







1 SOUTH (WATSON AVE) no changes  
A200 Not to Scale



3 EAST (SYENE RD) no changes  
A200 Not to Scale



2 NORTH door alterations  
A200 Not to Scale



5 NORTH DOOR EXISTING  
A200 Not to Scale

EXISTING PAINTED METAL PANEL TO REMAIN

EXISTING BRICK TO REMAIN

NEW CLEAR ANODIZED ALUMINUM DOOR AND SIDELIGHTS

NEW CONCRETE STOOP



4 NORTH DOOR ALTERATIONS CLOSEUP  
A200 Not to Scale

Consultant:

TWO BROWN TAILS, LLC  
DBA THE DOG DEN  
1019 JONATHON DRIVE  
MADISON, WI 53713

Location:  
3120 SYENE ROAD  
MADISON, WI 53713

**THE PUPPY DEN  
PUPPY DAYCARE & TRAINING**

Sheet Title:  
**BUILDING ELEVATIONS**

Revisions:

No.	Date:	Description:

Graphic Scale	
Project Number	1621.01
Set Type	PLAN COMMISSION
Date Issued	08/17/2016

Sheet Number **A200**

**Standard Operating Procedures**  
**for The Puppy Den**

## **Enrollment Process for Dogs Attending The Puppy Den**

### **Daycare**

Screening the dogs that plan to attend daycare at The Puppy Den is vital to the safety of the current daycare dogs and to the staff members. Because the dogs will be interacting with one another in an off-leash setting, they must be highly social towards other dogs and humans, healthy, and current on vaccines. Each dog in attendance is assessed on his or her first day of daycare through the following process:

- Processing of an enrollment form, which includes basic owner and dog information, two separate liability waivers, and a copy of veterinarian certified vaccination records. Enrollment forms are reviewed for potential problems such as any dog that does not get along well with other dogs (or specific breeds, ages, sizes of dogs), adult dogs that have never been in an off-leash setting with unfamiliar dogs, dogs with noise sensitivities, dogs that guard items, dogs that cannot be handled or are fearful of strangers, or dogs that show strong prey drive.
  - Vaccinations required for attendance at daycare:
    - DHLPP/DHPP/DA2PP (Distemper Combo)
    - Bordetella/Kennel Cough vaccine
    - Rabies vaccine (when age permits)
    - Negative fecal sample
- Safety of the dogs and the staff members conducting the evaluation is important. Staff members experienced in reading and understanding dog behavior complete all new dog interactions. New dogs are required to be brought to daycare by 7:00am. When introducing a new dog, all other dogs are removed from the play area and the new dog is brought in and allowed to investigate. One at a time, other dogs are brought in and introduced to the new dog. The first several dogs introduced are low-key, well-mannered, non-reactive dogs and are preferably the opposite sex.
- Dogs attending daycare will be placed in suitable playgroups. Determination of playgroups is based on size, age, and temperament.
- Often, a dog needs a day or more to entirely adjust to a daycare environment, so staff members continue to observe the new dog throughout the routine of a normal day at daycare. Owners are informed at the end of the first day of how their dog behaved. It is also explained that we will continue to inform them of their dog's performance as they continue to attend daycare – making special note of any behavioral concerns that might require additional training/attention.

### **Reservations for Daycare**

Owners are required to make reservations to attend The Puppy Den daycare and it is recommended for them to call at least 24-hours in advance. Taking reservations for each day provides more control for staff scheduling and maintains the appropriate dog/staff ratio (a maximum of 20 dogs per staff member).

### **Dismissing Dogs from Daycare**

The monitoring and assessment of a dog does not end once he or she is accepted into daycare. Because dog behavior is not static, variations in behavior may be seen based on the time of day, level of activity, temperature/weather, particular dogs within the group, changes in the staff members, age, etc. Dogs are continuously monitored and reassessed for their ability to continue coming to daycare.

Undesirable behaviors, such as bullying, playing too roughly, mounting, high arousal, and excessive barking are monitored closely at The Puppy Den and are grounds for dismissal from daycare if they cannot be improved through behavior modification training.

The Puppy Den has a zero tolerance policy for any behaviors that result in blood loss from another dog or human. Any dog that causes harm to another dog or human is immediately dismissed from daycare.

### **Group Training Classes**

Each group training class has specific requirements (age, skill level, sociability, etc.) in order for a dog to attend the class. If these requirements are not met, then the dog is transferred to another group training class or into a private behavior consult. Each dog is assessed through the following enrollment process:

- Processing of an enrollment form, which includes basic owner and dog information, a liability waiver, and a copy of veterinarian certified vaccination records. Also on this enrollment form are the owner's goals for the class. Enrollment forms are reviewed for potential problems such as a dog that shows reactivity to other dogs or people, age limits for specific classes, or a dog that shows a high level of fearfulness towards dogs or people.
  - Vaccinations required for attendance at group training class:
    - DHLPP/DHPP/DA2PP (Distemper Combo)
    - Rabies vaccine (when age permits)
    - Negative fecal sample
  - Vaccinations highly recommended for attendance at group training class:
    - Bordetella/Kennel Cough Vaccine
- On the first day of class, the Training Coordinator and instructor of the class observe the dogs to verify that they are appropriate for the class. If a dog is not a suitable fit for the class (because of any of the reasons listed above), the dog is transferred to a different group class or a private behavior consult.

### Reservations for Group Training Classes

Registration is required prior to the start of the group training class. Each group training class has a specific and limited amount of spaces available. Each group training class is led by at least two staff members that have undergone class-specific training.

### **Puppy Social Hour**

Puppy Social Hours are limited to dogs under the age of 6-months that have been approved by staff members. Puppy Social Hour is different from the daycare service in that the owners of each puppy stay to supervise and learn about appropriate dog play from The Puppy Den staff member. Because the dogs will be interacting with one another and with people in an off-leash setting, they must be highly social towards other dogs and people, healthy, and current on vaccines. Each dog is assessed through the following enrollment process:

- Processing of an enrollment form, which includes basic owner and dog information, a liability waiver, and a copy of veterinarian certified vaccination records.
  - Vaccinations required for attendance at puppy playgroups:
    - DHLPP/DHPP/DA2PP (Distemper Combo)
    - Bordetella/Kennel Cough Vaccine
    - Rabies vaccine (when age permits)

-Negative fecal sample

- Puppies attending Puppy Social Hour will be placed in suitable playgroups. Determination of playgroups is based on size, age, and temperament.
- Puppies will be observed and monitored throughout their first playgroup to assess whether or not they are suitable to continue at Puppy Social Hour.

#### Reservations for Puppy Social Hour

Reservations are not required, but are encouraged, for Puppy Social Hour due to smaller average attendance numbers in comparison to daycare.

#### Dismissing Dogs from Puppy Social Hour

The monitoring and assessment of a dog does not end once he or she is accepted into Puppy Social Hour. Because dog behavior is not static, variations in behavior may be seen based on the level of activity, temperature/weather, particular dogs within the group, age, etc. Puppies are continuously monitored and reassessed for their ability to continue coming to Puppy Social Hour.

Undesirable behaviors, such as bullying, playing too roughly, mounting, high arousal, and excessive barking are monitored closely at The Puppy Den and are grounds for dismissal from Puppy Social Hour if they cannot be improved through behavior modification training.

The Puppy Den has a zero tolerance policy for any behaviors that result in blood loss from another dog or human. Any dog that causes harm to another dog or human is immediately dismissed from Puppy Social Hour.

#### **Behavior Consults + Private Lessons**

Behavior Consults + Private Lessons are scheduled by the Training Coordinator. Behavior Consults + Private Lessons are held either at The Puppy Den or in the client's home. Lessons are scheduled based on the availability of the qualified staff members. Each dog is assessed through the following enrollment process:

□ Processing of an enrollment form, which includes basic owner and dog information, a liability waiver, and a copy of veterinarian certified vaccination records. Also on this enrollment form are the owner's goals for the class.

○ Vaccinations required:

- DHLPP/DHPP/DA2PP (Distemper Combo)
- Bordetella/Kennel Cough Vaccine
- Rabies vaccine (when age permits)
- Negative fecal sample

### **Keeping the Dogs Safely Contained**

#### **Daycare**

Items included in The Puppy Den's daycare procedure for keeping daycare dogs safely contained are: a double-gated area leading to the separate play groups, fencing high enough to confine dogs in their designated play group and play yard, timeout locations to calm down overly exuberant or stressed dogs, and two distinct indoor areas for separate play groups.

### Double-Gates

A double-gated containment area is used to prevent any dogs from escaping through a gate as it is opened. The first gate (separating the lobby from the daycare area) acts as a safety barrier while the individual playgroup gates confine the dogs in their designated playgroup area. Additional double-gates are used throughout the building to prevent dogs from being able to access additional rooms or spaces (designated for daycare play area) or to outdoor play area without the supervision of a staff member.

When dogs arrive at daycare in the morning, owners bring the dog, on-leash, to the reception area. From here, a staff member will lead the dog, on-leash, to their appropriate playgroup before removing their collar and leash.

### Fencing

Indoor – Fencing used within the daycare area is placed to separate the daycare area from the lobby, to separate each of the two play groups, and to provide a walkway for staff members and dogs between the play groups and leading to the fenced-in outdoor play yards. There is one main room that will be used for the daycare play area. This large room will contain two separate fenced-in play areas. The indoor fencing is a height of 4-feet, is sturdy enough to withstand the strength of large dogs, and is secured on the bottom to prevent dogs from crawling underneath. The indoor fencing also provides a visual barrier between the playgroups to decrease excessive barking between groups.

Outdoor – Fencing for the outdoor play yards will be used to contain the dogs within one outdoor play group. The outdoor fencing is a white finished, solid vinyl fence at a height of 6-feet. The fencing is being built to withstand the strength of large dogs and is secured on the bottom to prevent dogs from crawling underneath.

### Timeout Areas

Crates, dog runs, and wall hooks are placed around each of the playgroups to provide timeout areas for dogs throughout the day. These areas are easily accessible from different locations within the play area. Time out areas are provided in each playgroup to accommodate at least 10 percent of the dogs at any one time.

### Staff Members

Close supervision of the dogs is required. For this reason, at least one employee must always be physically located anywhere that off-leash dogs are able to interact with one another. The primary job of the staff is to monitor the dogs and to prevent any dangerous interactions from occurring.

### **Group Training Classes**

All group training classes are held within The Puppy Den's indoor daycare space or the fenced-in outdoor play yard with the same safety precautions used during daycare hours. Group training classes will be held on leash with the dogs on a 4-6 foot leashes, or off leash, depending on the class.

### Staff Members

For classes that have five or more registrants, two qualified staff members will be present to lead the class.



## **Puppy Social Hour**

All Puppy Social Hours are held within The Puppy Den's indoor daycare space or the fenced-in outdoor play yards with the same safety precautions used during daycare hours.

### Staff Members

A minimum of two staff members are scheduled and present in the play areas during the Puppy Social Hours.

## **Behavior Consults + Private Lessons**

All behavior consults + private lessons are held within The Puppy Den's training room, indoor daycare space, the fenced-in outdoor play yard, or the owner's home. The Puppy Den's training room is a closed room with two doors. When private lessons are held in The Puppy Den, dogs will remain on leash and contained within the designated room.

### Staff Members

A minimum of one qualified staff member will always be in the room with a dog that is receiving a behavior consult or private lesson.

## **Behavior Control at Daycare**

Top priority at The Puppy Den is to keep staff members and dogs safe while they are at daycare. For that reason, a number of different positive-reinforcement methods are used to keep the level of activity and the behaviors of the dogs under control.

## **Effective Control of the Pack**

The more activity in the play areas, the potential for dangerous interactions between the dogs increases. Staff members are trained to discourage horseplay, loud and high-pitched voices, and frantic activity. The staff is required to monitor the dogs' activity, but not create or encourage unruly play between the dogs. Staff interactions with the dogs should be calm and quiet.

## **Understanding Warning Signals**

Staff members are trained to watch for dogs that "bully" other dogs. Daycare is an environment where dogs can learn dangerous skills if they are allowed to continuously pick on other dogs. Some dogs do not understand their own language and will repeatedly act inappropriately to other dogs. These dogs are monitored and worked with closely and their owners are notified of their behavior and any additional training that is required. If no improvement is seen, these dogs may be subject to dismissal from daycare.

## **New Dog Introductions**

Safety of the dogs and the staff members conducting the evaluation is important. Staff members experienced in reading and understanding dog behavior complete all new dog interactions. New dogs are required to be brought to daycare by 7:00am. When introducing a new dog, all other dogs are removed from the play area and the new dog is brought in and allowed to investigate. One at a time, other dogs are brought in and introduced to the new dog. The first several dogs introduced are low-key, well-mannered, non-reactive dogs and are preferably the opposite sex.

## **Handling Dog Fights**

Dogs are thoroughly screened for aggression before they are able to attend daycare at The Puppy Den. Staff are also highly trained on how to intervene and stop playing from becoming

dangerous and to recognize and interrupt concerning behaviors. Because of this process, dog fights are typically infrequent and non-eventful. Due to the nature of dogs in an off-leash setting, though, staff is properly trained on how to break up a dog fight while keeping themselves safe from harm.

Dog fights, as well as fence fights, require immediate attention. Options to stop fighting include: squirt bottle, throwing blankets over the dogs, Direct Stop, placing a large, firm barrier (like a cookie sheet) between the dogs, etc. Staff is trained on how to handle any dog fights or scuffles that may occur. In order to keep staff as safe as possible, they are trained to not grab a dog to stop a fight.

If a dog fight does occur, both dogs are dismissed from The Puppy Den daycare immediately.

### **Awareness of Dog Interactions**

The best way to keep the dogs and people safe is to be constantly aware of dog interactions. Close supervision will prevent most problems from occurring. For this reason, at least one employee will ALWAYS be in any area where dogs are able to interact off-leash. Our goal is to intercept any potential problems before they become a problem. Normal playing includes a great deal of play biting and wrestling between dogs. However, these games can sometimes escalate if not closely monitored. By getting to know the dogs and learning how they play, staff are able to identify which dogs should be watched more closely than others.

### **Intact Dogs**

All dogs must be spayed or neutered by 6 months of age.

### **Picking Up Dogs**

Staff members are taught to refrain from picking up dogs while they are in the daycare play area. Picking up dogs can cause other dogs to want to jump in the air and potentially nip at either the staff member or the dog being held.

### **Handling and Moving Dogs**

Slip leashes are used to safely move dogs from one area of the building (or play area) to another. If a dog is uncomfortable having their paws, mouth, scruff area, ears handled or being gently restrained by a staff member, owners are spoken to about the need for additional private one-on-one training with an experienced staff member.

### **Crowding**

The potential for dangerous interactions to occur increases when dogs crowd around people or into a tight space. To prevent crowding from occurring, staff members are instructed to constantly move around the play floor, avoid petting/giving attention to a specific dog for more than a few seconds, avoid sitting on the floor, and keep dogs away from gates and doorways.

### **Food/Feeding**

Food, of any kind, is prohibited from being loose on the play floor during daycare hours. If an owner brings food for their dog, it is placed in a bin with the dog's name on it, kept in the check-in area, and only given to the dog when they are securely placed in a crate, away from other dogs.

All dogs are fed separately in crates or kennel runs. All food must be completely cleaned up before releasing dogs back into the play area.

Staff members are trained on how to properly remove a food bowl from a dog's crate to avoid any contact with the dog. If a dog shows resource guarding behavior toward another dog or toward a staff member, owners are spoken to about the need for additional private one-on-one training with an experienced staff member.

### **Crating**

Wire crates are used to provide a resting place for tired dogs or a timeout place for over-aroused dogs. Enough crates are provided in each playgroup to accommodate at least 10 percent of the dogs at any one time.

### **Entry/Exit Times**

Dogs are more likely to crowd gates and doorways during the times that dogs are entering/exiting daycare. Dogs that get too aroused during these times will be placed in crates on the play floor for the safety of the staff and other dogs.

### **Collars**

Collars are removed during daycare hours to prevent dogs' teeth and jaws from getting caught during play or getting tangled in wire crates and fencing.

### **Noise Control**

Dogs bark for a number of different reasons – during play, if they see strangers approaching the building/fences, out of fear, etc. All staff members are taught a variety of methods to prevent the dogs at daycare from barking excessively.

- The most common strategy used is to distract or redirect the barker from what is causing them to bark. This involves using a slip-leash to walk them away from the area, placing them in a crate, moving them to a different playgroup, calling them away, or using their body to visually block them.
- Training tools, such as the Gentle Leader ® or the Calming Band ®, are used on certain dogs to help them calm down and prevent them from barking out of excitement.
- Water squirt bottles can also be used to deter a dog from barking excessively.
- If a dog excessively barks despite efforts made by the staff to deter this behavior, the dog's ability to continue at daycare will be reviewed. Excessive barking is grounds for dismissal from daycare.

In addition, preventative measures are taken to limit the exposure that the dogs have to triggers that would cause them to bark:

- The outside play yard is positioned away from the customer parking area and entrance; therefore, the dogs are less likely to be exposed to the sight of customers walking past the yard.
- None of the play floors will have visual access to the parking lot.
- Each of the playgroups are separated with fencing that blocks visual access into the other groups and to the hallway between groups; therefore, the dogs will not be triggered by staff members or other dogs walking through the building.
- Dogs that are easily excited during the busier times in the day (when dogs are arriving/leaving) are placed in crates in quieter areas of the building.

### **Behavior Control at Puppy Social Hour**

The same preventative measures and corrective methods used in the daycare service are also used during the Puppy Social Hour.

## **Employee Training**

### **Daycare**

All new staff members receive a minimum of eight training shifts under a senior staff member. During this training, staff members learn how to read dog behavior, stress signals, body language and canine social interactions. Dog-handling policies are also taught to all employees during their training period. Staff members are trained on how to curb unwanted behaviors such as jumping, mounting, and barking. There is a list of required books and DVDs that new staff must watch during their training period.

Staff members are also trained on how to provide canine first aid and how to recognize the symptoms of common canine illnesses and injuries.

Staff training is a never-ending process. Dogs are always changing and the research on dog behavior is constantly evolving. All staff members are required to do continued occupational training in form of reading books and articles, attending seminars, and watching training DVDs.

### **Group Training Classes**

All new staff members are required to observe the basic level classes (All Star Level 1 + 2) and are required to read a series of dog training books. During their observation period, staff members are taught the specific details that are involved in The Puppy Den's Group Training classes (enrollment process, classroom set-up, etc.) in addition to the positive-reinforcement methods that The Puppy Den uses.

Staff members are also trained on how to provide canine first aid and how to recognize the symptoms of common canine illnesses and injuries.

Staff members that would like to become Group Training Class assistants or instructors, have additional training requirements before they are qualified to lead class as outlined in the Instructor, Assistant, and Observer Guidelines.

### **Puppy Social Hours**

All new staff members receive a minimum of two training shifts under a senior staff member. During this training, staff members learn how to read dog behavior, stress signals, body language, and canine social interactions. Dog-handling policies are also taught to all employees during their training period. Staff members are trained on how to curb unwanted behaviors such as jumping, mounting, and barking. Staff members are also trained on how to clearly talk with clients about appropriate dog play, dog behavior, and body language.

Staff members are also trained on how to provide canine first aid and how to recognize the symptoms of common canine illnesses and injuries.

### **Behavior Consults + Private Lessons**

Staff members that are instructing behavior consults/private lessons are required to have regularly instructed high-level group training classes for a minimum of twelve months, assisted

in a minimum of twenty behavior consults/private lessons, and continue to receive additional occupational education in the form of reading books or articles, watching DVDs, attending seminars, or receiving any recognized certifications.

## **Employee Safety**

### **OSHA Guidelines**

Employer/business owner is responsible for following all standards set by the provisions of the Occupational Safety and Health Act. These OSHA guidelines are kept in a binder, along with all information pertaining to employee safety guidelines. This binder is accessible to all employees at all times.

### **Employee Safety & Infection Control**

All instructions for employee safety are included in The Puppy Den's General Safety Guidelines for Employees. All employees are responsible for following these guidelines, which pertain to the areas of:

- Common Safety Practices & Sanitation
- Reporting Accidents and Illnesses
- Dog Waste Disposal
- Hazardous Chemical Cleanup and Disposal Procedures
- Lifting Heavy Objects
- Electrical Safety
- Body Fluid Exposure

### **Fires & General Emergencies**

All guidelines for fire & general emergencies are included in The Puppy Den's Fire or General Emergency Action Plan. All employees are responsible for understanding how to properly evacuate themselves and all dogs from the building in case of a fire or other emergency. The Action Plan also includes information regarding use of a fire extinguisher and risk assessment.

### **Emergency and First Aid Supplies**

There are three fire escapes present at the facility. There will be four fire extinguishers present.

A first aid kit for people, and one for dogs, is located in the staff office.

- Tweezers
- Band-Aids
- Sterile gauze
- Adhesive tape
- Antiseptic wipes
- Bandages
- Instant ice pack
- Antibiotic cream
- Hydrogen peroxide
- Aspirin
- Benadryl
- Scissors
- Thermometer
- Plastic gloves

- Styptic powder
- Canine nail cutters
- Petroleum jelly
- Muzzles
- List of emergency phone numbers

### **Tornado Emergencies**

All guidelines for tornado emergencies are included in The Puppy Den's Tornado Emergency Action Plan. All employees are responsible for knowing where to seek shelter in the building and how to properly provide secure shelter for all dogs in the event of a tornado. The Action Plan also includes information about tornado preparedness and safety procedures after a tornado.

### **Falls & Back Injuries**

All guidelines for handling falls & back injuries are included in The Puppy Den's Back Disorders and Injuries document. The information in this document includes general information about back disorders & signs of injury, prevention of back injuries, and reporting back injuries. All employees are responsible for understanding how to recognize and report falls and back injuries.

### **Heat Safety**

All instructions for heat safety & excessively high temperatures are included in The Puppy Den's Heat Safety Guidelines. All employees are responsible for following these guidelines, which pertain to the areas of:

- Heat Disorders and Health Effects
- Signs of Heat Illness, Heat Exhaustion, and Heat Stroke
- Heat Stress Protection & Personal Protective Equipment
- Sun Protection

### **Zoonotic Diseases**

All employees are responsible for recognizing the signs and symptoms of, prevention of, effects of, and treatment of, the following conditions, which may be spread from infected dogs to humans:

- Brucella Canis
- Campylobacter
- Coxiella/Q Fever
- Cryptosporidium
- Didyldium/Tapeworm
- Giardia
- Ancylostoma/Hookworm
- Parvovirus
- Influenza/H1N1
- Leishmania
- Leptosporosis
- Papilloma Virus
- Kennel Cough
- Coccidia
- Lyme Disease
- Methicillin-Resistant Staphylococcus Aureus
- Rabies

- Dermatophytes/Ringworm
- Rocky Mountain Spotted Fever
- Salmonella
- Toxocara/Roundworm

### **Contagious Illnesses & Veterinary Emergencies**

Any employee who is feeling ill should immediately contact the business owner/employer to notify them. The employee is responsible for finding shift coverage by a fellow coworker in order to prevent spread of illness to other staff members.

All employees are trained to identify signs & symptoms of the zoonotic diseases outlined in the Employee Safety section, as well as prevention techniques and treatment. The Puppy Den provides the necessary educational materials regarding these zoonotic diseases, and these materials are accessible to all employees at all times.

Any dog that shows signs of illness or zoonotic disease is immediately crated and quarantined separate from other dogs and humans. Shift leader or manager is responsible for contacting owner of ill dog to have them pick their dog up immediately. If owner cannot pick their dog up immediately, the dog shall remain quarantined in a crate, separated from all other dogs and humans.

If immediate veterinary care is needed for the dog:

- Shift leader or manager is responsible for contacting dog's owner as soon as illness/injury is noted
- Dog will remain quarantined in crate, away from other dogs and humans until owner comes to pick them up. If owner cannot immediately pick dog up, business owner/employer or fellow staff member will be contacted to pick dog up to bring to dog's regular veterinarian. If dog's regular veterinarian is unavailable, dog will be brought to Whole Pet Veterinary Clinic (608-270-1070) or Veterinary Emergency Service (608-831-1101.)

## **Sanitation**

### **Cleaning Schedule**

A detailed daily and weekly cleaning schedule is followed at The Puppy Den to maintain high standards of cleanliness.

The daily cleaning duties include:

- Sweeping and mopping each of the play floors (with either Simple Green, Mister Clean, North Wood's Sun Drop, OdoBan pH Neutral Floor Cleaner or HQD solution) to keep the area free of germs, dirt, and odor
- Vacuuming any carpeted areas
- Sanitizing the outdoor play yards and all surfaces of play equipment with bleach and water solution
- Sanitizing all surfaces of indoor play equipment and dog beds with spray-on cleaning agent (Simple Green)
- Wiping down walls and fences with Odoban sanitizing spray
- Sanitizing stainless steel water bowls with bleach and water solution
- Vacuuming and sanitizing crates with a spray-on cleaning agent (Simple Green) and

wiping out.

- Spot-cleaning throughout the day to prevent odor and the spread of disease
- Sanitizing mop-heads used during the day at daycare with Odoban solution or placed in the washing machine
- Wiping down all surfaces in the entryway area and clearing away all clutter/debris on ground
- Clearing away all clutter from play floors and depositing items in appropriate areas
- Removing excess fur and dust from all corners and crevices
- Picking up and disposing of any excess debris surrounding outside of building and in fenced-in outdoor area
- Immediately wiping up any messes in any offices and break rooms.
- Changing animal waste bags at least twice daily and disposed of in accordance with local regulations
- Repair any damaged surfaces or replace if beyond repair

The weekly cleaning duties include:

- Emptying all garbage cans and recycling bins and dispose of waste into appropriate waste receptacles. Waste receptacles are emptied by the City of Madison every Monday
- Sanitizing all garbage cans and recycling bins using Simple Green solution
- Sanitizing all plastic bins and lids used in check-in/check-out area using Simple Green solution
- Sanitizing all surfaces of chairs used in training classes and private training lessons using Simple Green solution
- Cleaning all carpeted areas using odor-removing carpet cleaner
- Sanitizing all surfaces of bathroom, including sink and counter, toilet and stall, floor, door, and walls using Simple Green solution
- Sanitizing outdoor animal waste barrel using Simple Green solution
- Vacuuming all cobwebs/debris from corners and ceilings
- Sanitizing all doors on property using Simple Green solution
- Sanitizing all appliances on property using Simple Green solution
- Vacuuming and wiping down all surfaces in offices, and employee break rooms
- Sanitizing all mop buckets using Simple Green solution
- Pulling weeds surrounding outside of building and in fenced-in outdoor area

### **Cleaning Up Dog Waste**

All indoor dog accidents are cleaned up immediately and sanitized:

- Indoor urine accidents are immediately mopped up.
- Solid animal waste is picked up immediately and disposed of in accordance with local regulations (collected on a weekly basis by Doggy Doo Pet Waste Removal). The area is then disinfected.

Outdoor play yards are cleaned and sanitized on a daily basis to prevent odor and the spread of any disease:

- Urine is usually absorbed into the ground, but disinfected with a bleach and water solution each morning.
- Solid animal waste is disposed of in the same manner as indoors. All equipment used to clean up animal waste (scoopers, etc.) are sanitized with bleach and water solution each morning.



## **Snow/Ice Removal**

Building owner will provide a snow removal service to clear away snowfall in parking lot.

Employees are responsible for shoveling areas leading to entryway area and fenced-in outdoor area and for placing sand down onto icy areas.

## **A General Guideline for the Daily Activities at The Puppy Den**

### **6am – 6:30am**

- Unlock the building, shovel and salt (when needed)
- Set up mop buckets, put dirty mop heads in washing machine
- Set up water bowls (four for each side, four in each play yard if it is over 40 degrees Fahrenheit)
- Sanitize indoor play equipment
- Sanitize yard if temperatures stay above 40 degrees Fahrenheit overnight
- Check phone messages, return needed calls, and update computer
- Organize and clean entryway
- Change garbage cans
- Restock necessary supplies on each play floor

### **AS SOON AS ALL STAFF IS PRESENT, GO OVER MEETING FOR THE DAY**

### **6:30am – 9am (Check In)**

#### *Check-In Person*

- Greet clients
- Check in on computer
- Address client concerns
- Add names to grooming log
- Take dogs into gated area, remove collar/harness/leash, put all things into a bin and label with the dog's name
- Assist with helping take the dogs outside

#### *Floor Staff*

- Take dogs out to play yard with the help of the Check-in person
- Clean-up indoor messes immediately
- Help new dogs settle into the group
- Keep dogs away from gateways and doorways
- Minimize barking
- Crate highly excitable dogs during check-in
- Strongly monitor play

### **9am – 12:00pm**

#### *Floor Staff*

- Give dogs necessary breaks
- Continue to monitor play

- Take dogs outside at least once per hour with the assistance of the Check-in person
- When dogs are calm:
  - Work on grooming tasks
  - Play games with the dogs (bubbles, name game, follow the leader, hide and seek)
  - Work on basic commands (sit, stay, down, come)
  - Work on problem behaviors
  - Write report cards
  - Update daily notes

#### *Check-In Staff*

- Refill water bowls (sanitizing each time)
- Assist with dog behavior work
- Assist with dogs coming in and going outside
- Return phone calls
- Update dog schedule
- Update daily notes
- Assist with grooming tasks
- Take pictures of new dogs

### **STAFF MEETING TO BEGIN RIGHT AT 12:00PM**

#### **12:30pm – 1:30pm (Lunchtime)**

#### *Lunch Staff*

- Put lunch dogs away after staff meeting
- Do not start to feed dogs until every dog is securely in their crate
- Feed dogs, give water/medicine/other
- Remove all food bowls about 10-15 minutes after the dogs get them
- Put all bins into check-in area
- Change mop buckets
- Change water bowls
- Change poop bucket
- Pick up trash outside, pick up any poop from grassy areas on side or front of building

#### *Floor Staff*

- Give dogs necessary breaks
- Continue to monitor play
- Take dogs outside at least once per hour with the assistance of the Check-in person
- When dogs are calm:
  - Work on grooming tasks
  - Play games with the dogs (bubbles, name game, follow the leader, hide and seek)
  - Work on basic commands (sit, stay, down, come)
  - Work on problem behaviors
  - Write report cards
  - Update daily notes

## **1:30pm – 4:00pm**

### *Floor Staff*

- Let dogs out of crates, from lunch and take outside immediately
- Monitor play
- When dogs calm down
  - Complete grooming tasks
  - Write report cards
  - Work on behavior problems
  - Update notes
  - Play games (see morning list)
- Let dogs out at least once per hour

### *Check-Out Person*

- Vacuum and wipe out lunch crates
- Clean dirty food bowls
- Restock crate areas with clean food bowls
- Return phone calls
- Help with any extra cleaning tasks for that day

## **4:00pm – 6:00pm**

### *Check-Out Person*

- Greet clients
- Check out client in the computer, record payment
- Give handouts, report cards, and updates (behavioral/illness/injury) to owner
- Retrieve dog from outside play yard or play floor, leash in the gated area, and then open gate to return dog to the owner

### *Floor Staff*

- Closely monitor dogs and play
- Help keep dogs away from gateways and doorways
- Keep barking to a minimum

## **6:00pm – 6:30pm**

### *All Staff*

- Sweep
- Thoroughly clean/mop the floors
- Clean entryway + check-in area
- Vacuum hallways and offices
- Spray and wipe fences and walls
- Clean play equipment
- Put everything away
- Check phone messages and return calls