



PawZ on Patrol

Summary of Policies

1. Animal Welfare Policy

Purpose: Ensure the wellbeing of all dogs in line with the Animal Welfare Act 2006.

Policy:

- Provide a suitable environment and shelter.
- Supply a suitable diet tailored to individual needs.
- Allow dogs to exhibit normal behaviours through exercise and enrichment.
- House dogs together or separately as appropriate.
- Protect dogs from pain, suffering, injury, and disease.

Procedure:

- Conduct daily welfare checks and record observations.
 - Monitor behavioural signs of distress, illness, or injury.
 - Ensure safe, clean, and comfortable sleeping areas.
 - Review individual care plans regularly.
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2. Health & Safety Policy

Purpose: Maintain a safe environment for all dogs and people.

Policy:

- Securely store chemicals and medications.
- Keep walkways clear and remove hazards.
- Inspect fencing and gates regularly.
- Maintain working fire safety equipment and procedures.

Procedure:

- Carry out weekly safety checks and log findings.
- Complete a health and safety induction for all household members.
- Record and address any incidents immediately.



3. Infectious Disease Control & Vaccination Policy

Purpose: Minimise the risk of disease spread.

Policy:

- Require core vaccinations: canine parvovirus, distemper, and adenovirus.
- Enforce regular flea, worm, and tick treatments.
- Isolate and seek veterinary advice for any sick animals.

Procedure:

- Verify vaccination records before each boarding.
 - Isolate new or symptomatic dogs.
 - Disinfect shared spaces daily.
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4. Feeding & Medication Policy

Purpose: Ensure proper nutrition and medication administration.

Policy:

- Follow owner instructions for feeding and medication.
- Store food and medicine safely and hygienically.

Procedure:

- Record feeding and medication schedules daily.
 - Check expiry dates on food and medications regularly.
 - Safely dispose of out-of-date items.
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5. Emergency & Evacuation Policy

Purpose: Protect all animals and people during emergencies.

Policy:

- Maintain an evacuation plan and fire risk assessment.
- Keep emergency contacts for owners and vets accessible.

**Procedure:**

- Conduct an annual fire drill.
 - Secure dogs during an evacuation and relocate to the designated safe area.
 - Contact emergency services as needed.
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6. Lost Dog / Escape Policy

Purpose: Respond quickly to any escape.

Policy:

- Search the area immediately.
- Notify owners and local authorities.
- Contact microchip databases (e.g., Petlog).

Procedure:

- Document the incident and actions taken.
 - Review security measures to prevent recurrence.
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7. Death in Care Policy

Purpose: Handle a death in care with sensitivity and professionalism.

Policy:

- Seek veterinary advice immediately.
- Notify owners sensitively and promptly.
- Arrange respectful care for remains.

Procedure:

- Document all communications and veterinary reports.
 - Review care procedures and update as needed.
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8. Behaviour & Training Policy

Purpose: Promote safe, positive behaviour among dogs.

Policy:

- Conduct pre-boarding behaviour assessments.
- Supervise play and prevent conflicts.
- Separate incompatible dogs.

Procedure:

- Record behaviour assessments.
 - Gradually introduce new dogs to the environment.
 - Use positive reinforcement training methods only.
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9. Cleaning & Waste Disposal Policy

Purpose: Maintain hygiene and prevent disease.

Policy:

- Clean feeding areas and bedding daily.
- Remove waste immediately and dispose of it safely.

Procedure:

- Use pet-safe disinfectants.
 - Follow local council waste disposal guidelines.
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10. Risk Assessment

Purpose: Identify and reduce risks.

Policy:

- Conduct regular risk assessments for the property and individual dogs.

Procedure:

- Review risks quarterly and after any incident.
 - Record and act on identified risks promptly.
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11. Record Keeping Policy

Purpose: Maintain accurate care records.

Policy:

- Retain records for at least 3 years.

Procedure:

- Keep logs of vaccinations, incidents, and daily care routines.
 - Secure records in compliance with data protection law.
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12. Under 16s & Visitors Policy

Purpose: Safeguard dogs and people during interactions.

Policy:

- Supervise all interactions between children under 16 and dogs.
- Brief visitors on safety procedures.

Procedure:

- Do not allow unsupervised child-dog interactions.
 - Restrict visitor access to dogs during feeding and rest times.
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13. Transport Policy

Purpose: Ensure safe transport of dogs.

Policy:

- Secure dogs in crates or harnesses.
- Maintain vehicle ventilation and temperature control.

Procedure:

- Carry emergency contact and vet details during transport.
 - Clean and inspect vehicles regularly.
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14. Complaints & Customer Service Policy

Purpose: Address complaints promptly and professionally.

Policy:

- Record all complaints.
- Seek resolution quickly and fairly.

Procedure:

- Respond to complaints within 5 working days.
 - Review outcomes and adjust procedures if necessary.
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15. Data Protection (GDPR) Policy

Purpose: Protect client data.

Policy:

- Store personal data securely.
- Share data only with consent.

Procedure:

- Allow clients to access or delete their data on request.
- Review data protection measures annually.



16. Contingency Policy for Loss of Licence or Emergency

Purpose: Maintain continuity of care during emergencies.

Policy:

- Inform owners immediately if our licence is suspended.
- Arrange alternative care promptly.

Procedure:

- Maintain a list of emergency boarding contacts.
 - Document all actions taken during such an event.
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17. Terms & Conditions

Purpose: Outline service expectations and legal responsibilities.

Policy:

- Clearly define payment terms (e.g., deposit amounts, payment deadlines).
- Set out booking procedures and cancellation terms, including refund policies.
- Clarify the owner's responsibility to provide accurate information about their dog's health, vaccination status, and behaviour.
- Outline the limits of the service provider's liability.
- Specify terms regarding emergencies, veterinary treatment, and insurance.

Procedure:

- Provide written Terms & Conditions to all owners at the time of enquiry or booking.
 - Obtain signed or electronic acceptance of these terms prior to boarding.
 - Ensure Terms & Conditions are readily available on the business website and/or in printed form.
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This policy pack is reviewed annually or after any significant incident.