

Welcome to Fuzzy Buddy's!

We are happy you joined our pack! Here is some useful information about our daycare.

CONTACT US: (206)782-4321 or reservations@fuzzybuddys.com

OUR DAYS + HOURS: Monday-Friday; Drop off anytime 6:30 am to 2:45 pm, pickup by 7 pm.

FEES AND PAYMENT

All fees are payable in advance or on day of service. We accept cash, checks and credit cards. There is a fee of \$35 charged for returned checks. Daycare passes are good for six months and are non-refundable. Monthly passes are valid for 22 consecutive weekdays.

LATE PICK UP FEE: \$1 per minute for pick-ups after 7:00 pm, payable in cash directly to the closing staff. Please call us at (206)782-4321 if you foresee being more than five minutes late.

HOLIDAY CLOSURES: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Black Friday, and Christmas Day.

COVID PROTOCOL: Dog Pickups and Payments

Clients can either wait outside to collect their dog or come into the lobby. Our parking lot allows those waiting to spread out. Only one client, or multiple people from the same household, are allowed in the lobby at a time. Please come into the lobby if your dog may be a flight risk if the leash is handed off to you at the door! Please give other arriving clients appropriate social distance.

Payments will happen over the phone or online as much as possible. Payment can occur in the lobby if no other client is waiting in the parking lot. Clients can call to have us pull retail items for pick up later in the day or take items with them and pay later by phone.

GAINING ENTRANCE TO OUR BUILDING

Our front door is kept locked in case there are unleashed dogs in the lobby. The doorbell inspires noisy chaos in the playroom so please **knock** or ring the green **Doorbell of Peace** to get someone's attention. There should be staff in the office between 7 and 10 am, 12 to 1:30, and from 4 to 7 pm. If no one appears after 30 seconds, you can ring the Doorbell of Chaos. Please give us a minute to get to the door as it can be challenging to leave the playroom without letting dogs out. The doorbell plays a loud tune, so there is no need to ring twice!

AUTHORIZED PICK UP LIST

When you arrive to pick up your dog, just tell us your dog's full name, your name, and a brief description of your dog. Once we get to recognize your face or your car, you may find that we pull your dog from the playroom as soon as we see you in the parking lot.

Many dogs have an extended network of family members, grandparents, dog walkers, and neighbors. If someone other than you will be picking up your dog, have that person tell us your dog's full name, the full name of one of the owners, and a description of your dog. We will assume that anyone being able to provide that information is authorized to pick up your dog.

If you will be traveling, please give us contact information for your dog's alternate caretakers in case we need to contact them about an injury or illness, and in case they forget to pick up your dog. It is also helpful to have the dates that you will be out of town.

If there are people in your life unauthorized to pick up your dog, please give us their names and descriptions or photographs so we can alert you to any attempts to gain possession of your dog. In addition, if you want to block everyone but legal owners from picking up your dog, we will photograph all the authorized caretakers and be alert to the restrictions.

OUR PARKING LOT

Please keep your dog on leash in the parking lot and lobby. It is permissible to park on Aurora between 9 am and 3 pm, as well as after 6 pm. Do not park in front of the Rose Corner.

Our parking lot is small and works best when people keep their visits short during the busy times of 6:30-10 am and 4-7 pm. If you want to give your dog a potty walk before or after daycare, please park in the neighborhood or the cemetery parking lot and walk to us. If you need to take a long phone call, we suggest parking in a bigger, and more scenic, parking lot to do so.

Please keep the handicapped parking spot open for the clients rely on it. We allow people with temporary disabilities (leg, arm, or back injuries) to use that space when necessary. We encourage anyone with a mobility issue to ask for help getting your dog in or out of the building. You can even call ahead to alert us to your arrival so we can get your dog from your car or bring your dog out to you at pick up time.

RESERVATIONS REQUIRED!

Please let us know in advance the day(s) you need. You can reserve specific dates or maintain a consistent weekly schedule. For all reservations requests that are more than 48 hours in advance, email us at reservations@fuzzybuddys.com or use the convenient form at www.fuzzybuddys.com. You are also welcome to call us last minute at (206)782-4321 to see if there is space available!

We are full most days of the week. Our waiting list system works very efficiently, however, thanks to the diligence of our clients in cancelling unneeded reservations. If you wish to reserve a day that is full, you can be added to the waiting list and we will call you if a spot becomes available.

CANCELLATIONS + NO SHOW POLICY

Please call to cancel reserved days by 9 am the day of your reservation. That gives us a chance to call any dogs waiting for a spot.

Dogs who are No Shows for a specific day of the week three consecutive weeks in a row will **lose** their standing reservation for that day of the week. Losing your reservations may mean you will be wait-listed for that day until a recurring spot becomes available.

If you are a No Show four times in any four-week period, we will charge you for future missed days until two months have passed with no additional No Shows. You will receive a yellow warning after two No Shows, and a red slip on the fourth, warning you of upcoming charges for No Shows. The charges will be made by either punching your daycare pass or asking you for payment upon your dog's return to daycare. We have never had to enact the above No Show Policy because our clients are awesome people who thoughtfully cancel unneeded reservations!!!!

OWNER'S RESPONSIBILITIES

Please keep us updated regarding any changes with your dog's physical or behavioral health. If he becomes injured when he is having fun with you, let us know so we can monitor his play to prevent further injury. If you notice any behaviors that have you concerned about his ability to play safely with others, please discuss the situation with us.

We are required by King County Public Health to keep our client's vaccination records on file. Please have your vet fax us a copy of any updated vaccinations or bring in a copy for your dog's file. We do not accept a dog into daycare without a current rabies vaccination.

NEUTERING AND SPAYING

We accept unneutered male dogs up to 18 months of age. If inappropriate hormone-induced behaviors like obsessive mounting are getting in the way of healthy play, we will ask that your dog stay home from daycare until two to four weeks after neutering. Often an unneutered dog behaves perfectly in the playroom but is the recipient of inappropriate mounting from his neutered cohorts. In that case, we will also ask that your dog stay home from daycare until neutered as we do not want him to be overwhelmed with unwelcome attention.

Please do not bring unspayed females during their heat cycle, around the time their heat cycle is expected to begin, or four weeks after their cycle ends. If hormone-related behaviors like inappropriate mounting disrupt healthy play, we will ask that your dog stay home from daycare either for a couple weeks or until after four weeks after spaying surgery.

FEEDING AND MEDICATION

If your dog needs a meal while at daycare, please provide food in a container clearly marked with your dog's name. If more than one feeding is in the container, indicate the amount to be given per meal. We feed lunches between noon and 1:30, but if your dog needs a meal outside of those times, just label the container with the time they need to receive the food. If your dog has food allergies, please let us know. To lessen the risk of bloat for deep-chested dogs, please let us know at drop off if your dog has eaten breakfast within the past hour.

We may recommend your dog brings lunch. Active dogs may need lunch even if their typical day does not include a mid-day meal. Dogs burn more calories running around with friends than resting on the sofa at home. A hungry dog can get grumpy or even start to snack on poop!

If your dog needs oral or topical medication during the day, provide us with the medication in its original container marked with your dog's name, directions on dosage and how it is to be given.

PET WEIGHT MANAGEMENT

Many of our clients start daycare in order to help their dog lose weight. If your dog scores an 8 or 9 on the Purina Body Condition System chart, we require veterinarian approval for your dog to start or continue daycare. Getting professional guidance on getting your dog back to a healthy weight will also allow you to rule out medical causes for weight gains, like diabetes and thyroid disease.

If your dog is underweight, please send lunch with your dog. We require veterinary approval for daycare if your dog scores a 1 or 2 on the Purina Body Condition System chart. Some dogs have trouble gaining weight due to an underlying medical condition. We need to know that this possibility has been thoroughly explored by a veterinary professional.

ILLNESSES

If your dog has a contagious illness or internal parasites, please keep them home from daycare and dog parks! Illnesses and parasites (like fleas) can spread amongst dogs in daycare just as colds, viruses, and lice spread like wildfire at schools. We rely on you, the owner, to keep a close eye out for illness and keep your dog home for the health and safety of all.

Examples of such illnesses include giardia, kennel cough, conjunctivitis, and worms. Evidence of illness includes coughing, unexplained diarrhea or vomiting, runny eyes, and extreme lethargy. Please call Fuzzy Buddy's so we know your dog is ill. Consult your veterinarian regarding when your dog is safe to return to daycare. If we notice symptoms of a contagious illness while at daycare, your dog will be immediately quarantined, and you will be notified.

If your dog has been coughing at home, please keep him away from daycare until there has been at least five days without coughing. If your dog coughs upon entry to the lobby, we will ask that he return home for the day until it can be determined whether he has a respiratory infection. If we hear your dog cough at daycare, he will be quarantined, and you will be contacted to pick him up as early as possible. Coughing is a non-specific sign and many dogs cough regularly due to tracheal damage or allergies. If you know that your dog coughs when excited or for reasons other than illness, please let us know. This may prevent us from needlessly isolating him from other dogs. If other dogs have kennel cough, however, we need to treat all coughing dogs as if they are ill.

Contracting minor illnesses is a risk in any social situation—daycare and dog parks for dogs, schools and workplaces for humans. Luckily, our ongoing sanitation at Fuzzy Buddy's and diligence about noticing symptoms and isolating potentially sick dogs, keeps outbreaks to a minimum. Many parents have commented that they wish their child's daycare or preschool was as illness-free!

FLEA CONTROL

Flea combing your dog on a regular basis will alert you to any issues before they become infestations. If fleas are present on your dog, keep your dog home from daycare. If we find fleas on your dog, we will give your dog a flea bath. If we find fleas on your dog more than twice in a three-month period, we will charge you \$10 for any necessary flea baths and your dog will not be able to return to daycare until you bring in proof that you have started your dog on a veterinarian-prescribed flea product.

PLAYROOM UNIFORM: HARNESSES AND SHIRTS

Harnesses allow for safe play without the risk of strangulation that collars present. Harnesses also allow us to handle the dogs in a less confrontational way than grabbing and restraining dogs by the collar. If your dog chews through every harness you have ever put on him, or has sensitive skin easily irritated by harnesses, we will use an alternate playroom outfit.

If your dog has a short coat and often gets scratches in play, we may have your dog wear a shirt. Short-coated dogs who like to play with young puppies may need a shirt, as pups have very sharp baby teeth and are still learning how to use their mouths. Daycare is not appropriate for dogs who consistently leave marks or scrapes on other dogs, even if those scrapes happen during play.

TOENAILS

Long toenails can catch and tear during play. If your dog breaks a nail at Fuzzy Buddy's, a vet visit may be necessary. Often the entire nail will need to be removed for the wound to heal properly. You will be responsible for any vet fees incurred. Long nails can also scratch other dogs, causing pain to the other dog and distress to the owner. Long nails can scratch staff, especially long nails on a dog who frequently jumps on people. Because of this risk, we ask that owners be vigilant about keeping their dogs' nails trimmed so that all can play safely at Fuzzy Buddy's.

BEHAVIOR CONTROL

We aim to respond to inappropriate behavior quickly and consistently. When we see inappropriate behavior in the playroom, we tell the dog, "Easy!" If the behavior continues, we tell the dog, "Wrong" and lead him to a time-out pen. It takes multiple repetitions of the Easy/Wrong/Time-out sequence for a dog to learn that when he hears us say his name and "Easy!" he needs to find something else to do. Most dogs respond to this wonderfully, allowing us to use our voices to stop behaviors like mounting, overwhelming play, and excessive barking. Time-outs are usually less than 5 minutes long unless the dog needs a longer rest break to calm down.

Stress-reducing tools we employ include flower essences, lavender aromatherapy oils, CBD oil, DAP (Dog Appeasing Pheromone), and Thundershirts. We may also give stressed dogs breaks in quiet spaces, like the office or lounge, and reintroduce them slowly to the activity of the playroom. Please let us know if you are allergic to lavender.

THE HUMANE HIERARCHY AND OUR CODE OF ETHICS

Fuzzy Buddy's dog handling protocols are based on Dr. Susan Friedman's "Humane Hierarchy", the Least Intrusive Minimally Aversive (LIMA) approach adopted by the Certification Council for Professional Dog Trainers (CCPDT) and the International Association of Animal Behavior Consultants. Our dog handling practices also comply with the CPDT Code of Ethics and "Training and Behavior Practices Policy." Violations of those policies could result in loss of certification for Fuzzy Buddy's staff who have earned their CPDT certification.

We will not, even at the owner's request, use behavior control methods that rely on pain or fear to suppress unwanted behavior. Examples of methods we will *not* use include alpha rolls, kneeling, leash corrections, hitting, kicking, squirt bottles or electric shock collars.

We prefer that dogs not be walked into or out of the building on prong collars or choke chains due to the risk of behavioral and emotional fallout linked to that type of equipment.