

Frequently Asked Questions about Boarding

1. **Should I bring my pet's own food?**

- ❖ Yes. Abrupt changes in food can sometimes cause digestive upsets (i.e. diarrhea or vomiting). We have found that it is best if you bring just enough food that will last during your pet's stay. A plastic ice-cream bucket or similar works very well for this.
- ❖ If you don't bring your pet's food we will feed Iams maintenance diets.
- ❖ If you forget to bring a prescription diet that your pet requires, we can sell you a bag at check-in time. We carry most prescription Iams and Science Diets.

2. **When can I pick up my pet?**

- ❖ You may pick up your pet between 8:00am and 12:00pm Monday through Saturday. Staying with us after noon will add another day of boarding charge.
- ❖ We also offer late afternoon pick-ups on Saturdays, Sundays, and some holidays between 5:00pm and 5:15pm. The clinic is not open for regular business during those times.

3. **When can I drop my pet off?**

- ❖ You can bring your pet anytime during our regular business hours (Monday & Wednesday 8:00am-7:30pm, Tuesday, Thursday, and Friday 8:00am-5:00pm, and Saturday 8:00am-noon). We do not admit boarders on Sundays. It is preferable if you can drop-off at least 30 minutes prior to closing time.

4. **Why do you require all those vaccinations and a negative fecal exam?**

- ❖ We require that your pet be current on its vaccinations for its own protection.
 - We strive to keep our boarding kennels and hospital areas as clean and sanitary as we possibly can. The best way is to ensure that all boarding pets are properly vaccinated. While no vaccine is 100% effective, it is our best defense in helping control the spread of contagious respiratory and intestinal agents.
- ❖ We require that your dog has had a fecal sample examined at least in the last 12 months. This is to hopefully eliminate, or at least greatly reduce, the chances of passing intestinal parasites (i.e. worms-- roundworms, hookworms, or whipworms, coccidia, or giardia) amongst boarders.

5. **What is canine corona virus?**

- ❖ Corona virus is an intestinal virus that dogs can pick up from other dogs. The clinical signs are very similar to the flu virus that infects people. It causes diarrhea and occasional vomiting. The best way to prevent this is to be sure your pet is vaccinated.

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6. What is canine kennel cough?

- ❖ This is a highly contagious disease of dogs that causes coughing and can be spread through the air. There are many different viruses and bacteria that can cause it. We require Bordetella (kennel cough) vaccination to help protect your dog from several of the most common agents associated with this infection. Vaccination does not necessarily mean your dog absolutely won't get the infection, but if contracted, the proper vaccination may help reduce the symptoms.

7. What is canine influenza? Should I vaccinate my dog prior to boarding?

- ❖ Canine influenza virus (H3N8) causes a respiratory infection in dogs. Most often, it produces mild infection with some or all of the following symptoms: lethargy, decreased appetite, low-grade fever, nasal discharge, and a dry, non-productive cough that may last for several weeks. Severe infections can have higher fevers, an increased respiratory rate, or pneumonia. Canine influenza is highly contagious and can spread rapidly, through coughing, sneezing, and direct animal to animal contact, as well as contact with contaminated surfaces. It can very quickly spread through boarding and grooming facilities, as well as shelters, or any place that dogs are kept indoors in close proximity to one another.
- ❖ There is a vaccine available that may help protect your dog from infection, or at least significantly decrease the severity of symptoms. It also reduces viral shedding, which minimizes the spread of the virus.

8. My pet has its own bed that it sleeps on at home—is it OK if I bring it?

- ❖ Through past experience, we have found it is best if you do not bring your pet's bedding. They may be very good at home, but in this new environment we have had pets urinate and defecate on their beds as well as chew them up. We will provide blankets for your pet to sleep on that we can easily wash and disinfect.
- ❖ If you still choose to bring your own blankets, we will put your name on them in permanent marker. If your pet soils them, we may be unable to launder them and will store them in a plastic bag until the time of discharge. If your pet destroys your bedding we will remove it and save until time of discharge.

9. If my pet is only here from Saturday morning until Sunday evening, why am I charged for two days of boarding? Why don't you offer Sunday morning pickups?

- ❖ Our boarding fees are charged in essentially the same manner in which you would pay for a hotel room. You are charged for the day your pet comes in, whether in the morning or the afternoon (schedule allowing), and as long as you check your pet out by the designated time, 12:00pm, you will not be charged for the second day.
- ❖ In an effort to keep your boarding fees down, we are unable to offer Sunday morning discharge at this time.

If you have any additional questions please feel free to call us.