



Roanoke Animal Hospital

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Boarding FAQ

Thank you for your interest in boarding at Roanoke Animal Hospital. Our goal is to make your pets boarding stay as comfortable as possible. If you have any concerns, please ask to tour our facility. This may help you understand our policies and procedures, answer your questions and decide if this is the best option for your loved one.

With so many new sights, sounds and smells, boarding can be a physiologically stressful event. For this reason, we feel that it is most suitable for young, healthy animals. For geriatric, sick or debilitated animals, boarding may be too stressful.

Patients that do particularly poorly in boarding include those with arthritis, cognitive dysfunction, sensory loss and/or heart disease. Patients with aggression are also difficult to care for properly. We strongly believe these types of patients would do better at home with a pet-sitter or a house-sitter.

We understand, however, that this is not always possible. In the event that kennel boarding is the only option, we want to help everyone understand how we care for your pets and what happens should your pet become sick in our care.

Animals in boarding must be current on vaccines (Rabies and DHPP within the last 3 years and Bordetella within the last 6 months) and free from external and internal parasites. Current vaccine records must be on file along with a current fecal exam to document your pet's "parasite-free" status. If preventative health items are overdue, records are unavailable or parasites are detected, these items will be updated / treated at your expense.

In any high density setting, respiratory and gastrointestinal viruses spread easily, even among otherwise healthy animals. We follow the highest levels of standard of care to isolate sick animals and clean and disinfect the premises, but airborne viruses can spread before infected animals are symptomatic. Should your pet become ill with an infectious disease, we will make every attempt to reach you at your preferred contact number but, in your pet's best interest, **they will be treated at your expense.**

On rare occasions, just like at home, pets can become seriously ill while in boarding. This is a particular risk for the aforementioned groups of older and debilitated animals but can happen to any animal, creating an urgent or even emergent situation.

We feel that it is important that you know that boarding patients have extended periods without supervision. On weekdays, they are unsupervised between 7pm and 7am. On weekends, we are here from 8am to 12 pm on Saturday, after which our animal-care technicians will be in twice daily to feed, walk, clean and medicate. Clearly, this is not appropriate care for a seriously ill animal.

In the rare event that your pet becomes seriously ill, our doctors will assess the best appropriate treatment setting for them. In some cases, this may even include an emergency clinic with 24-hour care. In other cases, they can be best managed in our hospital. In all cases, the boarding kennel is no longer an appropriate setting. Again, we will make every effort to reach you, but this is a possibility that you should consider when making the decision to board.

Communication is key. If you have questions or concerns, or if your pet belongs to one of the “high risk” groups, please schedule an appointment to talk with us so we can formulate a patient-specific plan.

Some owners will elect to sign a “Do Not Resuscitate” order if their pets are chronically ill. Other owners will provide payment information and direct us to “do anything necessary.” Some owners prefer to give other advanced directives about what to do in event of emergency, especially if we are unable to reach you in an appropriate period of time. In very rare cases, Roanoke Animal Hospital reserves the right to decline to board your patient if their health concerns are too extensive.

Please sign below indicating your knowledge and acceptance of these boarding policies. We look forward to communicating with you about specifics pertinent to your pet. We want you to feel your pet has received excellent care while entrusted to us.

Signature: _____ Date: _____

I grant Roanoke Animal Hospital permission to treat my pet should he/she become ill while boarding. **I authorize Roanoke Animal Hospital to spend up to \$_____ in treatment of my pet without my prior consent.** (We will make every effort to contact you at the phone numbers we have on file or that you have provided regarding your pet’s illness and the expense of treatment.) If we should reach the above given amount, and treatment is still necessary for the health and wellbeing of your pet, we will continue to try to reach you but will continue treatment, at your expense, unless you have provided us with a signed DNR form.

Signature: _____ Date: _____