

# DOG DAY PLAY INFORMATION BOOKLET



THE GOLDEN PAW  
*An Exclusive Resort for the Perfect Pet*

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## **THE GOLDEN PAW DOG DAY PLAY RULES AND REGULATIONS**

Dog Day Play is an excellent opportunity for your dog to socialize and exercise with other dogs in a fully supervised environment. Our clients love knowing that their dog is having fun and learning to interact with other dogs while they are at work or away on vacation. To ensure the safety and well being of our Day Play dogs and staff, we require all of our guests to comply with the following Rules and Regulations.

**AGE:** All dogs must be four months of age or older.

**SEX:** All dogs must be spayed or neutered.

**VACCINATIONS:** All dogs must have up to date vaccinations. We require Rabies, Bordatella and DHLPP. The frequency of vaccination is up to your veterinarian. We accept written proof or verbal confirmation from your veterinarian's office over the phone.

**HEALTH:** All dogs must be in good physical health. Owners need to certify that their dog(s) have not been ill in the last thirty days. Owners of dogs who have been ill with a communicable condition in the last 30 days must provide a certification of health from their veterinarian in order for their dog to be admitted or readmitted into the program.

**BEHAVIOR:** All dogs must be non-aggressive and cannot be toy protective. Owners need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s).

**EVALUATION:** All dogs must pass a Day Play Evaluation prior to being admitted into the program. There is a non-refundable \$9 fee that must be paid prior to the Evaluation. Evaluations must be scheduled in advance. Boarding dogs must pass their Evaluation prior to their boarding arrival date. Evaluations for boarding dogs will not be permitted on the arrival date or the departure date. Also, dogs are not permitted to stay and play on the date of their Evaluation. It is often too stimulating and overwhelming for a dog to do both an Evaluation and a day of Day Play on the same day.

**DAYS AND HOURS:** Big Dog Day Play hours are 7am to 7pm, Monday through Friday. Little Dog Day Play hours are 9am to 5pm, Monday through Friday. Dogs dropped off for Little Dog Day Play before 9am will be placed in Big Dog Day Play and transferred to Little Dog Day Play at 9am. Little Dog Day Play dogs that are not picked up by 5pm will be transferred into Big Dog Day Play after 5pm. In these situations, the Owner will be charged the Big Dog Day Play rate. Dogs cannot be picked up after 7pm. If you do not pick your pet up by closing time, we will board your dog and you will have to pay for a night of boarding in whatever type of Suite, Room or Den is available that night.

**RESERVATIONS:** Space is limited on a daily basis. Please call in advance to book a reservation. If you do not have a reservation, please call prior to coming in to make sure we can accommodate your pet. Preference will be given to pets attending two or more days per week on a regular basis.

## DOG DAY PLAY AT THE GOLDEN PAW

### F.A.Q. (Frequently Asked Questions)

Q: What is the purpose of the Evaluation?

A: Every dog accepted into our program must undergo a Day Play Evaluation and pay a \$9 non-refundable fee. The Evaluation process involves a personal interview (for the owner) and an introduction to the current pack (for the dog). All Evaluations must be scheduled in advance and require approximately 30 minutes of your time. When you come in for the Evaluation, you will be asked to fill out a brief questionnaire (attached) about your dog and his or her behavior. To save time, you may pick up and complete a questionnaire in advance or call us and we will send one to you. A Pet Care Manager will review the questionnaire and talk to you about your pet.

If the Pet Care Manager feels that your dog is a good candidate for Day Play, your dog will be taken into the Day Play room on-leash. Your dog's on-leash behavior is observed as other dogs approach off-leash and introduce themselves for several minutes. Pet Care personnel are on guard and prepared to intervene at all times during these initial introductions. For the safety of our staff and the Day Play pack, if your dog exhibits any aggressive behavior, they will not be allowed to participate in the Day Play program. This includes toy aggression as we provide rope toys, tennis balls and Kong's for the dog's to play with during the day.

Assuming all goes well, the client and dog are reunited and arrangements are made for the dog's first visit. Dogs are not permitted to stay and play on the date of their Evaluation. Also, Evaluations for boarding dogs will not be permitted on the arrival date or the departure date. It is often too stimulating and overwhelming for a dog to do both an Evaluation and a day of Day Play on the same day. Remember, if your dog does not pass the Day Play Evaluation, that does not mean they are a "bad dog." It simply means that Day Play is not a good environment for them.

Q: What happens if my dog is injured while they are in Day Play?

A: Unfortunately, there is an inherent risk in allowing groups of dogs to interact with each other. While we do everything in our power to supervise the dogs and make sure all interactions are friendly and dogs do not injure themselves or their playmates, injuries are inevitable. Dogs play with their teeth and paws. They grab each other by the neck, paw each other in the face and nibble on each other's tails, among other things. Cuts, scrapes, muscle strains and the occasional puncture are going to happen regardless of how well supervised the dogs are. We have discovered wounds on dogs even when our staff observed no fighting or rough play. On occasion, fights will break out between dogs. Our staff is trained to intervene with air horns, if necessary, and most fights are broken up quickly and easily. Fortunately, this type of situation occurs only on very rare occasions. **If your dog is injured while they are in Day Play, regardless of the cause of the injury, you are financially responsible for that injury. It is a risk that you must accept if you decide to enroll your dog in Day Play.**

Q: If another dog injures my dog in Day Play will that dog's owner be financially responsible for my dog's injuries?

A: Ideally, the owner of the dog who caused the injury will offer to pay for any veterinary care for the injured dog. However, we cannot make any guarantees that this will happen. When you bring your dog to the Golden Paw for Day Play, you must accept the fact that your dog could become injured and be prepared to take financial responsibility. We cannot force the owner of the other dog to compensate you. For the privacy of our clients, we cannot give one pet owner the name, address or telephone number of another pet owner. However, if you would like another pet owner to contact you, you are welcome to give us a note or business card to pass along.

Q: Why are there dogs in the Big Dog Day Play room on the weekends? I thought Day Play was only available Monday through Friday.

A: If a dog is staying overnight at the Golden Paw on a weekend, they have the option of playing in the Big Dog Day Play room during the day. **Day Play on Saturday and Sunday is only available to boarding dogs.** On weekends, Little Dog Day Play is not open, so all sizes of Day Play dogs will be interacting in one room. If you do not want your small dog interacting with a group of large dogs, you must let a Customer Service Representative know that you do not want your dog in Day Play on Saturday or Sunday. They will still receive their one-on-one playtime(s) and potty breaks.

Q: Why are some dogs placed in time-outs or runs during the day? Aren't they supposed to be socializing the entire time they are in Day Play?

A: The atmosphere in Day Play can change dramatically depending upon which dogs are in Day Play on any given day. On some days things are very calm with 20 dogs, while on other days the energy level is very high with only 10 dogs. Just one or two dogs are capable of changing the energy or the decibel level in the room, either positively or negatively.

Some dogs are borderline when it comes to Day Play. They may enter the room and start racing around or barking excessively, causing the other dogs to become excited or agitated. If your dog is very excitable, they may be placed in a time-out for a few minutes when the action in the room needs to be toned down. This is for the safety of our staff and the other dogs. Time-outs occur in a cage inside the Day Play room and last for a maximum of 15 minutes. If a dog continues to cause problems after being given one or more time-outs, they may be removed from the Day Play room and placed in a run for a time to be determined by a Manager.

Also, other dogs can only take a few hours of Day Play and can become tired and grumpy by the end of the day. A cranky dog could lash out at another dog, not because they are aggressive, but simply because they want to be left alone to rest. These dogs may be put in a run during the day so they can take a nap and have a break from the stimulation. This is one method we use to try to keep the Day Play environment positive and safe.

Q: What happens when a dog misbehaves? Are they punished?

A: Our reaction to misbehavior depends upon the individual situation. Some Day Players come to the Paw five days a week and they can begin to feel that Day Play is their own territory. "Good" dogs can exhibit "bad" behavior when a new dog comes in and tries to establish their place in the pack. When dogs act out, we use the verbal command "NO" preceded by the dog's name. We may also squirt them with spray bottles filled with water on occasion. If they continue to act out, they may be placed in a run to give them a chance to calm down. If they become aggressive, we will put them in a run and a Pet Care Manager will assess the situation and take the appropriate action. Some dogs may be asked to take a break from Day Play for a week or two, others may be asked not to return. If this happens to your dog, it does not mean they are "bad." It just means that Day Play is probably not an ideal environment for them.

Q: Can I bring my dog's favorite toy with them to Day Play?

A: Unfortunately, we cannot allow your dog to bring their own toys to Day Play. Your dog's toys are their own and other dogs may be compelled to try to steal them away. This encourages competition between the dogs, which is

something we want to avoid. Rest assured, we bring toys into Day Play during the day to entertain the dogs. We use rope toys, Kong's and tennis balls.

Q: Should I bring my dog in for Day Play wearing their own collar and leash, or should I leave those at home?

A: Please bring your dog into the facility wearing a collar and leash. When you enter the lobby, other dogs may be present. Dogs may be checking in for boarding or grooming and they may not always be friendly with other dogs. For the safety of all of our guests, you must have your dog under control and on-leash when you enter the facility. If you have a small dog, you are welcome to carry them. Once the dogs enter the Day Play room, their own collar and leash are removed, labeled and stored to prevent other dogs from grabbing on to them and possibly causing injuries. The Golden Paw stores all collars and leashes during the day and puts them back on your dog when you arrive for pick up.

Q: I would like my dog to be fed during the day. Can my dog be given lunch and/or treats while they are attending Day Play?

A: We discourage clients from bringing food or treats for their dog when they are going to be playing in Day Play. A dog that requires a meal must be taken out of the Day Play room for a substantial amount of time. They need at least 30 minutes prior to the meal for their stomach to settle, 5-20 minutes to eat their food and another 30 minutes to digest before re-entering Day Play. Also, as a boarding facility, we do not always have enough runs available to accommodate this type of request. Regarding treats, we do not allow any food in the Day Play rooms because it can start fights between the dogs. The bottom line is that it is better to feed your dog before you come to the Golden Paw and after you take them home.

Q: Where do the dogs go potty in Day Play?

A: We strongly encourage our clients to potty their dogs before arriving at The Golden Paw. However, dogs do potty in the Day Play room throughout the day, especially after playing hard and drinking lots of water. They are free to potty wherever they like in the room and we move as quickly as possible to clean up their messes and keep the room clean and sanitary. Some owners worry that their dog will not go in the Day Play room or that pottying in the Day Play room will ruin their dogs' housebreaking. In all the time we have run our Day Play program, this has never been a problem. Dogs seem to know that the Day Play room is an acceptable place to potty and that it is not the same as being in another indoor situation, such as your living room!

Q: Why are there sometimes little dogs in Big Dog Day Play and big dogs in Little Dog Day Play?

A: Your dog will be placed in a Playroom based upon their size, personality and owner preference. Bigger dogs tend to prefer the Big Dog Playroom while Little Dogs tend to prefer the Little Dog Playroom...that's where we got the bright idea for the names of our Playrooms! However, we do have Shih-Tzu's that think they are the size of Great Danes and prefer to interact with the big boys. Similarly, we have elderly labs and Dalmatians who are more at ease with the little guys.

Little Dog Day Play is open Monday through Friday, 9am to 5pm. Big Dog Day Play is open Monday through Friday, 7am to 7pm. You may request that your dog be placed in one room or the other. However, if you bring your dog in for Little Dog Day Play before 9am or leave them at the Golden Paw past 5pm, they will go into the Big Dog Day Play room during these times and you will be charged the Big Dog Day Play rate. For those Day Play dogs that are boarding with us on the weekend, only Big Dog Day Play is available. Little dogs and big dogs will be mixing during

these times. **There are no guarantees that your dog will be interacting only with other dogs of approximately the same size.** Our Staff does everything possible to maintain safe interactions between the dogs.

# PET PERSONALITY PROFILE QUESTIONNAIRE

PLEASE COMPLETE THIS QUESTIONNAIRE AND BRING IT TO YOUR EVALUATION

Owner's Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City Zip

Emergency Contact Number: \_\_\_\_\_ Contact Name: \_\_\_\_\_

How did you hear about The Golden Paw? \_\_\_\_\_  
\_\_\_\_\_

Dog's Name: \_\_\_\_\_ Dog's Breed: \_\_\_\_\_

Dog's Birth Date: \_\_\_\_\_ How old was your pet when he/she was spayed/neutered?: \_\_\_\_\_

Sex: \_\_\_\_\_ Age: \_\_\_\_\_ Room Preference:  Big Dog  Little Dog  Either

Under what circumstances has your dog interacted with other dogs? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Has your dog ever displayed any aggression towards a person or another dog?  yes  no

If yes, what were the circumstances: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are there any kinds of people or dogs your dog automatically fears or dislikes?  yes  no

If yes, please describe: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Does your dog fear dogs of a larger or smaller size?  yes  no

If yes, please describe: \_\_\_\_\_

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Are you aware of any health problems or any physical pain that your dog is experiencing?

yes  no If yes, please describe: \_\_\_\_\_

Does your dog like to be brushed?  yes  no

Does your dog have any sensitive areas on his/her body? \_\_\_\_\_

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**FOR OFFICE USE ONLY**

Notes on Dog's physical evaluation: \_\_\_\_\_

Notes on behavior in Day Play Room: \_\_\_\_\_

**PASS**

**FAIL**

If FAIL, please explain: \_\_\_\_\_

EVALUATOR NAME: \_\_\_\_\_

**THE GOLDEN PAW  
DOG DAY PLAY PROGRAM  
HEALTH AND TEMPERAMENT AGREEMENT**

1. I understand that I am financially responsible for any injury sustained by my dog(s) while my dog(s) is/are attending The Golden Paw Dog Day Play program.
2. I further understand and agree that in admitting my dog(s), The Golden Paw has relied on my representation that my dog(s) is/are in good health and have not harmed or shown aggression or threatening behavior towards any person or any other dog.
3. I further understand and agree that The Golden Paw and their staff will not be liable for any problems that develop provided reasonable care and precautions are followed, and I hereby release them of any liability of any kind whatsoever arising from my dog(s) attendance and participation at The Golden Paw Dog Day Play program.
4. I further understand and agree that any problem that develops with my dog(s) will be treated as deemed best by staff of The Golden Paw, 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 in this Information Booklet 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.

\_\_\_\_\_  
Signature of Owner

\_\_\_\_\_  
Date

Name(s) of dog(s)  
\_\_\_\_\_  
\_\_\_\_\_

The Golden Paw  
San Diego, California

## BIG DOG DAY PLAY - DAILY SCHEDULE

6:45 am	Morning staff prepares room for the day.
7:00 - 9:00 am	Front desk staff greets dogs, removes and stores collars and leads and places dogs in greeting area. Pet Care staff welcomes dogs from the greeting area into the Day Play room. Dogs' names and breeds are written on a white board so that elimination can be recorded during the day. Dogs greet each other and play actively.
9:00 - 11:00 am	Rope toys, Kong's and tennis balls are brought into the room. Dogs are encouraged to play, run, fetch and interact.
11-12:30 pm	Toys are put away and nap time begins. Some dogs are taken out of the room and placed into runs to relax away from the other dogs.
12:30-2:00 pm	Half Day dogs arrive. Personal attention from staff continues. Light play is encouraged.
2:00-3:30 pm	Rope toys, Kong's and tennis balls are brought back out. Dogs are encouraged to play, run, fetch and interact. Toys stay in the room until the end of the day.
3:30 - 4:00 pm	"Bubble Time". Staff blow bubbles and encourage dogs to "fetch" them.
4:00-5:00 pm	Brushing and naptime. Staff brushes dogs and encourages dogs to relax.
5:00-7:00 pm	Little dogs are transferred over from the Little Dog Day Playroom. Big and little dogs start to go home. Owners arrive to pick up their dogs and pick up their Doggie Grams.
7:00 pm	Big Dog Day Play closes for the day.

## LITTLE DOG DAY PLAY - DAILY SCHEDULE

8:45 am	Morning staff prepares room for the day.
9:00-10:00 am	Front desk staff greets dogs, removes and stores collars and leads and take dogs into the playroom. Dogs' names and breeds are written on a white board so that elimination can be recorded during the day. Dogs greet each other and play actively.
10:00 - 11:30 pm	Rope toys and balls are brought into the room. Dogs are encouraged to play, run, fetch and interact.
11:30- 12:30 pm	Toys are put away and nap time begins.
12:30 - 1:00 pm	Light play resumes and "Bubble Time" starts. Staff blow bubbles and encourage dogs to "fetch" them.
1:00 - 3:00 pm	Rope toys, Kong's and tennis balls are brought back into the room. Dogs are encouraged to run, fetch and interact. Toys stay in the room until the end of the day.
3:00 - 4:00 pm	Brushing and nap time. Staff brushes dogs and encourages dogs to relax.
4:00-5:00 pm	Dogs start to go home. Owners arrive to pick up their dogs and pick up their Doggie Grams.
5:00 pm	Little Dog Day Play closes for the day.
5:00-7:00 pm	Any little dogs whose owners have not yet arrived are transferred over to the Big Dog Day Playroom. Owners continue to arrive and pick up their dogs.
7:00 pm	Big Dog Day Play closes for the day.

## WEEKEND DAY PLAY - DAILY SCHEDULE

7:45 am	Morning staff prepares room for the day.
8:00-9:00 am	After eating breakfast and having time for their tummies to settle, boarding dogs are taken into the Big Dog Day Play room. Their names and breeds are written on a white board so that elimination can be recorded during the day. Dogs greet each other and play actively.
9:00 - 11:00 pm	Rope toys and balls are brought into the room. Dogs are encouraged to play, run, fetch and interact. Any dogs that seem cranky or tired are taken back to their enclosures to rest. A Manager will decide if they should return to Day Play for more play.
11:00 - 12:00 pm	Toys are put away and naptime begins.
12:00 - 12:30 pm	Light play resumes and "Bubble Time" starts. Staff blow bubbles and encourage dogs to "fetch" them.
12:30 - 1:30 pm	Rope toys, Kong's and tennis balls are brought back into the room. Dogs are encouraged to run, fetch and interact. Toys stay in the room until the end of the day.
1:30 - 2:00 pm	Play begins to wind down. Dogs are taken back to their Suites, Dens and Rooms to relax. Day Play closes for the day.