

# Bayside Bed and Biscuit

## Group Play Policies



These guidelines are meant to keep all dogs happy, healthy, and safe. Allowing us to provide a positive social environment for your dog at all times.

### Approval Process

To be considered a candidate for Group Play all dogs must be:

- At least 6 months old
- Spayed or neutered
- Free of fleas, ticks, and parasites
- Able to respond to our staff at all times (basic commands and directions)
- No aggression, dominance, or fearful
- Able to pass our Group Assessment performed at Bayside Bed and Biscuit
- Current on required vaccinations and be maintained on required vaccinations (administered by a licensed veterinarian). If your dog has expired vaccinations they will not be allowed to play until updated.
  1. Rabies: 1-year or 3-year
  2. DH-PP: 1-year booster at age 1. Every 3-years after
  3. Bordetella: Every 6-months
  4. CIV (Canine Flu): 1-year after initial shot with booster

If you have recently adopted/acquired your dog we recommend waiting at least one month or longer for your dog to get accustomed to being with you before scheduling the Group Assessment.

If your dog is of an older age (10 year or older) and has never played in group before then likely Group Play will not be the best fit for them. Talk with our staff about other Day Care options that would be better suited for your dog.

### Group Assessment

Group Assessments are held Monday-Thursday and completed by our Behavior Coach's. The initial fee is \$50 per dog and covers the rest of the day of play if they pass. Dogs must be dropped off between 8am-9am on the day of the assessment and stay until at least 3-4pm. Other services such as vet work, bath/groom may not be done on the same day as assessment. The assessment application must be filled out entirely prior to actual assessment. Dog who has not participated in Group Play for over 6 months will need to be Reassessed for Group Play.

### Reassessment for Group Play

Reassessments are held Monday-Thursday and completed by our Behavior Coach's. Dogs who have not participated in Group Play for over 6 months will need to be reassessed and monitored closely for any behavioral changes. Reassessments are not an extra cost but does need to be scheduled ahead of time. If your dog is a senior and they haven't played in group for a while, then group play is likely not the best fit for them.

### **Partial Pass for Group Play**

Dogs that are overwhelmed on the assessment day will be given a partial pass. This means the dog will be monitored closely by the staff and Behavior Coach's to see if they will warm up to pass. If your dog is given a partial pass please bring them back to play within 1 month of assessment date or we will have to do a reassessment.

### **Does Not Pass for Group Play**

You will be contacted by one of our Behavior Coaches and asked to pick up your dog. The assessment fee is waived for non-passers. We do offer day boarding services if you're unable to pick up and your dog. If you cannot pick up between 12-1pm your dog will be considered day boarding and you will be charged for a day board. The cost of day boarding is \$30.

### **Behavioral Changes**

All dogs who are approved for Group Play activities are watched closely to see if there are any change in their behaviors. If they become aggressive, dominate, fearful or show any other signs of behavioral issues their Group Play privileges may be suspended with or without notice. Dogs' behaviors can change over time and we reserve the right to deem your dog unsuitable for group at any time.

### **Hours of Operation**

We offer Group Play Monday through Saturday

Morning Session (Monday-Friday)

- Large dogs 7am-12pm, Small dogs 7am-11am

Afternoon session (Monday-Friday)

- Large dogs 1:30pm-6pm, Small dogs 1pm-6pm (1-1:30 Small dogs play in the splash pad)

Saturday Session

- 8am-12pm

Rest Period for dogs staying all day

- Large dogs 12pm-1:30pm, Small dogs 11-1pm. Dogs will be brought inside for rest and relaxation. If you desire that your dog eat lunch, we will feed them. Please bring food from home labeled or use our kennel food.

### **Reservations**

For first time Group Play participants and reassessments, reservations are required so that we may schedule an assessment, check vaccinations, and complete all required paperwork in advance.

### **Feeding**

Owners can bring food from home as long as it's labeled or we can feed your dog kennel food. Upon request we will feed your dog lunch during their rest period. We only offer feeding your dog lunch we do not offer feeding your dog breakfast or dinner. We do not recommend that your dog eat anything substantial during the day due to the high level of physical activity during Group Play. Dog owners should understand that the risk of "bloat," or Gastric Dilation and Volvulus (GDV), increases when dogs participate in vigorous activity within one hour after eating. This is especially true of large or deep-chested breeds. We recommend feeding your dog at least one to two hours before dropping them off from Group Play activities. Bayside Bed and Biscuit is

not responsible for health or medical problems associated with feeding, whether on premises or at home.

### **General Health and Physical Limitations**

All dogs must be in good general health to play at Bayside Bed and Biscuit. Bayside Animal Hospital is not licensed to provide veterinary care to dogs that they haven't seen before. Bayside Animal Hospital is available in case of emergencies. Dogs exhibiting signs of illness, contagious viruses, oral papillomas, or any other health concerns will not be accepted. Dogs who are fully blind will not be accepted into Group Play for safety reasons. We will accept partially blind and fully deaf dogs on a case-by-case basis. Dogs who are currently having active seizures or on preventative medication for seizures will not be accepted into Group Play for safety reasons. Other physical limitations will be assessed on a case-by-case basis.

### **Leashes, Collars, and Harnesses**

- For your dog's protection, **ALL DOGS MUST BE ON A LEASH** when arriving to or leaving from the Group Play yard. If you do not have a leash, one can be provided for you.
- All collars/harnesses/other must have some sort of identification with YOUR DOGS NAME ON IT so we know whose leash is whose.

### **Access to Group Play Yard**

- Drop off and pick up your dog in the drive through parking area, turn left in front of the vet office and drive around back to the Group Play building. Or drop them off and pick up in the lobby of Bayside Bed and Biscuit.
- Owners are not allowed to stay with their dogs during Group Play sessions or be present during the assessment. We also ask that you refrain from approaching the outside fence area or walk around the building to see the yards.

### **Dirty Dogs**

We have artificial turf in our main play areas to help keep dogs clean during playtimes. Some dogs may still get dirty (especially on rainy days) while participating in Group Play. Our Group Play yards also have wading pools and a splash pad, some of the dogs really enjoy getting wet and playing in the water. Our staff will do their best to clean up a heavily soiled dog before they are picked up, but owners should understand that their primary responsibility is to supervise dogs and time is not available to provide a bath before sending dog's home. Please have a towel ready in your car.

### **Inclement Weather**

During periods of inclement weather, we may modify Group Play activities to better serve our doggie friends. This may include bringing them indoors or extending their rest period until the weather is suitable for outdoor play. If your dog is thunderphobic consider not bringing them to Group Play on days of expected bad weather.

### **Late Fees**

Dogs doing a half day of Group Play who are not picked up at the end of their session may incur additional charges for Group Play or individual day care. Any dog not picked up by the close of business (6:00pm Monday-Friday; 12:00pm Saturday) will be checked into boarding and charged the regular nightly boarding fee. **Please call us if you are running late.**

**Payment**

All Group Play services are non-refundable except in the following circumstances. Clients who purchase a punch card and decide not to use it all or who are asked to withdraw their dog from Group Play for behavior reasons may receive a partial refund for unused days or receive a credit on their account. If you pick up and drop off your dog outside you are required to have a credit card on file or a punch card. If you pick up and drop off your dog inside this is not required.

**Other Notes**

- Owners can arrange to have friends or relatives pick up their dog, but owners must inform our staff in advance before we will allow any other person to take home a dog which is not theirs.
- If your dog has been sprayed by a skunk, please do not bring your dog to Group Play until they have been bathed. You can bring your dog back to Group Play once they have been bathed, but please inform us so we are aware.

## Group Layout

- Dogs play naked off leash with their doggie friends
- The yards are split into two groups small dogs and large dogs. Small is 30lbs and under and large is 30lbs and up. We do base it off the dog's energy level and personality level on a case-by-case basis.
- All of our Group Play dogs attend on a regular basis so they know each other. Please plan on having your dog attend on a regular basis for them to be familiar with their doggie friends and the staff.
- Dogs that show over tired behaviors (examples but not limited to: humping, grouchiness, not listening to staff members) will be given warnings, walked on a leash in the group yard, and then put up in the building for a break. If the behaviors continue, we may suggest your dog does half day play instead.
- Our goal is to set everyone up for success so all dogs have fun throughout the day!

## How the assessment works

We start with your dog in a separate yard and slowly introduce a few dogs at a time. We introduce dogs of different temperaments and ages to see how your dog interacts with them. The dogs comfort level determines how the assessment continues.

Once your dog is fully comfortable in the separate yard then we bring them into the group play yard with the entire pack.

The behavior coaches check on your dog multiple times throughout the day to see how they are doing.

If your dog doesn't pass the assessment, we will let you know. You can come pick your dog up after the assessment is finished or we can day board your dog the rest of the day until you arrive. The assessment fee is nonrefundable even if your dog does not pass the group assessment. We can discuss further options on a case-by-case basis.

We follow the guidelines put on by The Dog Gurus in the 4 steps of an Excellent Dog Evaluation process.

1. Assess Dog's communication skills.
2. Observe behavior and stress levels with the new unfamiliar Bayside facility, people, and dogs.
3. Determine the dog's response when they are uncomfortable.
4. Understand dog's social interactions and fit of behavior to our group setting.