



## Are you really ready for dog daycare?

Over the years, the dog daycare business has skyrocketed. Existing business are growing by leaps and bounds, and new business are springing up on a regular basis. Each facility has a different feel and philosophy and as there is no standardization in the industry, there is a huge difference in the way each place is run. A well-run facility can be a great benefit to the canine population, especially in a city such as Los Angeles that is very anti-dog. Daycare provides a safe, healthy, supervised environment for your dog to blow-off steam and socialize, however, it does have its downside and we want to make sure you are made aware of the realities of dogs playing in large groups before you dive into daycare.

## The Interview

Every dog at Urban Dog must go through an interview process. We want to make sure that our environment will be beneficial to your animal. Daycare can be a very stimulating environment and for some dogs it's just too much to deal with. If they feel overwhelmed they may react in a way that is out of their normal character. Some of these new behaviors may be dangerous to the staff, or the other dogs, and safety is our first priority. The average dog will be nervous at first and possibly for the first few visits, but they get with the program quickly and are soon dragging their owners down the sidewalk to get inside. If your dog is nervous and we do not see an improvement we will let you know. We do not want your dog to be here if they are miserable! Because of our configuration, we have had great success socializing shy or fearful dogs. It's wonderful to see them come out of their shells and become happy, carefree canines. If your dog fails the interview it doesn't mean they are bad, it just means this is not the best environment for them.

## Communicable Diseases and other ickies

Just like children, dogs are susceptible to whatever bug is going around. The standard yearly vaccines are excellent at protecting dogs against the more serious diseases; however, there are many things they can still pick up from other dogs.

- **Kennel cough** is the biggie. It's the dog version of the flu and although it's not deadly it seems awful when they catch it. It sounds like a very deep, froggy

cough that occurs when your dogs is pulling on his leash and collar, early in the morning when they first get up or after exercising. They will often cough up white foamy mucus and be tired and listless. Remember how you felt the last time you had the flu? Your dog can get this at dog park, daycare, walking around the neighborhood or even at your vets. It is a highly contagious, airborne virus and healthy dogs that show no symptoms can carry it and sometimes spread it. We recommend the Bordatella vaccine on a twice yearly basis and have found this to be a successful way to keep kennel cough down to a minimum. Since we have changed our requirements we have been able to keep our incidents of kennel cough down to less than two dozen a year. The good news is that once your dogs has had kennel cough it is unlikely that they will get it again anytime soon. Getting sick acts like a vaccine itself. If your dog does get it more than once then they may have a weak immune system and you may need to get them some supplements to boost their immunities.

- **Parasites** – Fleas are the bane of a dog's existence but there are so many great flea products now that it practically a non-issue. All Urban Dogs are required to be on flea preventatives unless your dog has a medical excuse not to. We do not allow flea collars however because they are not safe for dogs that are playing. If one dog chews on another dog's neck that is wearing a flea collar it can cause severe allergic reaction and even death. Please do not bring your dog in with a flea collar on. Worms are another parasite dogs can pickup when playing in groups. Dogs love to get "personal" and can get worms from each other when inspecting their buddy's private parts. Some dogs also love to eat poop and this is another source of picking up worms. If we see that a dog has worms we will isolate that dog and contact the owner immediately to let them know. Once a dog has been dewormed they should stay home for at least a week to give the dead parasites time to get out of their system.
- **Giardia** – This is a fun one. We usually see cases of this after it has rained. It's a protozoan parasite that causes the equivalent to Montezuma's Revenge that humans get. Your dog may have bloody diarrhea and/or bloody vomit. The blood is usually quite voluminous and it often appears that your dog has burst something and is bleeding internally. It smells awful, and you should get your dog to the vet ASAP as this can cause severe dehydration and further weaken your poor pup. Coccidia is another water related cootie with similar symptoms although not quite as dramatic. Your vet can treat both of these ailments and dogs usually recover quickly.
- These are the most common bugs that dogs catch from each other. If you think your dog may have any of these ailments, KEEP THEM AT HOME!!! It's not fair to expose the other dogs and keep spreading these bugs around. If you need in-home care temporarily we can help you arrange that until your dog is able to play again.

## Stinky Dogs

OK, let's face it; dogs are not always the cleanest animals on the planet. Although we clean up poop and pee as soon as we see it, some dogs seem to seek it out and will roll in it on purpose. If they are racing around like banshees they will run through it like it's not even there. Some dogs will pee on each other, one dog walking under a lifted leg to check things out before the lifter is done. It's an unavoidable daycare hazard. We try to clean up any stinkiness we see but we don't always catch it all. There is also the slobber

element. Many dogs love to get a mouthful of water and then go drool it on their best friend. Many of the dogs are spritzed when they go home in an effort to control the stink factor.

## Injuries

Injuries are inevitable. Dogs play with their teeth; they grab each other by the neck, nibble on tails and paws, and steal toys from each other. Nicks, scrapes and the occasional puncture wounds are going to happen. My greyhound needed fifteen stitches when someone merely swiped him with a paw! They were just playing. Ears get nipped by accident all the time, they bleed terribly and are hard to stitch, sometimes you even have to wrap a bandage around their whole head to let an ear heal. It's a risk you must be willing to accept if you want your dog to play. There are occasionally fights among the dogs. The employees are excellent at spotting the early warning signs and can break up a serious fight quickly with the marine air horns we keep in each playpen. Thank goodness we have only had to use them on rare occasion. If your dog causes an injury to another dog or wrangler, you are financially responsible for that injury. If there was no incident and your dog was injured during play you are financially responsible for that injury. It is a risk you accept when you enroll your dog in daycare.

## Time out - Why is my dog in a run?

Some dogs are border-line when it comes to daycare. If your dog is very excitable, then we may put him/her out for short bouts of play and then remove them when they get too excited. This is both for your dog's safety and the other dog's safety. For example, some dogs get turbo and start racing around like lunatics. This will cause the other dogs to chase them and most likely start nipping at their rear ends and tails. This is one occasion when those previously mentioned nicks, scrapes and punctures can occur so we will separate the dogs to calm them down. Playing is good but psycho-turbo dog is not. Some dogs just get tired and cranky by the end of the day. A cranky dog is a dog more likely to nip and snap, so we may take these dogs out for extra naps or just remove them during high traffic times. It's for everyone's safety including your dogs. They may snap or growl at a dog that takes them too seriously and cause a fight when they really just wanted to be left alone. The same goes for that obnoxious teenage pup who just won't take no for an answer, and keeps hounding a dog to play when the other dog isn't in the mood. Ditto for humping, it's supposed to be fun for all the dogs right? Your dog will go into a crate or kennel run if they need a break.

So that about covers it. We still think the benefits far outweigh the downfalls, and whether you decide to use our facility or another, we want you to be prepared for the realities of what daycare involves. We are here because we love dogs but we also respect their individuality and their limitations. It is our goal to provide a safe, clean environment for your pooch to play and we will always treat your dog as if it were our own 😊

## A Typical Urban Dog Day

6:00 – 7:00am	Morning crew arrives to feed and potty dogs.
7:00am	Doors open.
7:00am – 10:00am	Dogs start coming in, craziness begins 😊 They're pretty wild until around 10am when they start to wind down.
10:00am – 12:00	The natives are tired! Now we start to walk boarding dogs.
11:45am – 12:00	Start to put dogs up for naps. On Mondays and Thursdays we spray down during nap so no dogs can be on the floor until it's dry.
12:00noon – 2:00pm	Dogs are zonked out for naps. This is when we catch up on phone calls and take our breaks and eat.
2:00pm – 5:00pm	The natives are back out playing and crazy again! Cranky dogs are given extra naps or taken out before pick-ups begin.
5:00pm – 6:00pm	Boarding dogs are taken out and given their dinner, then they rest for one hour so they don't get an upset stomach.
6:00pm – 9:00pm	Everyone is back out playing and having a good time. Most daycare dogs go home by 7-8pm.
9:00pm	Doors are locked for the evening!
9:30pm – 10:00pm	Pups are put to bed for the evening.

## **Price List**

### **Effective February 16, 2015**

#### **Playcare**

- One dog \$40
- **Discount Monday Play \$25**
- 10 Day Prepaid Card (1 dog) \$380
- Two dogs \$75
- 10 Day Prepaid Card (2 dogs) \$730
- Three dogs \$111
- Halfday \*Five hours or less \$25
- 10 Day Prepaid Card (half) \$240
- **Workout \*Two hours or less \$12 Free with PPCard!**
- U.D. Foster Dog Play 50% \$20

#### **Boarding**

- One dog \$54
- 10 Day Prepaid Board \$520
- Two dogs \$100
- 10 Day Prepaid Board (2 Dogs) \$950
- Three dogs \$150
- U.D. Foster Dog Board 50% \$27
- Holiday Board (One dog) \$64
- Red Dog (Behavior/Unneutered) \$64

#### **Training**

- Training per hour \$150 with Kim
- Play & Train Daily \$\*See Kim
- Board & Train Daily \$\*See Kim

**\*\*All discounts are given at Kim's discretion and based on frequency and payment history. Discounts can be revoked at any time once owner is given notice.**

## Holiday List

The following are the dates that we charge holiday rates of \$10 per night per dog in addition to the regular boarding rates.

Martin Luther King Jr. Day      \*Days will be posted in reception

Washington's Birthday      \*Days will be posted in reception

Good Friday / Easter      \*Days will be posted in reception

Memorial Day      \*Days will be posted in reception

4<sup>th</sup> of July      \*Days will be posted in reception

Labor Day      \*Days will be posted in reception

Columbus Day      \*Days will be posted in reception

Thanksgiving      \*Days will be posted in reception

Christmas/New Years      \*Days will be posted in reception

Please book early for these dates as we usually fill up!

# CALIFORNIA ABANDONED ANIMAL ACT

## SENATE BILL NO. 1018 (SENATOR WALTER W. STIERNI) AN ACT TO AMEND SECTION 1834.5 OF CIVIL CODE RELATING TO ABANDONED ANIMALS

### SECTION 1834.5 OF THE CIVIL CODE IS AMENDED TO READ:

Notwithstanding any other provision of law. Whenever any animal is delivered to any veterinary, dog kennel, cat kennel, pet grooming parlor, animal hospital, or any other animal care facility, pursuant to any written or oral agreement entered into, after the effective date of this section and the owner of such animal does not pickup the animal within 14 calendar days after the day the animal was due to be picked up, the animal shall be deemed to be abandoned.

The person into whose custody the animal was placed for care, shall first try for a period of not less than 10 days to find a new owner for the animal, and if unable to place the animal with a new owner, shall thereafter humanely destroy the animal so abandoned.

If an animal so abandoned was left with a veterinarian or with a facility such as a veterinarian and a new owner cannot be found pursuant to this section, such veterinarian shall humanely destroy the animal.

There shall be a notice posted in a conspicuous place, or in a conspicuous type in a written receipt given to warn such person depositing an animal at such animal care facilities of the provisions of this section.

Signed by Governor Ronald A. Reagan  
August 5, 1971

# Miscellaneous notes and information 😊

## What makes Urban Dog Special?

**Great staff!!**- Our dog wranglers are well trained and genuinely care about what is best for the dogs. Our core staff has been here over 10 years and we have a very low turnover rate. We have over 18 year of experience caring for and training dogs. We are also still owned and operated by Kimberly Garsed, who has over 20 years of experience working with dogs, and she was one of the founders in the daycare industry. In addition, all Senior Staff are **Pet CPR and First Aid Certified**.

**Unique flooring** -Our 1/3 “ rubber flooring makes running and playing safer for your dog. It also cushions their joints and protects their feet. It’s more work to clean but we think it’s worth it.

**Separation** -We are set up for different playgroups. If a dog isn’t getting along with another dog, we can move them to another playgroup. Most places have only one room and the dogs are stuck together whether they like it or not! We can also introduce dogs slowly so they can meet a few dogs at a time instead of having their butt sniffed by 40 dogs they don’t know. Can you imagine the stress? We are the low stress alternative.

**The Cleanest!**- Dogs are messy by nature but our facility the cleanest one around. Our set up enables us to hose out the entire play area two times a week in addition to our daily mopping.

**Bottom line**- Your dog’s health and happiness are more important to us that making a buck. If your dog is over stressed we will let you know that this situation is just not right for them. We want them to enjoy our company and if they are stressed it affects us all! It affects everyone from the dogs up through the employees, and makes our job tougher. We want what’s best for your dog!

FYI – You must bring your own dog foodor we charge \$4 per feeding. Also, please do not bring personal items for boarding; we can not be responsible for your blankets and toys! All boarding dogs must be checked in by 8pm and dogs must go home by 9pm to avoid additional charges 😊





## AGREEMENT

1. I understand and agree that in admitting my dog(s) to Urban Dog, that Urban Dog has relied on my representation that my dog(s) is/are in good health and have not harmed or shown aggressive or threatening behavior towards any person or any other dog.

2. I further understand that I am solely responsible for and agree to indemnify Urban Dog from all liability incurred as a result of any harm caused by my dog(s) while my dog(s) is/are attending Urban Dog.

3. I further understand and agree that Urban Dog and their staff and volunteers will not be liable for any problems that develop provided reasonable care and precautions are followed, and I hereby agree to release them and hold them harmless from any liability of any kind whatsoever arising from my dog(s) attendance and participation at Urban Dog.

4. I further understand and agree that any problem that develops with my dog(s) will be treated as deemed best by staff and volunteers of Urban Dog and in their sole discretion, and that I assume full financial responsibility for any and all expenses involved.

**I certify that I have read and understand the rules and regulations set forth on the preceding page and that I have read and understand this agreement. I agree to abide by the rules and regulations and accept all the terms, conditions, and statements of this agreement.**

Los Angeles, California

Dated: \_\_\_\_\_

\_\_\_\_\_  
Signature of owner

\_\_\_\_\_  
Name of Owner (Print)

Name(s) of Dog(s): \_\_\_\_\_