



Health and Wellness Policies

Updated August 2017

Vaccines & Fecal Exams

We require that all our pups stay up to date with the Rabies, Distemper, and Bordetella vaccines. Additionally, each pup must complete a fecal exam each year, which must be done by your local vet. The results of your dog's fecal exam must be negative for all ova and parasites. **If your dog does not stay current with all vaccines and fecal exam requirements, he or she will not be permitted to participate in daycare or sleepovers until the records are brought up to date.**

Occasionally, if we find that your dog's fecal matter or bowel movements seem abnormal or concerning, we may require that it be tested outside of the yearly protocol. This is to ensure your dog's continued health and wellbeing, and that he or she hasn't been exposed to anything that may cause illness. If, at any time, you find that your dog's fecal exam does not come back clean, it is our policy that you inform us, even if we have not requested that you have the exam done. This requirement helps us maintain the safety and well-being of all the dogs in our care.

When we can, we're happy to provide email and in-person reminders when your dog's vaccines or fecal exam are about to expire. However, we ultimately rely on you to both keep your dog up to date with our requirements, and provide us with updated documentation once you've seen your vet. Most vets are happy to send your dog's updated records directly to us – just ask them at the end of your visit! If you have switched vets since your dog's initial enrollment with Roscoe's, please keep us up to date with that information, as well.

If you have questions about what may be due for an update, please give us a call. Alternatively, you may access your dog's information any time via the "Client Login" button on our website.

Medication

We are happy to administer most common medications to your pets when they're in our care. We follow a protocol each time you visit with your dog and he or she has medication to ensure we're administering medication correctly and replicating your dog's at-home routine as closely as possible. It is important for you to provide us with:

- The name and dosage of the medication
- The reason it's being administered
- How often it's administered
- How your dog prefers to take the medication

We appreciate you providing us with this information each time you visit. It helps us ensure we're providing the best care for your dog!

Illness

We do our best to keep your dogs healthy while they're in our care. Unfortunately, much like children in a school environment, any time dogs are around other dogs, there's always a risk of exposure to



illness. We rely on your partnership to minimize this exposure at Roscoe's. If you see signs of any of the following symptoms, please keep your pup isolated from other dogs, and give us a call.

- Coughing
- Sneezing
- Discharge from eyes or nose
- Red eyes
- Rash
- Vomiting
- Diarrhea
- Elevated temperature
- New or unusual growths anywhere, but especially in or around the mouth
- Any other symptoms that are abnormal for your dog

While many of these things could be the result of something completely innocuous, they could also be symptoms of a contagious illness. **If you observe any of these symptoms in your pup, please do not bring him or her to daycare without first calling to consult us.** We'll be happy to talk through what you're seeing and determine whether we will be able to have your dog join us in daycare.

If we observe any of these symptoms while your pet is in our care, our first step will be to isolate your dog from group. We will then call you and, depending on the situation, ask you to pick your dog up, contact your emergency contact to do so on your behalf, or seek the advice of your veterinarian. If we observe any of these symptoms in our lobby at drop off, we will send your pup home with you.

In addition to our stringent cleaning protocols and vaccination policies, we rely on strong and communicative partnerships with our pet parents to keep all the pets in our care healthy and safe. If you're in doubt about whether your dog should join us in group, call us and we'll be happy to help!

Injury

Our pups are both adventurous and autonomous, which sometimes leads to them injuring themselves. If your dog has an injury or has had a recent medical procedure and you're unsure if they should be in playgroup, please first consult your veterinarian. They should be able to provide guidance about whether your dog's activity should be restricted, and if the group environment is appropriate. If, after speaking to your vet, you're still unsure, give us a call. Depending on the severity of the injury and the amount of restrictions your vet has put in place, we may be able to accommodate your pup so they're still well cared for when you can't be with them.

If your dog is injured while in playgroup, our first step will be to isolate your dog from group and evaluate the nature of the injury. From there, we will try to contact you to discuss next steps. If we determine that the injury is an emergency, we will seek immediate care from either your local vet or an emergency vet, depending on the situation, and get in touch with you as soon as we can.

We know your dogs are your family, and our goal is to provide them with care that is second best only to the care they receive when they're with you! We appreciate your cooperation and partnership in helping us achieve this goal.