



W o o f i n g t o n s
OF LAKECITY

Customer Handbook

Welcome to Woofingtons! We are thrilled to have you and your furry friend join our dog daycare community. This handbook is designed to provide you with all the essential information you need to ensure your dog's safety, happiness, and well-being while they are in our care. Please read through this handbook carefully, and don't hesitate to reach out if you have any questions.

dogs@lakecityworks.ca | 902-465-5000 ext 105 or 115

Daycare Schedule & Services

- Woofingtons is open 7:30 am- 6:00pm Monday – Friday, closed on Holidays. Please note that we are new venture, if this time does not work for you, please provide your feedback as we want to offer the best service possible and are happy to learn and grow with customer needs when possible!
- Daycare drop off times are 7:30am-12:00pm and pick up 2:30pm-6:00pm (closed 12-2:30 to accommodate staff and dog lunches)
- Pick up for ½ day is by 12:00pm

Mission & Values

The Woofingtons of LakeCity teammates are animal lovers and strive to provide a safe, and caring home away from home for your pup. We understand the importance of our furry friends' wellbeing and pride ourselves in a quality over quantity approach, offering a low stress environment by holding a low staff-dog ratio and stringent assessment process, paying special attention to each dog's needs. We take a positive, calm approach to our handling and directives and adhere to strict cleaning guidelines to ensure a healthy environment. Woofingtons of LakeCity not only builds relationships in our dog community but also provides therapeutic and skill-building opportunities through our participant volunteer program and supported employment roles within Woofingtons.

Our parent organization, LakeCity Works, supports people living with mental illness to build on their strengths, take on responsibilities and access work experience, education and employment. As well as our employment support and therapeutic services, we also operate several social enterprises (including Woofingtons!). We're best known for our flagship enterprise, LakeCity Woodworkers, where we produce beautiful solid wood furniture. Our other ventures are equal sources of pride and include LakeCity Plastics, LakeCity Helpers, Reboot, Bright Firestarters, and Vinland, all of which are introduced in more detail on our website www.lakecityworks.ca. We're an active, entrepreneurial, impact-driven organization and every day we live our vision to empower people to be themselves and thrive.

Communication

Customers are encouraged to communicate via email, prior to the day's arrival, of any changes in their dog's health, behavior, or special needs.

Customers can request daily updates about their dog's activities and interactions. These updates may be provided through email, or face to face during end of day pick up.

As part of your Woofingtons welcome package, you will be provided a Media Release form. From time to time, **with your approval**, photos of your dog will be posted to LakeCity Works social media pages and/or website. If at any time you want a photo removed simply email dogs@lakecityworks.ca.

Policies, Procedures & Services

Accessories & Toys

- All dogs must wear a **quick release collar**. Martingales, buckles or choke collars will not be permitted. Collars should be free of any tags or other objects dangling that can pose a safety risk.
- Toys are not permitted in Woofingtons for safety reasons.
- Food must be in a sealed and clearly labeled container or Ziploc bag.
- In general, blankets will not be permitted as we may not always have a clear visual on the dogs crated and do not want dogs ripping at blankets and possibly ingesting pieces. There may be special circumstances for thin coated dogs on a case-by-case basis. If a blanket is approved, the dog must always be supervised with the blanket.
- Coats/sweaters are welcomed for the colder weather but Woofingtons will not be responsible for damage or loss. Damage may occur through normal play.

Admission Requirements

Customers are asked to complete the 'FORM – Application for Enrollment' at this link <https://forms.office.com/r/CC9s4hn0AH> (also found on our website) to be considered for an opening in the dog daycare. This form is used to screen the dog's suitability for the services available at Woofingtons. Once enrollment request is received and evaluated, Woofingtons staff will contact to schedule an onsite assessment.

Successful applicants will then be requested to complete an agreement, waiver and release form for veterinarian details.

In-person Consult/Assessment

The initial consult/assessment process is crucial to ensure that the facility can provide appropriate care for the dog and to establish clear expectations with pet owners. This must happen prior to the dog's enrollment. Owners should be prepared to wait up to 30min while assessment takes place. If successful, the dog will stay for a ½ day to continue being evaluated.

Assessment Day

Assessment times are 9am, 9:30am, & 10am. If invited, and the initial assessment process is passed, the dog will remain on site for a ½ day assessment. Woofingtons requires a trial half day to see how a dog interacts with the environment and other dogs before committing to regular scheduled attendance.

Enrollment Process

Customers will be provided with the Woofingtons handbook outlining daycare policies, procedures, and expectations. This will help manage customer expectations and answer frequently asked questions.

Flea and Tick Prevention

Woofingtons requires daycare participants to be on a flea and tick prevention program to prevent the spread of pests to other dogs.

Health Assessment/Check

Woofingtons may require a recent health check by a veterinarian to ensure your dog is in good health and free from contagious conditions/illnesses or parasites.

Payments

- When a dog has successfully completed the assessment day, a 10-day punch card, or single use voucher may be purchased through retail or via e-transfer (link for e-transfer is on the website).

Reservations

To ensure the comfort and safety of staff, daycare participants and guests, Woofingtons requires reservations for new inquiries in advance of site visits. Please book ahead to ensure spot

Spaying/Neutering

To enhance the experience of all dogs Woofingtons requires that applicants have their dog spayed/neutered by one (1) year of age and older. Before this milestone, the Woofington's team will advise of any behavioural indicators that this may need to be addressed sooner. Woofingtons reserves the right to suspend attendance to dogs whose spay/neuter has been recommended but not yet completed.

Transporting dogs (drop off/pick up)

DROP OFF

Drop off times are 7:30am-12pm. The daycare will be closed for drop-offs and pick-ups 12-2:30 to accommodate lunch.

PICK UP

Pick up times 2:30pm-6:00pm

Behaviour Guidelines

Woofingtons staff will require a behavior evaluation or temperament test (this is the initial assessment) to assess how well a dog interacts with other dogs, people, and the environment. This process ensures a safe and harmonious environment for all dogs, guests, and staff in the daycare. The initial assessment consists of an introduction to the daycare surroundings followed by slow introductions to dogs in our daycare. Once we feel the dog is comfortable with the surroundings, staff and other daycare dogs we ask you leave your dog with us for the duration of the morning.

Basic Obedience

While not always required, having a foundation in basic obedience commands (such as "sit" "stay" and "come") are encouraged. Having good recall is a key factor in success!

Crates

Dogs should be able to rest in a crate, anxiety free. Although dogs will be free to roam in the daycare, there may be times when a crate will be used to provide a quiet break if needed, i.e. overstimulation, over exertion, or if a dog is required to have a lunch break.

House-Trained

Dogs attending daycare should be properly house-trained to minimize accidents indoors. This may not apply to dogs who are being treated for a medical condition that is causing the accidents.

Leash Behavior

Dogs should be able to walk on a leash without excessive pulling or lunging, as this behavior could lead to issues handling outside the immediate daycare area.

Non-Aggressive

For the safety of all, dogs who display aggressive behavior, outside of normal play, such as growling, biting, and/or engaging in altercations be isolated immediately, owners will be called for pick up and the dog may not be permitted back on site.

Non-Destructive

Dogs should not engage in destructive behavior, such as excessive chewing or digging, or may be removed and not permitted to attend.

Non-Resource Guarding

Dogs should not exhibit resource guarding behavior, such as aggressively protecting objects, food, or personal space with both dogs and humans.

Play Skills & Play Time

Dogs should be comfortable and capable of engaging in appropriate play with other dogs. Rough or overly dominant play may result in removal from Woofingtons.

Rest & Nap Time

Dogs should be able to settle down and rest when needed, as daycare can be physically and mentally stimulating.

Separation Tolerance

Dogs should be able to tolerate being separated from their owners for the duration of the daycare stay without excessive stress or anxiety.

Emergency Procedures

To ensure the safety of all daycare guests, Woofingtons requires each dog to wear a collar with detailed identification written on the collar in addition to having up to date microchip information if applicable. This facilitates easier support from the community in the event a dog escapes and is lost outside of LakeCity property. Owners will be contacted in a timely manner should their dog go missing, get ill or injured or should an event occur that requires the daycare to go into a 'hold and secure'.

Feedback and Concerns

Woofingtons of Lake City welcomes all feedback and concerns. Concerns should be forwarded to the manager to be addressed.

Food and Treats

Dog owners are required to provide food and treats in clearly labelled containers if feeding is required.. Feeding schedule and treat limits need to be submitted in writing.

Health, Safety and Vaccination Requirements

Flea and Tick Prevention

Woofingtons requires daycare participants to be on a flea and tick prevention program to prevent the spread of pests to other dogs.

Health Assessment/Check

Woofingtons may require a recent health check by a veterinarian to ensure your dog is in good health and free from contagious conditions/illnesses or parasites.

Vaccination Requirements

Woofingtons of LakeCity requires proof of up-to-date vaccinations, including, but not limited to, rabies, distemper, and Bordetella. However, Woofingtons reserves the right to require other vaccinations against other contagious diseases.

Spaying/Neutering

To prevent conflict between dogs, Woofingtons requests that applicants have their dog spayed/neutered when applying OR that they have a scheduled appointment for the procedure in anticipation of their acceptance into the daycare.

Closures

For the safety of staff and pups, Woofingtons may close due to adverse weather conditions. Weather will be monitored closely and the call made prior to closing the day before. A notice will be sent out via email to the participants effected. If you are unsure please call our **Storm Line at 902-465-500 ext. 199.**