

I'm thinking about boarding my pet at VHA?

Before you board your pet:

There are two aspects to your pet Boarding-Mental and physical. Lots of people feel guilty when they leave their pet at a kennel. If this is you, take our word for it, your dog doesn't feel nearly as bad being left as you do about leaving. Honest! Not that your dog won't miss being with you- but if he/she has boarded before, he/she knows you'll be back. If he/she hasn't boarded before, consider boarding your dog overnight to start your dog on right with positive boarding experience.

Leaving your dog with us at check-in

We know departing from your dog can be hard, but for his/her sake, avoid an emotional goodbye. Your emotions may make your dog anxious. So just hand us the leash with a smile and happy word to your dog. Dog will be fine. You will be too.

What are the check in and checkout times?

Our check in and checkout times are from 8am-6pm. If you need specific accommodations please call our facility for assistance.

How long does the check in process take?

The check-in process will take about 15 minutes. During this time a boarding team member will go over our policies, vaccine requirements, feeding directions, medication directions and if needed, grooming needs and answer any questions or concerns you may have. Also if your pet is needing to see a doctor while boarding with us, please allow an additional 15 to 20 minutes so a technician can assist with that process.

How far in advance should we make boarding reservations?

We usually fill all kennels for any holiday and school breaks more than a month in advance. Most of the time, with the exception holidays and school breaks, we are able to accommodate last minute reservations.

What is capstar and why do we give it?

Capstar is a 24 hour flea pill that kills adult fleas within 30 minutes. We require all of our boarders to have it. Even if they are on monthly flea prevention. This will protect your pet from getting flea while boarding with us.

Do you charge for the capstar?

No. There is no additional fee for capstar

Can I bring my own flea prevention in so capstar doesn't have to be given?

Yes, If you want to bring your own flea prevention in so capstar isn't given that is fine. The boarding staff will put a pop up on your account and a capstar will not be given within the 30 days if you choose to board with us between that time.

Do you walk dogs together or allow them to play with each other?

For the safety of your pet we walk every dog on a leash by themselves unless they have a

housemate boarding in the same kennel. (might change)

How many time will my dog be walked daily?

We walk dogs 3 times a day. Once in the morning between 6am-8am, then again between 11am-1pm and lastly between 5pm-7pm.

My dogs tends to be very anxious and is more comfortable in a quite area. Do you have a place similar to that?

We try to meet the needs of all types of dogs, including older and less active dogs that don't enjoy being around other dogs. We may move them to a quieter area, that we call our rehab or grooming area. Sometimes that area is more calmer excepted during busy times, holiday or school breaks.

What if my dog won't eat while being boarded?

When a dog doesn't eat we cannot force him/her to do so. Sometimes they don't eat as much as they do at home due to a stress. We will however entice him/her by making his/her food tastier. For example, we may put some can pedigree and/or chicken in his/her food or warm water. If that doesn't help we will let one of our doctors know and call you. Please keep in mind if we try to entice him/her by making his/her food tastier it could cause diarrhea.

What do I need to bring?

The only thing you should bring is medications in the original pill bottle if he/she uses any. We supply water and food bowls and blankets. If your pet has a history of digestive upset it highly recommended that you bring his/her own food to minimize that risk. If you don't want to bring food we will feed our own dog or cat food (science diet). **We don't charge extra for feeding your dog your food or our food.**

Can I bring my dog's own toys?

Sure! You're welcome to bring one familiar toy from home that we can keep in the dogs/cats kennel. Please be sure that All Belongings are clearly labeled, as they may be removed from the kennel do to a cleaning or laundering. Please keep in mind that Veterinary Healthcare Associates is not responsible for personal pet items.

Can I bring a bed if I want to?

Yes, you can bring your dogs own bed or blanket. Through past experience, we have found it is best if you do NOT bring your pet's bedding. They may be very good at home, but in this new environment we had pets urinate (mark their territory) and defecate on **their** beds as well as chew them up. Best thing to bring is beach towel, we can easy wash it for you. During summer, dogs will probably not use their bed they will lay down on cool floor, so they can cool themselves. Please keep in mind that Veterinary Healthcare Associates is not responsible for personal pet items.

What NOT TO BRING:

Water Bowls, Bed comforters, irreplaceable stuff toys, valuable stuff to you, rawhide (chocking hazard) more than 1 Toy.

Where do the dogs eat and at what time?

All dogs/cats will eat in their kennel. Meal times range between 7:00 am – 9.30am and again 4:30pm-6:00pm. Our staff monitors their food and water consumption to make sure they are eating and drinking enough water. Some dogs especially if they are nervous or first time boarders will not eat right away, but eventually they become hungry and start eating. We may add something to their food to spike their appetite too unless they have some food allergy.

Can I bring food that needs refrigeration?

Yes, We have refrigeration and microwave to heat refrigerated food. We are happy to feed your dog whatever he/she normally eats at home so don't be afraid to mention this to us.

Will you administer medications for my dog? Do you charge extra for administering medications?

Yes, we will administer medication and we will not charge extra for the administration of medications.

How do I know if my pet needs to be medically boarded or if he /she can board in regular boarding?

If your pet is diabetic, paralyzed, in kidney failure, receiving chemo treatment, or is a senior and there are possible concerns he/she might pass while boarding he/she will have to be medically boarded. ~~Which is \$42.00 a night.~~ They will be in our ICU ward and be monitored 24 hours with the ICU nurses.

How much people contact will my dog get?

Boarding pets see and interact with staff throughout the workday during walking times, feeding and cleaning times.

Can I visit my dog's while they are being boarded?

Changing the environment and the daily routine for your pet can be stressful. The visit can trigger more stress since your pet will think that you will take him/ home with you at the end of the visit. This is why we do not recommend visiting your pets while staying with us. Otherwise you can visit the facility without a reservation, at any time between 10am-6pm.

Can all my pets stay together in the same kennel?

Yes we can accommodate your wishes and board your pets together in the same kennel if the space chosen allows both comfort and safety.

What is your cancellation policy?

We realize that plans do change, and we wish to accommodate all of our customer's needs, you can cancel any time without penalty.

Is anyone there overnight?

No. There isn't a boarding technician overnight. However there will be nurses and a doctor in the building. The boarding staff is only here from 6am-7pm.

How often Kennels cleaned?

Our facility is thoroughly cleaned and disinfected **Every day**. We use top of the line, animal-safe disinfectants that are strong enough to kill major viral, bacterial and fungal pathogens. We take great pride in the cleanliness of our facility!

Can I call to check and see how my dog is doing?

Absolutely!! Feel free to call between 10am and 6pm

What size Kennels do you have?

We have 5 different types of kennels

- 1.) Small 26"D x 22"W x 26"H
- 2.) Medium 26"D x 33"W x 26"H
- 3.) Double Medium 26"D x 66"W x 26"H Run 6ft D x 3.5ft
- 5.) Feline boarding 26" D x 22"W x 26"H

Is your kennel facility heated and air conditioned?

Absolutely!

Why do you require an emergency contact?

We take your pets comfort, health and safety seriously. If your pet needs medical attention and you are unavailable, your emergency contact can help us make health care decisions for your pet.

What shots are required for cats?

Your cat should be current on Rabies, Feline Panleukopenia (feline distemper) and Feline Leukemia(not require but it is recommended) We will need written proof of vaccinations. You can bring them with you for us to copy, or you can have your vet fax them to us **863-325-8658**. We recommend your pet being vaccinated at least one week prior to coming to boarding with us. Since vaccinations stress a pet's immune system, it's best not to also stress them with a new Environment. Also, some pets may have a reaction to vaccines and this will greatly reduce chance of that happening here.

What shots are required for dogs?

Your Dog should be current on Rabies, DHPP and Bordetella ("kennel cough").We will need written proof of vaccinations. You can bring them with you for us to copy, or you can have your vet fax them to us **863-325-8658**. We recommend your pet being vaccinated at least one week prior to coming to boarding with us. Since vaccinations stress a pet's immune system, it's best not to also stress them with a new Environment. Also, some pets may have a reaction to vaccines and this will greatly reduce chance of that happening here.

My dog is older and my veterinarian suggests that he doesn't get certain vaccinations.**What can I do?**

Some vets test for titers to determine if a certain vaccination is necessary. We would accept this.

Also if a vet doesn't feel comfortable giving a certain vaccination, we simply require a signed waiver from your vet stating this.

Can my dog get SICK at Veterinary Healthcare Associates?

We cannot guarantee that your dog will not get sick. Just like human diseases, many dogs are most contagious **BEFORE** they are showing symptoms of illness. Your best safeguard against serious illness is to make sure your dog has the required vaccinations at least one week prior to boarding with us. We have occasionally had dogs come down with "kennel cough" and gastroenteritis after boarding with us. Due to the incubation period for "kennel cough" it's possible that dogs don't show any symptoms while with us-so we depend on the owners to report any illness after their pet gets home. The good news is that many pets that board with us on a regular bases build up immunity.

Can I visit your facility before I bring my pet?

Absolutely!! We love to have you visit us before your pets comes to stay with us.

When do I pay for you service?

The balance is required upon collection of your pet. If you have someone else picking up your pet, payment arrangements can be done prior.

What Payment methods do you accept?

We accept Cash, Checks or Credit card payments.

Why do you remove the dog's collars?

Since we have fencing to keep dogs within our grounds, the fencing could be a place where a collar could get caught and cause great harm to a dog. There are situations where one dog's jaw can get caught in another dog's collar and twists around and that can suffocate the other dog. Even if you cut the collar off with scissors in time before one dog suffocates, both dogs still will be terrified. We basically considered these incidents as signs to go collarless and going collarless is our professional choice. We recommend that all dogs be micro chipped..Collars break, can get caught on things or can be removed....tags can come off the collar...although rarely a microchip may not be permanent, in most cases this is a permanent form of identification that will always be there to ensure your dog's safe arrival back home.

You just picked up your pet(s). Now what to expect?

I notice that my dog is especially tired after boarding.Is this normal?

Yes. A stay at Veterinary Healthcare Associates can be very exciting!! Some dogs like to bark at other dogs and have a wonderful time. They often leave exhausted but happy-and sleep a lot the first couple days they are home.

My pet is so thirsty when he/she comes home from a boarding visit? Doesn't he/she get water when he/she is with you? Or why won't he/she drink when being boarded?

Pets will frequently become very thirsty from the excitement and stress of seeing their family and loved ones again when they're picked up. It's natural and you should expect your pet a bit dehydrated from all the excitement once you get them home. While in our care, pets are

monitored carefully for their consumption of fresh water, which is continuously checked and refreshed throughout the day. Just like the excitement of coming home, when they first are checked in and settled in their runs, they will tend to become very thirsty. We provide them with fresh water upon check-in to get the pet fully hydrated. After the first 30 min or so, most of them settle into the new routine, get more comfortable and establish their habits.

Are there any suggestions when bringing my dog/cat home from staying at Veterinary Healthcare Associates?

Yes some dogs may become overexcited from seeing their owners and the car ride home. Over excitement may make a pet pant a lot and act thirsty. He/She is probably not really thirsty and had plenty of water available to them while staying with us. Give them a few ice cubes to tide them over until they settle down.

Also same applies with food and you should know that excessive eating and drinking may lead to digestive upsets. Limit the food and water you provide until they settle back in. You may also skip feeding till next day, after you reestablish home patterns by following a normal schedule.

My pet is sick? What do I do?

We cannot guarantee that your dog will not get sick. Just like human diseases, many dogs are most contagious **BEFORE** they are showing symptoms of illness. If there are concerns or potential illnesses associated with your pet's boarding stay, please return to Veterinary Healthcare Associates for evaluation and treatment. Expenses incurred if your pet visits another veterinarian will not be covered by Veterinary Healthcare Associates