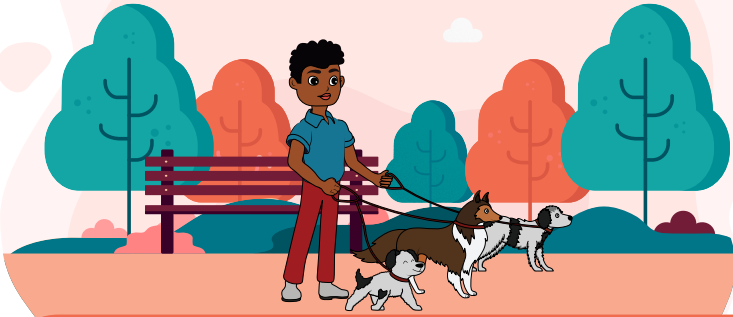


Creature Connections Behavior Alliance



Positive Reinforcement Dog Training

13 McHugh Avenue, Billerica, MA 01821

www.creatureconnections.net

info@creatureconnections.net

978-804.2498

PET PARENT DOGGIE DAYCARE QUESTIONNAIRE

CERTIFICATIONS/AFFILIATIONS

- 1 What organizations are you affiliated with?
 - NAPPS (National Association of Professional Pet Sitters)
 - PSI (Pet Sitters International)
 - IAPO International Association of Professional Dog Daycare Owners)
 - IBPSA (International Boarding & Pet Services Association)
 - APDT (Association of Professional Dog trainers)
 - IAABC (International Associations of Animal Behavior Consultants)
 - PPG (Pet Professional Guild)



- 2 What certifications do you have?
 - PACCC (Professional Animal Care) – www.paccert.org
 - Pet first aid and CPR – Red Cross (www.redcross.org), Recover Initiative (www.recoverinitiative.org)
 - Fear Free Boarding and Daycare – www.fearfree.com
 - IBPSA (International Boarding & Pet Services Association) – www.ibpsa.com
 - Dog Training Certificates

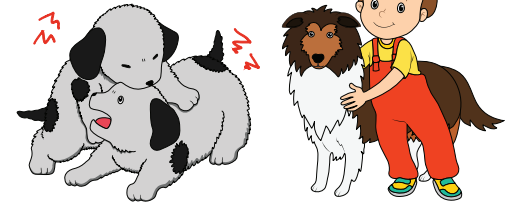


CLEANING

- 1 What is your process for cleaning vs disinfecting? Indoor Spaces vs Outdoor Spaces
 - Can we see your cleaning log?
 - Can we see your cleaning/disinfecting guidelines?
 - How often? Indoor vs Outdoor?
- 2 What chemicals do you use? Pet Safe? Organic?
 - Enzymatic cleaners? Detergents?
 - Disinfectants? Odor Control?
- 3 What is your ventilation/cooling/heating system?
 - What is your process cleaning & disinfecting?

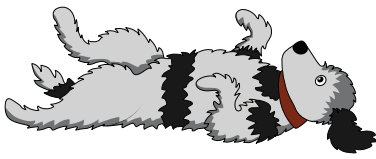
INTAKE/EVALUATIONS

- 1 What intake process do you have?
 - Can we see your questionnaires for clients needs
- 2 How do you evaluate the dogs? Do you have evaluation forms available to the public for review?
 - Bring your own evaluation form
 - Request to see your dogs evaluation
 - Behavior evaluation, Temperament tests
 - Health evaluation



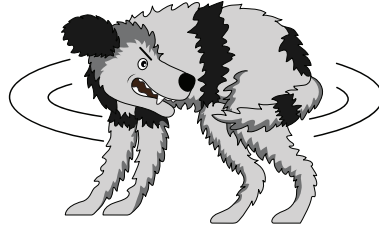
HEALTH CONCERNS

- 1 What do you use for managing zoonotic disease? Kennel cough, Parvo, Etc?
 - What is your process if you notice a dog that might be sick?
- 2 Do you have a veterinarian on call for emergencies? If so who?
 - Give contact information of on call vet
 - Will you take to clients Vet?
- 3 Are dogs required to be neutered/spayed? If so, at what age?
- 4 What requirements do you have for vaccinations/ heartworm/flea & tick?
 - Heartworm
 - Flea & Tick
 - Can your clients see your library of vaccinations?
 - Rabies, Bordetella (Kennel Cough) - Required
 - Distemper, Parvo, Adenovirus, Parainfluenza (DHPP) – How many 2 sets?



BEHAVIOR

- 1 How do you handle misbehaving dogs? What is your management guidelines?
 - Do you kennel the dogs for misbehaving?
 - Do you have visual barriers?
- 2 What are your correction methods?
 - Timeout (crate vs separation)
 - Water Bottles (should not be used)
 - Shaker cans (should not be used)
 - Hitting/Grabbing (should not be used)
- 3 How do you manage dog fights?
 - Emergency procedure (distraction, object separation, grabbing, wheelbarrow technique (last resort),
 - Air horns
 - Equipment intervention (gates, broom, boards, etc)
- 4 How do you manage gate crashing? They should have double gates, and staff should be trained in boundary training using positive reinforcement. (be aware if they use any of the following).
 - Static mat
 - Grabbing/Yelling
 - Spray bottles
 - Shaker cans
- 5 Who do you refer out behavior consults or dog training to?
 - Should be referring out to a certified and accredited dog trainer or veterinary behavior consultant.



- 1 Do you kennel the dogs for breaks?
 - Nap time, Quiet time
 - Separation time for over active dogs
- 2 How do you manage size/age/temperament concerns?
 - Separating large to small dogs?
 - Separating super active vs shy calm dogs?
 - Separating puppies vs senior dogs?
- 3 How do you manage stress in dogs?
 - Can you read canine language?
 - What are your certifications in this?
 - Can you describe what you are seeing?
- 4 Do you use food during the day?
 - How do you manage resource guarding?
 - What if my dog is sensitive to a particular food?
- 5 Do you offer lunch time for puppies? How do you manage feeding time?
 - Crating for feeding?
 - Separating for feeding?
- 6 How do you manage humping?
 - Can you tell if it's behaviorally motivated?
 - Can you tell if it's sexually motivated?
- 7 How do you manage coprophagia (poop eating)?
 - Refer back to cleaning process?

CLIENT ENGAGEMENT

- 1 Do you have live feeds to watch our dogs during the time they are there?
 - How often are they on?
 - What is your procedure if a client sees something that is of concern?
- 2 Do you have a media release form?
 - What if I don't want my dog on live feed, or posted to social media?
- 3 Do I get a daily report card?
 - Is it a physical report via paper or email?
- 4 How do I know my dog is safe in your care?
 - How quickly do you respond to emails, phone calls?
- 5 What is your process if you see something during the day that is of concern?
 - How do you notify clients of concerns?

- 6 What is your billing process?
 - Monthly, Weekly, Daily?
 - Do you do venmo, cash, credit cards, pay pal, check?
- 7 What is your cancellation process?
 - What if we want to cancel?
 - Do you have a refund policy?
- 8 Do you have insurance?
 - If so with whom?
 - Can we see your coverage?
 - What is your reimbursement policy for vet care if injured while in your care?

