

Daycare Policies

Please familiarise yourself with our enrolment policies before enrolling in our daycare program.

Enrolment Policies

We run a structured daycare program, that does not allow for casual attendance. As discussed with you prior to enrolling your dog, we will require you to choose a regular day or days for your dog to attend daycare, as we are focusing on developing the dogs together as a group for safety and social purposes. We also adhere to the Victorian Code of Practice for Dog Boarding facilities, and these requirements will need to be met for your dog to attend our program.

Before your enrol, please ensure that:

- You are willing and able to attend at least once per week, on the same day/s each week.
- Your dogs vaccinations are up to date, as per the code of practice requirements.
- You believe your dog will enjoy the social experience of attending daycare.
- Your dog does not have any aggression issues towards other dogs or people.
- You have addressed any behavioural concerns you might have about your dog attending daycare with our staff.

Remember, our program was developed by dog trainers, we might be able to help you with your concerns both outside of the program, and within the daycare structure.

Assessment & Attendance Expectations

Prior to your enrolment being confirmed, your dog must attend an assessment day (preferably on the day of the week you intend to enrol) in order to assess their suitability for daycare. These expectations remain in place for the duration of your dogs enrolment. Some of the criteria we are looking to assess are:

Sociability: Dogs must be able to read social cues and respect the boundaries of other dogs. Selectivity is okay, but must not be demonstrated with any aggression. Overly sociable dogs who are unable to read or respond to cues from their play mates and are unable to be redirected by staff and show improvement in their manners may be excused.

Impulse Control/Self Restraint: We know daycare is exciting, and dogs can be very enthusiastic, but excessive jumping (on other dogs/staff/fences/gates), nipping, guarding, humping, barreling over other dogs or staff is a safety concern, and not appropriate daycare behaviour. Safety of the dogs in our care is our first priority.

Down Time: Your dogs ability to stop and relax is a crucial part of the daycare structure. Dogs that are unable to settle in the play area will be offered breaks throughout the day, but must be able to settle and be calm away from their friends and handlers without being destructive, crying, whining or barking.

Sharing: For safety reasons we limit the use of toys and food rewards in play group. Some dogs can become possessive of staff, toys, water bowls, their friends or other resources. If resource guarding behaviours become an issue, your dog may be excused.

Comfort Levels (Level of Anxiety): Separation anxiety related behaviours are not uncommon, and we always allow our more anxious attendees time to adjust, but some dogs never get comfortable enough in group play, or being away from their home/family unit. Daycare may not be the best place for these dogs (And that is okay! Its not for everyone!) But it doesn't do them any good to keep forcing the issue. If you are concerned about these behaviours in your dogs and would like additional support, please seek out help from our training program.

Appropriateness of greetings: Overly social dogs, who have trouble reading cues from others, can be considered as rude in the dog world, and it can create problems. Sometimes this can be worked on, but sometimes it presents too much of an issue for daycare. Other areas we assess in this space are gate/barrier frustration, on leash manners, ability to move away/be redirected.

Other General Behaviours: Other behaviours that might cause us concern, or deem your dog unsuitable to start daycare or be dismissed are aggression towards other dogs or handlers, pushiness, obsessive behaviours, fence chasing, excessive barking or anything else that could be deemed a safety concern.

Dismissal From Daycare

Just like people, dogs preferences can change over time, and sometime that means their social preferences change over time. Our staff are committed to providing you with regular updates on your dogs progress in our program, but please be aware that sometimes our dogs do age out of, or stop enjoying daycare. We love your dogs, so ending their enrolment is never something we want to do, but occasionally, we will recommend withdrawing your dog from daycare if we no longer feel like it is the best environment for them.

If your dog is struggling with any of the attendance expectations, we might also advise their removal from the program, if we feel they are not responding to our efforts to improve things. We will always flag any issues with you when they arise and create a plan to best help your dog, but please be aware, sometimes the best help we can give them is ending their attendance.

Immediate dismissal will occur in the event of dangerous behaviours or unmanageable social behaviours that could harm or hinder themselves, the other dogs or the staff.