectant will not be effective against solid organic material. It is therefore essential that cleaning takes place *prior* to disinfection.

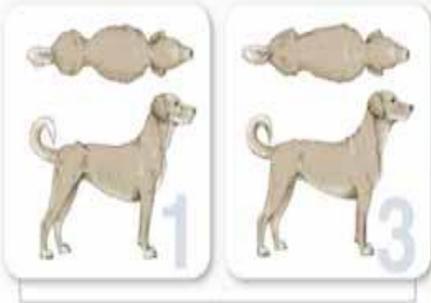
Annex E Body Condition Score Sheets

Available at www.wsava.org/guidelines/global-nutrition-guidelines



Body Condition Score

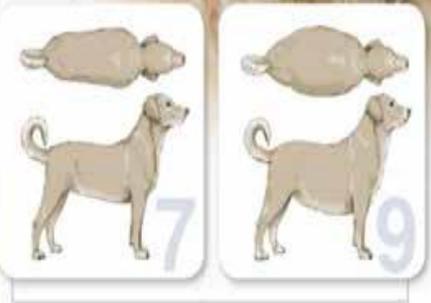


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7 9

UNDER IDEAL

- 1 Ribs, lumbar vertebrae, pelvic bones and all bony prominences evident from a distance. No discernible body fat. Obvious loss of muscle mass.
- 2 Ribs, lumbar vertebrae and pelvic bones easily visible. No palpable fat. Some evidence of other bony prominences. Minimal loss of muscle mass.
- 3 Ribs easily palpated and may be visible with no palpable fat. Tops of lumbar vertebrae visible. Pelvic bones becoming prominent. Obvious waist and abdominal tuck.

IDEAL

- 4 Ribs easily palpable, with minimal fat covering. Waist easily noted, viewed from above. Abdominal tuck evident.
- 5 Ribs palpable without excess fat covering. Waist observed behind ribs when viewed from above. Abdomen tucked up when viewed from side.

OVER IDEAL

- 6 Ribs palpable with slight excess fat covering. Waist is discernible viewed from above but is not prominent. Abdominal tuck apparent.
- 7 Ribs palpable with difficulty, heavy fat cover. Noticeable fat deposits over lumbar area and base of tail. Waist absent or barely visible. Abdominal tuck may be present.
- 8 Ribs not palpable under very heavy fat cover, or palpable only with significant pressure. Heavy fat deposits over lumbar area and base of tail. Waist absent. No abdominal tuck. Obvious abdominal distention may be present.
- 9 Massive fat deposits over thorax, spine and base of tail. Waist and abdominal tuck absent. Fat deposits on neck and limbs. Obvious abdominal distention.

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