



# **Frequently Asked Questions**

**Daycare, Boarding & Grooming**

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## i. New Client FAQs

Encourage all new clients to visit both our website and the client portal.

### Client Portal Login (Gingr):

<https://takefivedogcare.gingrapp.com/customer>

### What can clients do on the portal?

- View and edit their contact info.
- **Upload files such as immunization records.**
- **Sign client agreements**
- **Add or remove credit cards on file**
- Customers cannot remove a card on file if their pet is currently checked in.
- Manage their communication opt-out preferences (email and SMS).
- View and edit their pets' info, as well as add new pets.
- View past and future reservations, as well as cancel reservations, or confirm reservations after you've asked for confirmation.
- Make reservation requests.
- View their receipt by clicking on the "View" button next to any completed reservation, as well as any report card (grooming appointments only).
- Pay outstanding balances or apply prepayments towards estimates on upcoming reservations.
- Purchase packages and view # of days left in the current package.

### What is hidden from the client on the portal?

- Employee Notes from both the Animal and Owner profile.
- Incident reports.
- Custom Icons associated with their pet.
- Their account's transaction log.
- Report Cards that have not yet been sent.

## Take Five Dogcare Website: [www.takefivedogcare.com](http://www.takefivedogcare.com)

- Information on services, hours, and pricing.
- The website gives basic information on each facility (yard size, kennel size, heating/air conditioning, play space, etc.)
- On the iPad used for check out, there is a tab open to our website which you can use to show clients our rates if needed.

## ii. Requirements to Attend Take Five Dogcare

### What vaccines does my dog need?

- Certificate of Vaccination for Rabies and DHPP
- Bordetella (Kennel Cough vaccine) is not a requirement but we highly recommend having the vaccine to help prevent infection (or the spreading of).

### How can i get vaccination records to you?

- Upload the certificate of vaccination through the customer portal.
  - Please Note: clients are notified to allow us 24 hours to manually update the expiration dates when a client uploads the file through the portal.
- Call your vet and have them forward the certificate of vaccination to [takefivedogcare@shots.pet](mailto:takefivedogcare@shots.pet)

### How old does my dog need to be?

- **Daycare:** Must be 14 weeks or older
  - Please Note: All dogs attending daycare must be altered by 6 months old.
- **Boarding & Grooming:** 8 weeks or older

- Please Note: They must have had their first series of vaccinations and let the client know puppies are more susceptible to contracting virus’.

### Do you have breed restrictions?

- No. All breeds are welcome!

### How long until my dog can attend after being treated and cleared from Giardia/Kennel Cough/Ringworm?

- Your dog is welcome back at Take Five 2 weeks after they have been cleared by your vet. Please provide proof of a veterinary clearance & upload it to Client Profile (Gingr) or have your vet forward it to [takefivedogcare@shots.pet](mailto:takefivedogcare@shots.pet)

### Do you train dogs at your facility?

- No. (Refer them to Canine Karma’s website: [www.canine-karma.com](http://www.canine-karma.com) --- Owner [Eden Zook] occasionally holds classes and workshops in our Daycare facility although she is doing most of her training from her home now. Check her website for class schedule and availability.

### Do you take dog aggressive dogs?

- Not at daycare but boarding and grooming accept dogs that are not good with other dogs.
  - Note: we do not accept dogs that are aggressive toward people (for the safety and comfort of the dog and staff)
- Some dogs can be an exception (desensitizing). Please talk to a manager (and direct the customer to talk with a manager)

### Does my dog need to be spayed/neutered?

- **Daycare:** Must be spayed/neutered after 6 months
- **Grooming:** No age requirement for spay/neuter
- **Boarding/Dayboarding:** No age requirement for spay/neuter

Please let them know that:

- We may/may not socialize their intact dog with other dogs depending on their dogs’ behavior/reaction.

- Boarding playgroups are much smaller than daycare playgroups. This allows us to monitor intact dogs closer (so they are able to remain socialized)
- We allow intact females that are in heat
- They won't be socialized with unneutered males and will be closely monitored with all other dogs (may not put with other dogs depending on behavior)

### iii. Boarding ~ Frequently Asked Questions

#### What is the difference between Daycare and Dayboarding?

**Daycare** is held Monday – Friday, 6:30 am until 6:30 pm (of the same day). It is a crate-free day of constant socialization (indoor and outdoor).

**Dayboarding** is available seven days a week during our business hours (not overnight – which is considered *boarding*). It is more for dogs that are not big enough (more susceptible to injury), not socialized (dog aggressive), recovering from an injury, intact (not spayed or neutered—generally over 6 months old), or prefer smaller groups of play (are overwhelmed/overstimulated in bigger groups). Dogs that are Dayboarding go outside for potty breaks every 2-3 hours, as well as get a 15-20 minute walk.

#### Do you have 24-hour staffing?

- Yes. The boarding facility is supervised 24/7 to ensure all dogs are safe, secure, and comfortable.
  - Note: there is a Manager that lives on site and the owners live one mile down the road.

#### Why do you have limited open hours on weekends and holidays?

- Our boarding facility is at capacity during these times. For this reason, we have limited open hours to ensure that we provide the utmost care to the dogs. We need this extra time to make sure all dogs are fed and medicated, have optimal time for potty breaks and exercise, and that the facility is clean and comfortable.

*Major Holidays:*

- New Year's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day

*School Vacations:*



- The two major school vacations are in February and April

### Do you allow early/late drop off and pick up?

- Drop off and pick up outside of our business hours is by employee discretion only. In other words, it is up to the employee that is working that specific shift to “okay” an early/late drop off or pick up. This is considered a special arrangement and may be a one-time agreement.
  - Note: Early/late drop off and pick up reasoning can be explained the same way as our limited hours on weekends and holidays.

### What are your requirements for boarding?

- Proof of updated vaccines (Rabies & Distemper; Bordetella highly recommended)
- Bring food and any medications/supplements we will need to administer
- Reservations that run through a major holiday or school vacation (listed below) require a 50% deposit (due 7 days prior to the reservation start date)
  - *Major Holidays:*
    - New Year’s Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day
  - *School Vacations:*
    - The two major school vacations are in February and April

### Do we need to bring bedding/toys/etc?

- Optional: bedding, toys, treats (we have all these things at the facility if the customer doesn’t want to bring them or forgets to)
- Suggestions on what to bring for dogs that are new to boarding:
  - Dirty t-shirt, socks, towel, old shoe/slipper (something that smells like owner/home)
  - A “busy toy” – marrow bone, Kong, antler, favorite toy, etc.

## Information about our Lodging:

### General info:

- We have 41 kennels; we can lodge between 41 ~ 70 dogs

- The front of each kennel has a temperature regulated floor (heated in the winter, cooled in the summer)
- The back of each kennel has a drain for easy clean up
- Most of our kennels have fenced ceilings
- Each kennel has a front and a back door
- There is a dividing wall with a walk-through in the middle of each kennel. The wall divides the kennel into a sleeping area and a run. The wall also serves as security for dogs that are shy/fearful of new people and other dogs. It creates more of a “den” environment as well as aiding them from not feeling like they are in one big “box”.

### **What is the difference between a Standard Kennel and Oversize Kennel?**

- A standard kennel is 4' wide by 11' long (total) and an oversize kennel is 4' wide by 15' long (total).
- We generally put single-family dogs in the standard kennel and multi-family dogs in an oversize kennel. We will put large/x-large breeds in oversize kennels (Newfy's, Great Danes, Wolfhounds, etc)

### **How often do the dogs go out?**

- We let the dogs out every 2-3 hours into our play yard. If your dog needs to go out more often (puppies/older dogs/medical) that is no problem.

### **What kind of exercise do you provide?**

- Boarding dogs may attend daycare during the week at a discounted rate (half day or full day)
- Dogs that don't attend daycare get a 15-20 minute walk in our 4 acre, fenced in wooded trails once a day (as well as go out every 2-3 hours for potty breaks in out play yard)
  - WEEKENDS & MAJOR HOLIDAYS:
    - Because our daycare is closed on weekends and major holidays, we utilize their large, fenced in yards by bringing small groups of dogs over to socialize and play.
    - Dogs that are older, prefer people over dogs, are less active, or are more encouraged to exercise by walking, will get a 15-20 minute woods walk.

## What is the difference between a half day and a full day of daycare?

- Daycare while boarding (Monday – Friday):
  - Half day is from 8:00 am until about Noon/1:00 pm.
  - Full day is from 8:00 am until about 4:00 pm.

## Is there a maximum amount of days my dog can board?

- No. There is no maximum or minimum amount of days. If there is available space, your dog is welcome to board as long as you need them to.

## Special Needs Dogs

- *Young/old, medical issues, escape artists, behavior issues*
  - Please talk to a manager if a client has further questions or concerns

## My dog is an escape artist. How do you handle dogs like that?

- Our facilities are equipped with double doors. This means that there are multiple doors and/or gates to pass through before entering/exiting.
- Our kennels have ceilings made of fencing and each kennel door is equipped with a latch that can be clipped to prevent opening.
- Our play yard has angled fencing at the top to help prevent “fence climbers” from being able to climb and jump over the fence.
- Our walking path is fully fenced in by 5-foot fencing as added security *if ever* a dog were to slip it's collar/harness
- Dogs are supervised by a boarding employee while they are in the play yard

## My dog is recovering from surgery/illness. How do you care for them while they are there?

- Our staff is trained to administer any medications they may need during their stay. We can closely monitor your dog for discomfort / infection. We can provide short, leashed walks for exercise or only in the play yard. (Please talk to a Manager if they have further questions or concerns).

### My dog is leash reactive. How do you handle that?

- We will try to avoid situations that are stimulating (e.g. passing another dog/person on leash) as well as keep them securely restrained. (Please talk to a Manager if they have further questions or concerns).

## iv. Daycare ~ Frequently Asked Questions

### What is the difference between Daycare and Dayboarding?

- **Daycare** is held Monday – Friday, 6:30 am until 6:30 pm (of the same day). It is a crate-free day of constant socialization (indoor and outdoor).
- **Dayboarding** is available seven days a week during our business hours (not overnight – which is considered *boarding*). It is more for dogs that are not big enough (more susceptible to injury), not socialized (dog aggressive), recovering from an injury, intact (not spayed or neutered—generally over 6 months old), or prefer smaller groups of play (are overwhelmed/overstimulated in bigger groups). Dogs that are Dayboarding go outside for potty breaks every 2-3 hours, as well as get a 15-20 minute walk.

### Information about our Daycare:

- If the dog has never attended our Daycare, they must do a Daycare Trial. Please note that we currently have an extensive waitlist for daycare trials. Email us to be added to the waitlists.
- **Trial Information:**
  - Trials are held Monday – Friday, 10:30 am – 1:00 pm by appointment only. (Usually they do 3 trials a day; one at 10:30, 11:30, and 12:30. Always double check with daycare that there is availability before scheduling a trial).
  - Early drop-off at the boarding facility is available between 7:30 am – 10:30 am.
  - Dogs can do a daycare trial *while* they are boarding (Monday – Friday) if available.
  - Trials are free of charge.

- They can stay at daycare all day if the trial goes well (pick up by 6:30 pm). If the trial does not go well, they will be brought to the boarding facility where they will Dayboard for the rest of the day (pick up by 7:00 pm).

### How does a Trial work?

- Trials are conducted outside (unless inclement weather) in the Trial yard (top left yard behind the Office). The daycare employee brings the dog out into the empty Trial yard and let's them sniff around. They gain an idea of the dog's temperament and energy level by its mannerisms while not in the yard with another dog. Then they slowly introduce one dog at a time (dogs with similar temperaments/energy levels). The daycare employee monitors and assesses how the Trial dog interacts with each dog that is introduced and allows ample time for them to get to know each other and become comfortable. When the employee feels the dog is comfortable / ready to join a group, they move the Trial dog into the appropriate group.
  - Note: Depending on the dog's level of comfortability, confidence, and ability to adjust to new fur friends, a trial can take a little as 15 minutes and up to an hour.

### How are groups split up?

- Groups are mostly split up based on temperament & play style.
  - Puppy/silly/learning play style
  - Intermediate play style
  - Rough & Tumble play style
- Note: Not split up necessarily by age/size/breed (though these can be factors).
  - We understand that each dog has their own personality and play style regardless of age/size/breed. Big dogs can play like small dogs, small like big, old like young, etc.

### Is there heating/air conditioning?

- The daycare is equipped with central heating / air conditioning as well as industrial fans and a pellet stove.

### Do they rotate inside and outside?

- Yes. Weather and temperature permitting, dogs are outside for most of the day. They rotate inside for lunch and naptime mid-day.

- Note: Daycare is weather permitting meaning they will close if there is inclement weather (e.g. A large snowstorm). We will notify clients ahead of time if Daycare will be closed.

### **How big are your yards?**

- 1 acre split into 6 yards.

### **How big is your indoor play space?**

- 3,000 square feet split up into 4 play areas (one play area being the loft).

### **What toys do you allow?**

- Tennis balls (not in all groups). We also set up doggy pools during the summertime.

### **What is the difference between a half day and a full day of daycare?**

- Daycare while boarding:
  - Half day is from 8:00 am until about Noon/1:00 pm.
  - Full day is from 8:00 am until about 4:00 pm.
- Daycare only (no boarding):
  - Half day is 6 hours or less. Full day is 6+ hours

## **V. Grooming ~ Frequently Asked Questions**

### **What is the difference between a Bath & Brush and a Full Groom?**

- Bath & Brush: A good wash and brush out, also includes nail trimming and ear cleaning, NO HAIR TRIMMING (just a paw pad shave is ok).
- Full Groom: Everything included in a bath and brush plus a haircut/ trim.

### **How often should my dog get groomed?**

- Long haired dogs- every 6-8 weeks
- Short haired dogs- every 10-12 weeks.

## What are your policies on grooming puppies?

- Puppies coming in for their first appointment are typically only going to get a bath and brush. Being in the grooming salon is very stressful for a puppy and owners should expect the puppy to have a few baths before it gets a full haircut.
- It is very important for puppies to start having baths at about 12-14 weeks. The younger a puppy starts coming in for grooming the easier it will be on the puppy and the groomer.
- Puppies that start young and are seen on a regular basis view grooming as a part of life and not a stressful event.

## What coat type does my dog have and what type of grooming service should i schedule them for?

- Short/Smooth Coat (Exp: Lab, Chihuahua, ect.)
  - Mostly just Bath and Brush dogs, some may ask to have paw pads shaved. This is okay to book under a Bath and Brush.
- Double Coat (Exp: Golden Retriever, German Shepherd, Corgi, Pug, ect.)
  - Some will book as a Bath and Brush.
  - Most will book as a Full Groom wanting a slight trim. It is not recommended to shave these dogs.
- Curly Coat (Exp: Poodle, Goldendoodle, Bichon Frise, ect.)
  - Almost all will be Full Grooms.
- Silky Coat (Exp: Yorkshire Terrier, Shih Tzu, Lhasa Apso, ect.)
  - Almost all will be Full Grooms.
- Wire Coat (Exp: Fox Terrier, Jack Russell Terrier, Dachshund, ect.)
  - Almost all will be Full Grooms.

## Terms for Ways to Style Your Pup

### Face & Head

- Teddy bear: Typically a round head that is the same length or longer than the body.
- Clean Face: Muzzle is shaved as short as possible
  - Typically a poodle style but can be done on other breeds



- Topknot: Typically done with a clean face, a topknot is leaving the top of the head longer than the rest of the head.
  - Shih Tzus also have topknots when the hair on the top of their head is long enough to be pulled up into a “waterfall” type ponytail.
- Mustache/Beard: When the hair on top of the muzzle is left long enough to fall and create the look of a bigger muzzle
  - Schnauzers are known for having a very distinct beard

## Ears:

- Tipped: The last ¼ inch of the ear is shaved as short as possible to help the ear stand up.
  - Yorkies ears are typically tipped to help shape the ear and help the ear stand up straight
- Shaved: The ear is shaved with the same length as the head
  - This is different when done with a guard comb.
- Layered: When the ear is clipped with a guard comb the same length or longer than the head.
- Trimmed to the Leather: This is when the hair is not clipped (it is left to grow naturally) and instead trimmed short with scissors following the natural shape of the ear.
- Round: Can be long or short but the hair is left to grow naturally and trimmed to a round shape at the desired length.
- Square: Can be long or short but the hair is left to grow naturally and trimmed straight across at the desired length.
- Spaniel Ear: The top part of the ear is shaved short and the rest is left to grow naturally and usually trimmed round.

## Feet:

- Clean: The feet are shaved as short as possible
  - Typically done on poodles but can be done on any breed
- Round: The feet are the same length as the body but trimmed round.
- Natural: The hair between the toes is trimmed to the same length as the natural foot
  - Typically seen with Golden Retriever feet



- Natural (Grinch, Slipper): The hair is left to grow naturally from between the toes.
  - May be trimmed round like on a Cavalier.

## Tail:

- Carrot: Tail is trimmed and shaped like a carrot, thicker at the base and shorter at the tip.
  - Only works on dogs where the hair grows evenly around the tail (Exp: Westie).
- Flag: Tail is trimmed longer at the base and shorter towards the tip.
  - Only works on dogs where the tail grows downward (Exp: Golden).
- Pom Pom: The end of the tail is scissored round to form the shape of a pom pom.

## Breed Standard Haircuts

Every AKC registered breed has a breed standard haircut. Many people choose to have their dog styled in a way that is far from the breed standard but there are a few who like the standard and want their dog to represent the breed through their haircut. The breed standard is very specific and some people like the look of a breed standard but want lengths that vary from the standard.

- Some popular breed standard haircuts include: Cocker Spaniel, Springer Spaniel, West Highland White Terrier (Westie), Schnauzer, and Golden Retriever.
- Mixed breeds do not have a breed standard and the style is all owner preference. This includes but is not limited to Goldendoodle, Maltipoo, Schnoodle, and all poodle mix breeds.

## Styling Terms Owners or Groomers may use

- Puppy Cut: This is not actually a standard cut unless they are referring to a poodle. When most people ask for a puppy cut they are asking for one length all over with a teddy bear head.
- Shaved: When a clipper blade is used without a guard comb there are 4 lengths when talking about a shave. The longest is just about  $\frac{3}{8}$  of an inch.

- Guard Comb: This is when an attachment comb is put over a blade to create longer lengths. The longest is an inch and the shortest is about  $\frac{3}{8}$  of an inch, the lengths in between are every  $\frac{1}{8}$  of an inch.
- Sanitary Clip: Shaving the potty areas.
- Force Dry/Velocity Dry: Drying the dog with a very high powered, non-heated, dryer.
- Kennel/Crate Dry: Drying the dog in the kennel using a big fan dryer, also not heated.
- Feathers: This is a term used for the hair that grows out of the back of the legs. (Exp: Golden legs)
- Skirt: This is a term for the hair that grows or is left longer on the sides and belly. (Exp: Schnauzer)

## Skin & Coat Conditions and Maladies

- Impacted Coat: When the dog's undercoat becomes trapped in their top coat causing matting. Most common in double coated dogs and sometimes can be brushed or blown out.
- Matting: When the hair has knotted past the point of being brushed out. Matted dogs will need to be shaved short most of the time. Matting is the result of owners not brushing their dog on a regular basis. Matting can hide other skin conditions and irritation.
- Hot Spots: These are red irritated spots on the dogs skin, usually caused by excessive licking or chewing on dry itchy skin.
- Clipper Burn: When the clippers irritate the skin causing redness.
- Brush Burn: When brushing irritates the skin causing redness. Usually occurs when trying to brush out mats.