



## The Positive Playcare<sup>sm</sup> Admissions Process

**The goal of the Admissions Process is to provide all our dogs with the safest possible circumstances in which to play, learn and grow.**

For most dogs, daycare is an entirely new social environment. Even a romp at the dog park is very different as your dog usually has you around to provide a personal connection and supervision. Though we wish we could open our doors to every dog, not every dog wants to be, or should be, in dog daycare. We conduct a careful screening and orientation process to safeguard all the dogs in our care.

At Your Dog's Best Friends<sup>sm</sup>, we have developed a temperament evaluation specifically designed to provide us with insight into which dogs will adapt to and enjoy our Positive Playcare<sup>sm</sup>. We perform our temperament evaluation as part of your dog's Orientation Day Program. On that day, specially trained members of our staff conduct a physically and socially interactive "interview" with your dog to evaluate your dog's comfort level with being in the highly social environment of a dog daycare.

We begin building our special relationship with you and your dog by carefully reviewing the documentation and questionnaires that you provide. This review happens as soon as your file is complete. After the file is reviewed, we call you to schedule your Orientation Day. The documentation and questionnaires cover three areas:

- A. **Owner Profile:** This information is used by our staff to learn about how we can best support your relationship with your dog.
- B. **Pet Profile:** Our Positive Playcare<sup>sm</sup> Department reviews this information to get acquainted with your dog before orientation.
- C. **Medical Clearance:** Our Positive Playcare<sup>sm</sup> Department checks this information to ensure the health and safety of all dogs attending playcare. For all dogs 16 weeks of age and older, we require documentation that reflects current Rabies and Bordetella vaccines. Our requirement for the DHLPP vaccine is either a current vaccine date or a current titer report. Puppies, between the ages of 10 – 16 weeks, must have age appropriate vaccines. Puppy owners will also be required to provide us with vaccine booster records as they are received. Dogs must be neutered or spayed by seven (7) months .

Orientation Day is an exciting time for you, your dog and us. It is a day designed to let us conduct the temperament evaluation and to follow-up with a carefully monitored period of introducing your dog to the rest of the dogs with which s/he will soon be playing and learning.

Throughout the day our staff is attentive to the interactions as our experienced dogs welcome our newest member of Positive Playcare<sup>sm</sup>.

The following sequence of events takes place:

**Welcome:** We meet you and your dog at our front door at your scheduled appointment time. You are introduced to our staff and see where your dog will spend a fun-filled day.

**Temperament Evaluation:** Temperament evaluation involves a series of specific structured interactions designed to give us information to ensure your dog will thrive in the highly social environment of Positive Playcare<sup>sm</sup>. This evaluation takes about 20 to 30 minutes and we ask you to stay on the premises during this time. The vast majority of dogs will demonstrate the necessary qualifications to enter Positive Playcare but, in the unlikely case that we find a safety concern, we might not be able to advance to the next step.\*

**Controlled Introduction:** The process of introducing your dog into the playgroup and to the members of our staff is methodical and carefully conducted. The results of the temperament evaluation help us plan and guide that introduction.

To begin, our staff introduces your dog, one by one, to a representative mix of dogs with different play styles. Then, we allow your dog to interact simultaneously with a number of dogs presenting a mix of play styles. Before your dog is admitted into the large playgroup, your dog, accompanied by some of his newest friends and a member of the staff, spends time in a separate area of the playroom getting acclimated to the surroundings and to the incredible level of upbeat dog energy in the room.

**Monitoring:** The orientation process lasts throughout the day. We devote special care and attention to monitor a new dog's progress in the playgroup. We watch and guide how s/he learns to play and interact with dogs of different play styles. Just as with humans, first impressions are so important.

We set aside time in the activities sessions on your dog's Orientation Day to carefully observe and assess your dog's best activities and to catch those aspects of their personality that we can work with best. We keep an eye on the games and rewards they prefer, their confidence and interest in learning and the temperaments and play styles they are drawn to or avoid. You can sometimes tell a lot by the friends they pick.

**Follow Up:** At the end of a successful Orientation Day your dog has had an exceptional amount of stimulation. While dogs are very often tired after daycare, on this night your dog may be so tired they opt out of an evening meal. **This is normal!** This is simply due to the fact that they had a new environment to explore and new people and dogs to meet. They simply have experienced more mental and physical stimulation than they are used to.

When you arrive to pick up your dog at the end of a successful Orientation Day, our Positive Playcare<sup>sm</sup> staff will greet you and let you know how much fun your dog had. We will also answer any of your remaining questions and be sure you know how to make arrangements for enrolling your dog for future Positive Playcare<sup>sm</sup> sessions.

Then you will head home with a very happy best friend.

While most dogs have an appropriate temperament for daycare, it is not for every dog. We will always look for the best in every dog but the safety of all our dogs must be our highest priority.



## A Day at Positive Playcare<sup>sm</sup>

A day at Positive Playcare<sup>sm</sup> can begin promptly at 7AM. (Please ask about arrangements for earlier drop off.) The day is broken into periods of play, structured activities and rest.

Your dog starts his/her day with the first of three play periods. Dogs can romp and wrestle with their friends in designated play groups while other dogs arrive. Dogs are placed into play groups with other dogs of similar age, size, temperament, and play style. Safe, happy dogs are our first concern! This is where supervision by their Playcare Specialist (PS) comes in. The PS not only supervises the play but maintains the group's dynamics and redirects dogs to avoid overly excited play.

### DAILY SCHEDULE

7 AM to 10 AM	Play
10 AM to Noon	Activities
Noon to 2 PM	Nap & Lunch
2 PM to 3 PM	Play
3 PM to 5 PM	Activities
5 PM to 7 PM	Play

Once all the dogs have had a chance to socialize for a bit, the morning activities begin. In these sessions dogs are encouraged to participate in both individual and group activities. These activities allow the dogs' Playcare Specialist to interact with the dogs in ways that help the dogs adopt and maintain appropriate behaviors, strengthen impulse control, and build their enthusiasm for learning. Activities are designed for each play group keeping in mind the temperaments, play styles and preferred rewards of the dogs that are participating. They challenge the dogs to discover new ways to think, behave and learn and to foster positive relationships between the people and other dogs in their playgroup.

Morning activities are followed by a very well deserved nap. Dogs are placed in individual crates and given a small snack or, when owners request, their lunch. (Lunches must be provided by the dog's owner.) Nap time allows the dogs to rest for their afternoon at Positive Playcare<sup>sm</sup>, as well as process the information from the first half of the day. It also decreases the likelihood of crankiness in the afternoon.

After nap time, both the dogs and their PS return to their respective play groups fresh and ready for more mental and physical stimulation. The dogs' first order of business is typically a good stretch and lively play session to prepare their minds and bodies for an afternoon of fun. As always, their PS is on hand to ensure safety and fun.

Just like the morning activities session, afternoon activities give the PS the opportunity to provide the dogs with structured positive reinforcement for appropriate

behaviors. The record of experience with dog behavioral development shows that giving a dog a break and then reimmersing them in a structured session creates a far greater impression on the dog. The second activities session of the Positive Playcare<sup>sm</sup> day acts as significant reinforcement to deepen the impact of the morning session and build the dog's awareness and confidence.

Dog owners usually arrive to pick their dogs up between 5 and 7 PM. During this third and final play period of the day the dogs are again encouraged to romp, wrestle, and play.

When you pick up your dog, you will be greeted by a happy, contented friend who has been mentally and physically stimulated and rewarded for appropriate behaviors throughout the day.



## Owner Profile

Primary Owner's Name: \_\_\_\_\_

Dog's Name: \_\_\_\_\_ Dog's Breed: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: \_\_\_\_\_

Did you have dogs growing up? \_\_\_\_\_

What attracted you to owning a dog at this time in your life? \_\_\_\_\_

How long have you owned this dog? \_\_\_\_\_

How did you decide what type of dog you wanted? \_\_\_\_\_

What do you love most about your dog? \_\_\_\_\_

What do you love least about your dog? \_\_\_\_\_

Do you do daily activities/exercise with your dog? Please describe. \_\_\_\_\_

Do you do other regular activities with your dog? Please describe. \_\_\_\_\_

Please explain your experience with training your dog(s). \_\_\_\_\_

If you had an extra hour in your day just to spend with your dog, how would you spend it?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Why are you considering dog daycare? \_\_\_\_\_

\_\_\_\_\_

How many days per week do you anticipate your dog will attend daycare? \_\_\_\_\_

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How did you hear about *Your Dog's Best Friends*<sup>sm</sup>? \_\_\_\_\_

If you were referred to us, please tell us by whom so we may thank them: \_\_\_\_\_

Please indicate below what services you are most interested in.

Positive Playcare <sup>sm</sup>	
Cageless Boarding	
Play Groups	
Grooming	
Training	
Fitness Programs	
Wellness Counseling	
Boarding School	
Bark Bus	
Dog Social Events	

**Thank you for answering these questions. We look forward to providing the best support possible to you and your dog.**



# Pet Profile

One profile per dog please

## General Information:

Primary Owner's Last Name: \_\_\_\_\_

Dog's Name: \_\_\_\_\_

Dog's Breed: \_\_\_\_\_

Dog's Date of Birth: \_\_\_\_\_ (approx) Dog's Gender: M\_\_\_\_ F\_\_\_\_

Dog's Place of Birth: \_\_\_\_\_

Age at Neuter/Spay: \_\_\_\_\_ (Dogs must be Neutered/Spayed by 7 months)

Where did you get your dog? \_\_\_\_\_

How old your dog was when s/he left the litter? Weeks \_\_\_\_\_ Don't Know \_\_\_\_\_

How old was your dog when you got him/her? \_\_\_\_\_

If your dog was older than 6 months of age when you acquired him/her, please elaborate on the dog's life before being becoming a member of your family. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## General Health Information:

Does your dog have:

Allergies? Yes/No Arthritis? Yes/No Joint Problems? Yes/No

Hip Dysplasia? Yes/No Recurring fleas/ticks? Yes/No

If you answered yes to any one or more of the above questions, are there any restrictions on your dog's activities? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

What type of flea/tick preventative is your dog on? \_\_\_\_\_

How does your dog respond to being brushed? Please list any sensitive areas of the body or areas that s/he dislikes having brushed. \_\_\_\_\_

\_\_\_\_\_

How does your dog respond to being petted? Please list any areas that s/he does not like to be petted or touched. \_\_\_\_\_

\_\_\_\_\_

Please list all other pets in your home.

<b>TYPE</b>	<b>GENDER (neutered/spayed)</b>	<b>AGE</b>

**General Behavior History:**

If you have other pets in your home, how often does your dog interact with them and how would you describe their interactions? \_\_\_\_\_  
\_\_\_\_\_

Does your dog fear or dislike any type of person? Please describe. \_\_\_\_\_  
\_\_\_\_\_

Does your dog fear or dislike any particular type of dog? Please describe. \_\_\_\_\_  
\_\_\_\_\_

Does your dog fear or dislike any noises or particular items? Please describe. \_\_\_\_\_  
\_\_\_\_\_

How does your dog respond when children approach him/her? \_\_\_\_\_  
\_\_\_\_\_

How does your dog respond when another dog approaches him/her? \_\_\_\_\_  
\_\_\_\_\_

How does your dog respond when a puppy approaches him/her? \_\_\_\_\_  
\_\_\_\_\_

How does your dog react to dogs or people that come into your home or yard?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**General Behavior History (continued):**

How does your dog respond when dogs or people pass in front of your house or yard?

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How does your dog respond to being crated? \_\_\_\_\_

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Other than food, how do you reward your dog? \_\_\_\_\_

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Please discuss the following topics as they relate to your dog.

Jumping: \_\_\_\_\_

Housetraining: \_\_\_\_\_

Mouthiness: \_\_\_\_\_

Toys: \_\_\_\_\_

Food: \_\_\_\_\_

Leash Pulling: \_\_\_\_\_

Barking: \_\_\_\_\_

Separation Anxiety: \_\_\_\_\_

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Please describe the circumstances when your dog might growl, bite or snap at another dog.

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Please describe the circumstances when your dog might growl, bite or snap at a person of any age. \_\_\_\_\_

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**Behavior History, Food and Toys:**

What type of toys does your dog play with? \_\_\_\_\_

How well does your dog share toys with other dogs? \_\_\_\_\_

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**Behavior History, Food and Toys (continued):**

Please describe the circumstances if your dog has growled, bit or snapped at another dog approaching his/her food or toys. \_\_\_\_\_

\_\_\_\_\_

Please describe the circumstances if your dog has growled, bit or snapped at a person approaching his/her food or toys. \_\_\_\_\_

\_\_\_\_\_

How does your dog share food with other dogs? \_\_\_\_\_

\_\_\_\_\_

**Behavior History, Play:**

Has your dog been to a dog park? Yes/No

Has your dog ever been to daycare? Yes/No

If so, where? \_\_\_\_\_

Please describe your dog's play with other dogs. \_\_\_\_\_

\_\_\_\_\_

Has your dog ever had a disagreement with another dog? Yes/No

If so, please describe the circumstances. \_\_\_\_\_

\_\_\_\_\_

**Behavior History, Training:**

If your dog has had any formal training please describe, including when & where.

\_\_\_\_\_

What commands does your dog know?

\_\_\_\_\_

\_\_\_\_\_

Is there any other information about your dog that you believe would be helpful or important for the staff at *Your Dog's Best Friends*<sup>sm</sup> to know? \_\_\_\_\_

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I certify that I have answered the above questions fully and to the best of my ability.

\_\_\_\_\_  
(Owner Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Owner Signature)

\_\_\_\_\_  
(Date)



## ***Contact Information***

### ***Owner Information (Primary Contact)***

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Ph: \_\_\_\_\_ Pager: \_\_\_\_\_

Work Ph: \_\_\_\_\_ Cell Ph: \_\_\_\_\_

**PLEASE RANK TELEPHONES NUMBERS IN ORDER OF CONTACT**

### ***Owner Information (Secondary Contact)***

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Ph: \_\_\_\_\_ Pager: \_\_\_\_\_

Work Ph: \_\_\_\_\_ Cell Ph: \_\_\_\_\_

**PLEASE RANK TELEPHONES NUMBERS IN ORDER OF CONTACT**

### ***Emergency Contact (Please list someone outside your household)***

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Home Ph: \_\_\_\_\_ Cell Ph: \_\_\_\_\_

Work Ph: \_\_\_\_\_ Pager: \_\_\_\_\_

**PLEASE RANK TELEPHONES NUMBERS IN ORDER OF CONTACT**

### ***Pet Information***

Name: \_\_\_\_\_

Breed: \_\_\_\_\_ Sex: \_\_\_\_\_

Weight: \_\_\_\_\_ Birthdate: \_\_\_\_\_ (approx)

### ***Veterinarian***

Contact: \_\_\_\_\_

Hospital: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Name account is under: \_\_\_\_\_



## Client Contract

I, \_\_\_\_\_, hereby certify that I have read, completed, signed and returned to Your Dog's Best Friends, Inc, the Pet Profile for my dog(s), \_\_\_\_\_.

I understand and agree that in admitting my dog(s) to daycare, *Your Dog's Best Friends<sup>sm</sup>* staff has relied on my representations regarding my dog's(s') good health and history of aggressive or threatening behavior towards any person or any other dog.

I certify that my dog(s) \_\_\_\_\_ is/are in good health and have not been ill with any communicable condition in the past 30 days.

Further, I understand and agree that

- *Your Dog's Best Friends<sup>sm</sup>* and their staff and volunteers, will not be liable for any problems involving my dog(s), provided reasonable care and precautions are followed, and I hereby release them of any liability of any kind whatsoever arising from my dog's(s') attendance and participation at the center.
- any problems which develop with my dog(s) will be treated as deemed best by staff and volunteers of *Your Dog's Best Friends<sup>sm</sup>*, at their sole discretion, and I assume full financial responsibility for any and all expenses involved.
- I am solely responsible for any harm caused by my dog(s) while my dog(s) is/are attending *Your Dog's Best Friends<sup>sm</sup>*.

I certify that I have read and understand the policies of *Your Dog's Best Friends<sup>sm</sup>* as set forth above and that I have read and understand the conditions and statements of this agreement, including the following:

**Fees:** Based on number of days attended each week

**Positive Playcare<sup>sm</sup> Days and Hours:** Monday through Friday from 7:00 am to 7:00 pm. The Playcare staff goes off duty at 7:00 pm. There is a \$1.00 per minute charge for any dog picked up after 7:00 pm. Each additional dog, from the same household, will be charged \$.50 per minute when picked up after 7:00 pm.

**Reservations:** Required. Cancellations made after 3:00pm the previous business day will be charged full fees.

Signature \_\_\_\_\_ Date \_\_\_\_\_



## Cageless Daycare & Boarding Pricing

Our prices are discounted based on the number of time per week your dog consistently spends in daycare. Multi-day packages are provided for your convenience to speed your checking in and checking out. **Effective March 15, 2016, new rates apply (as shown in red).**

Available Packages	What you get	Daily Rate	Cost	Comments
	½ day	\$20.00	\$20.00	Half day times are: 7:00-12N or 2-7pm
	1 full day	\$36.00	\$36.00	<b>Our Hours are 7am-noon and 2pm-7pm Monday – Friday Sat-Sunday 8am-noon 2pm-7pm</b>
<b>Bronze Program</b> (one day per week)	4 days	\$34.00 <b>\$36.00</b>	\$136.00 <b>\$144.00</b>	
<b>Silver Program</b> (two days per week)	8 days	\$32.00 <b>\$34.00</b>	\$256.00 <b>\$272.00</b>	Multiple dog discount applies (see below)
<b>Gold Program</b> (three days per week)	12 days	\$30.00 <b>\$32.00</b>	\$360.00 <b>\$384.00</b>	Multiple dog discount applies (see below)
<b>Platinum Program</b> (four days per week)	16 days	\$30.00	\$480.00	Multiple dog discount applies (see below)
<b>Diamond Program</b> (five days per week)	20 days	\$30.00	\$600.00	Multiple dog discount applies (see below)

**Comments:**

Positive Playcare<sup>sm</sup> Programs apply only Monday through Friday.

Positive Playcare<sup>sm</sup> Programs are not packages that expire. They are flexible commitments purchased in one month increments. Rebates are provided for missed days if your commitment to a program level is maintained.

Positive Playcare<sup>sm</sup> reservations should be made 24 hours in advance.

Multiple dog discounts begin with our **Silver Program**. Cost per additional dog is \$25.00/day

Application and Orientation Day Fee: \$60

Boarding Rates: Monday through Thursday: \$50 (**\$55**) per night.

Friday through Sunday: \$55 (**\$60**) per night.

**Holiday Boarding will incur a \$5 surcharge.**

An additional \$25 will be charged if you pick up your dog after 3pm on check-out day.