

Welcome to Fuzzy Buddy's!

We're so glad you've decided to enroll in our daycare. Here is some information we would like you to know. Please remember we're always happy to answer any additional questions you may have.

OUR DAYS AND HOURS

We are open Monday through Friday from 6:30 am to 7 pm. A late pick-up fee of \$1 per minute will be charged for pick-ups after 7:00 pm. This fee is payable directly to the closing staff.

RESERVATIONS

Reservations are required so please let us know in advance the date(s) you would like your dog to come. You can reserve specific dates or maintain a consistent weekly schedule. You are also welcome to call us last minute to see if there is space availability. If you need to cancel a day you have reserved for your dog, please let us know by the day before. Cancellations that come in on Sunday for Monday daycare will be counted as on time. If you reserve a day and do not show up, you will be charged a \$10 no show fee, so please remember to call ahead of time! That gives us a chance to call any dogs who are wait-listed for that day, or at least enables us to say "yes" to last minute desperate requests for daycare. To reach us regarding reservations or cancellations, please call 206-782-4321, email reservations@fuzzybuddys.com or use the convenient form on our website at www.fuzzybuddys.com.

HOLIDAY CLOSURES

Fuzzy Buddy's is usually closed for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after, and Christmas Day.

GAINING ENTRANCE TO OUR BUILDING

There are times unleashed dogs are in our lobby. For this reason, our front door is kept locked to keep the lobby secure. Although the doorbell seems like the easiest way to get our attention, it also gets all the dogs worked up into an uproarious frenzy. Peace and calm remain intact when people enter the lobby without being announced by the bell. Please try **knocking first** to get someone's attention. There should be a staff behind the counter or in the office between 7 am and 10 am, and from 3 pm to 7 pm. If you knock and no one appears, there is a doorbell near the front door you can ring. Please give us a minute to get to the door as it can be challenging to get out of the playroom without letting dogs out too. The doorbell is quite loud and easy to hear. In fact, it plays a little tune, so there is no reason to ring twice!

FEES AND PAYMENT

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

OUR PARKING LOT

Please keep your dog on leash in the parking lot and lobby. If you are headed south on Aurora, you may find it convenient to park along on Aurora which is permissible after 9 am.

PLAYROOM UNIFORM: HARNESES

Please make arrangements to supply your own harness for your dog to wear during daycare. This is your dog's daycare uniform! Harnesses allow for safe play without the risk of strangulation that collars present. Harnesses also allow us to handle the dogs in more non-confrontational way than grabbing and restraining dogs by the collar.

If your dog has a harness, please send him or her to daycare in it. If your dog does not have a harness, we can order one for you in the color of your choice for \$18-\$28 depending on the style you would like. If your dog chews through every harness you have ever put on him, or has sensitive skin easily irritated by harnesses, we can talk about alternate playroom outfits!

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, the amount to be given, and what time they need to receive the meal. If your dog has food allergies or should not be given treats while at daycare, please let us know!

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.

ILLNESSES

If your dog should contract a contagious illness or have internal parasites, **please do not bring your dog to daycare!** Illnesses and parasites (like fleas) can spread amongst dogs in daycare just as colds, viruses, and lice spread like wildfire at child daycares. We rely on you, the owner, to keep a close eye out for contagious illnesses 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, diarrhea, runny eyes, or 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 in your dog while at daycare, your dog will be immediately separated from the others dogs and you will be notified.

If your dog coughs upon entry, or while playing at Fuzzy Buddy's, he will be held aside for observation for potential respiratory illness ("kennel cough"). Coughing is a non-specific sign, and many dogs cough regularly due to tracheal damage or allergies. If you know that your dog often coughs when excited, or for reasons other than illness, please let us know. This will help us better evaluate any coughing we hear from your dog, and may prevent us from needlessly isolating him from other dogs. If we know there is kennel cough going around, however, we need to treat all coughing dogs as if they are ill.

BEHAVIOR CONTROL

Fuzzy Buddy's is committed to science-based positive reinforcement training. 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, leash corrections, hitting, kneeing, kicking, or electric shock collars.

We do attempt to respond to inappropriate behavior quickly and consistently. We want the dogs to learn to play in a fun and safe way that is not overwhelming or intimidating for other dogs in the playroom. When we see behavior that isn't appropriate 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 crazy play, and excessive barking. Time-outs are usually less than 5 minutes long, unless the dog needs a longer break to calm down. If a dog is barking in time-out, we will not let him out until he is quiet.

If a dog is stressed in the daycare environment, we will do all we can to help the dog feel safe and relaxed. We may put some calming scented products like lavender aromatherapy oils or DAP (Dog Appeasing Pheromone) on a bandana around her neck. We may set her up in a comfortable place in the playroom where she does feel safe, like the small dog area. We may also let her have some time outside the playroom in the office to de-stress.

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 that 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.