



## **Boarding Policies Effective January 1st, 2018**

### **Standard Rates and Accommodations**

Our regular kennels are 14 feet deep and range from 4 feet to 6 feet wide depending on the size of your dog. There is an indoor and outdoor section to each kennel which is divided by a "guillotine" door. While this door is mainly left open so your pet can go in and out, it is sometimes closed during the seasons requiring the use of heat or air conditioning in order to keep the kennel at a comfortable temperature. Your pet is let out into an enclosed courtyard multiple times per day in order to use the bathroom and stretch his or her legs. Because we do not temperament test all of our boarding clients, we only let one kennel or 'family' into the courtyard at any given time. Regular kennels are priced at \$23 per night for the first dog and \$11.50 per night for any second dog in the same kennel.

We also have four premium kennels available to our boarding dogs. Unlike the typical runs, these kennels are more of a suite style boarding. They have their own thermostat and are a little quieter for dogs who enjoy a more peaceful environment. However, if your dog needs some background noise there is a radio available as well. They also come equipped with a camera so you are able to look in on your fur baby while you are away. Premium kennels are \$35.50 per night for the first dog and \$17.50 per night for any second dog in the same kennel.

For our feline friends, we have two cat condos available. These condos are multi-tiered with a glass door so your kitty can see out. We provide a litter box in the lower level along with a hide away on top that your cat may sleep in while he or she is here. Litter boxes are cleaned daily and bedding is changed as needed. Our condos are first come first serve so please call early if you need to board. We do have some regular cage boarding available as overflow, but limited space may be available. Condos are \$16 per night for the first cat and \$8 per night for any cat in the same condo or cage.

### **Drop off and Pick up**

The kennel is open from 8am to 6pm Monday through Saturday and from 11am to 6pm on Sunday. Hours may be subject to change based on holidays and staff meeting times. We do not accept drop offs or pick ups between the hours of 12:00 and 2pm daily as the clinic operates on minimal staffing at these times due to lunch. The latest drop off time is 5:30 pm so the kennel staff can get your pet settled in before closing time. There is a \$68 fee for any drop offs or picks ups after designated kennel hours.

At drop off , your pet must be examined by a kennel technician which generally takes 15-20 minutes. During this time, paperwork is finalized, medication logs are made, estimates are provided, and your pet is checked for fleas and other obvious illnesses. This complimentary exam is mandatory so please give yourself ample time if you are immediately traveling after dropping off your pet. Failure to comply will result in your pet(s) not being boarded in our facility. When scheduling a boarding reservation, you will be asked what time you will be dropping off to make sure the kennel technician will be available to get you in and out as soon as possible. Please do your absolute best to arrive at this time.

### **What is Required**

All dogs boarding in the kennel must be current on Bordetella, Distemper/Parvo, and Rabies vaccinations. Although other canine vaccines including Leptosporosis and Influenza are highly recommended, they are not required at this time. All cat boarders are required to be current on FVCRP and Rabies vaccinations. We also require every boarder to have a negative fecal from the past year in order to prevent the spread of intestinal parasites between pets.

We do require documentation from a licensed veterinarian proving that your pet is current on the above treatments. We will **not** accept vaccinations given at home as sufficient to stay in the kennel. It is your responsibility to make sure we have proper proof of vaccinations prior to your pets stay. Our staff is happy to call other facilities in order to get these sent over. However, follow up by yourself is recommended as sometimes documents are not sent over timely from alternate locations. If documentation is not provided or cannot be obtained before drop off, your pet will receive any treatment necessary to fulfill the requirements regardless of his or her current vaccine status at an additional cost.

It is also encouraged that your pet have a monthly flea/tick prevention applied prior to boarding. Although we do our very best to ensure no fleas are brought in to the kennel, we cannot guarantee those pets without an oral or topical prevention will be fully protected. We have many products in stock and will be happy to discuss different flea preventions with you at drop off if your pet is due for a treatment. Any pet who presents for boarding with fleas will be given both a Capstar to kill any live fleas and a topical monthly prevention prior to going back to the kennel. These charges (and anything additional deemed necessary by the veterinarian) will be added to the final cost of your visit.

### **What to Bring**

The only thing we request you bring is your pet's usual food +/- any soft treats you wish us to feed and any current medication your pet is taking.. By feeding the same food, it reduces the risk of diarrhea due to sudden diet change. If you choose not to bring your pets food, we will feed a sensitive stomach dry food made by Purina at an additional cost of \$1.00 extra per night. We provide bowls and bedding. If there is a piece of bedding you wish your pet to have, you may bring it, but we will have you sign a waiver in order to leave it here. Please note, some pets

behavior is slightly different when at a boarding facility than when at home and your pets bed may get dirty or even chewed.. West Chester Veterinary Center is not responsible for items lost or damaged in the kennel.

We do not allow any toys of any kind in the kennel as we are not staffed 24 hours and feel they can pose a choking hazard. Also, at drop off your pets collar is removed and replaced with a paper ID collar. This collar is left on during the duration of your pets stay with us. All leashes and regular collars are to be sent back home so they are not lost or misplaced in the kennel.

### **Medication Administration and Charges**

In order to assure accuracy, any medication that your pet is taking must be brought in the original container it was dispensed. From there, our kennel technicians will make a daily medication administration log clearly stating the drug name, strength, dose, and times the medicine is to be given. This form is double checked for accuracy by a veterinary technician or doctor. Keep in mind if you are giving your pet a different dose than what is on the original label it will be verified and adjusted as needed by a doctor on staff.

All medications are given to our boarders by either a registered veterinary technician or an experienced veterinary assistant. Administration charges are broken down in to 4 categories as follows:

Level 1- \$3 per day; Topical sprays and wipes on non-fractious pets; Joint chews or dietary supplements which are readily eaten alone or in food; Flea and Heartworm preventions

Level 2- \$5 per day; Any kind of pill/capsule medication on non-fractious pets (excludes chemotherapy)

Level 3- \$7 per day; Ear and eye medicine on non-fractious pets

Level 4- \$10 per day; Medication on any fractious pets or those requiring multiple people to administer (includes pills, capsules, sprays, wipes, eye drops and ointments, ear cleaners and ointments, joint chews, or supplements); Sub-Q fluids

Effective January 1st as well, we are instituting a new level of boarding called "Medical Boarding." Those pets undergoing chemotherapy, those with diabetes, or those with a critical illness being managed by medication will fall in to this category. These pets will be charged \$29 a night for boarding and \$10 a day for a daily doctor assessment for a total of \$39 per night. (Please note the boarding rate portion of this fee will be slightly increased for those pets staying in a premium kennel.) During this exam, the doctor will listen to your pets heart and lungs, take their temperature, and perform a general once over to make sure they are doing well in our care. If you are unsure which category your pet falls in please ask either at the time of drop off or when scheduling your reservation.

## **Boarding Puppies/ Kittens or Pets with minimal Veterinary History**

Puppies and kittens who are not regular clients of West Chester Veterinary Center and do not have a current veterinarian will be required to have an examination with the doctor prior to drop off. This appointment can be done either prior to the drop off date or on the same day. You must stay for the duration of this appointment so please plan accordingly. This appointment is required so our doctor can thoroughly explain any medical recommendations your puppy or kitten may need presently and in the future. It also gives us ample time to discuss the vaccine series with you as young pets often require multiple rounds of vaccinations in order to give them enough immunity to specific diseases.

For those pets with minimal medical history, we utilize the same protocol. Feel free to take this time to ask any lingering medical questions you have about your pets health.

## **Other Elective Services and Costs Associated**

If your pet is due for vaccinations we are more than happy to update them at drop off. Please remember though, puppies, kittens, and pets with minimal medical history are required to have an exam with a doctor and you, the owner, are expected to be present. All other pets will still receive a full physical exam by a doctor prior to receiving any vaccinations, but any medical recommendations will be addressed either via phone or in person at pick up.

Any other medical ailments may also be addressed at the time of boarding. (i.e. ear infections, skin issues, diarrhea, etc...). These pets will undergo an exam with the doctor and, as mentioned earlier, medical recommendations will likely be gone over via phone. Once we receive your approval for any diagnostic and/or treatment plan we will begin immediately keeping you posted on your pets care. If you would like more updates, however, please call the clinic as often as you would like.

West Chester Veterinary Center is also proud to offer the services of a highly experienced groomer. Although subject to change, the groomer is available every day except Sundays and Tuesdays Her schedule does tend to fill up quickly, especially in the warmer months, so if you want your pet groomed during their stay please inform us as soon as possible. She is sometimes able to work in additional boarding rooms, but we cannot always guarantee your pet will be able to be groomed while here.

For those owners who do not wish to have a haircut for their pet, we do offer boarding baths with nail trims. These baths can be done any day of the week and are done by our kennel technicians. Please note we do try to schedule both grooms and boarding baths as close to your pick up date as possible so your pet leaves smelling nice and clean.

Please call the clinic at 513-755-2273 for more specific pricing on exams, vaccinations, grooms, and boarding baths as every pet is a unique case.