



**Camp May Policy book
2023**

Welcome to Camp May! At our daycare and boarding facility, there are multiple amenities and services provided and this handbook is to help layout the guidelines of what we offer. We pride ourselves for the care that we provide to your pets and ensure that staff is knowledgeable in animal husbandry and have adequate training for unpredictable situations.

Our goal is to provide extraordinary care in a safe and fun environment! We welcome everyone who has an interest in their dog attending Camp May to read over the policy book to have a better understanding of the inner workings of a doggy daycare facility. There are policy's that are in place to protect EVERYONE while at Camp to ensure the safety of the dogs and Camp counselors.

While we would love to have every dog join us for Camp, it's not always the best fit. We encourage everyone to schedule a tour of the facility with one of our counselors so you have an opportunity to see where your dog will be staying and a face-to-face to ask any questions you may have. There are live stream cameras in the indoor and outdoor play areas at

<https://www.mayvetnorthridge.com/webcams> which is a great resource to see what groups of multiple dog play can look like!

To close, we are thrilled for the opportunity to work with you and your dog! We will need all documents listed below completed for attendance:

New client form:

<https://www.mayvetnorthridge.com/new-client-camp>

Waiver and release:

<https://www.mayvetnorthridge.com/waiver-camp>

Temperament testing:

<https://www.mayvetnorthridge.com/questionnaire>

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This is doggy daycare!

Camp May is a wonderful resource for your dog to participate in safe, monitored play while you are at work. Not every facility operates the same so we feel it's best to be transparent about the inner workings of Camp May. While Camp is a great way for dogs to burn some extra energy, we want to remind clients to not be completely dependent on Camp as your dog's only source of social interactions. Spending 10-15 minutes a day practicing training or mental stimulation are crucial to ensure your dog is not only physically, but mentally tired as well! We always encourage clients to work with a reputable trainer when disruptive behavior is identified. Camp day play can be scheduled up to **1 MONTH** in advanced. There is a **\$25.00** no show fee if reservations are not cancelled with a **24 hour notice**.

Reservations are on a first come, first served basis by appointment and will only be made at the owners request regardless of how long your dog has attended. We highly recommend making reservations at least two weeks in advance as Camp May is regularly booked up.

- **Groups start at 9 am**

Once Campers arrive they will be placed in their dedicated run until groups are started at 9 am. Groups last 45 minutes- 1 hour at a time which is optimal physical stimulation for a dog. After your dog's group has completed their play time, they will return to their kennel for rest while the other groups are rotated out. Camp May has 1 outside play yard and 1 indoor play area which allows only 1 group to be out playing at a time. This ensures that staff can adequately monitor group play and keep a neutral yard at all times. Dog's will stay in their assigned groups and will not go out in multiple groups to avoid the risk of heat sickness or physical injury. We try to avoid over-exercising dogs as it can lead to overstimulation and could cause a negative reaction that would result in a dismissal.

- **Weather conditions.**

We always hope for sunny and 75 degree weather, but this is Alabama and the weather can be unpredictable. Our priority will always be to ensure dogs are playing in a safe environment and weather plays a big role in that. If the air temperature is 85 degrees Fahrenheit or above, dogs will be let outside for a 10 minute potty break and then will complete their play time in the indoor play area. If there is rain, your dog will play outside in the rain. We avoid using the indoor area unless thunder and lightning are detected due to

the floors becoming slick with excess water creating the potential for a physical injury. If there are storms in the area with thunder and lightning, play groups will be conducted inside. If there is a potential for severe weather and May Veterinary decides to close early, you will be notified of any early closures and given a time to have your dog picked-up by the updated closing time. For cold weather, if the air temperature is below freezing (32 degrees Fahrenheit) then groups will be conducted the same as heat protocol.

- **Camp May cameras and blind spots**

We love our Camp May cameras! We know our clients love being able to watch their dog's play with friends and this is a free service we will continue to offer on our website. That being said, it is not possible for the entire play areas to be in full view of the cameras, so there are blind spots that tend to also be a hot spot for dogs to hang out! You may not get to see your dog playing on camera if they like to hang out under the pavilion outside or by the water bowls inside. Just because you did not see your dog on camera does not mean they missed their group! If you would like to know which group your dog is in and what time frame to check the cameras for their play time, please **TEXT** (205)754-8951 and a staff member will get back to you as soon as they are available.

- **Group descriptions: 15 dogs in each group**

Groups are established once all Campers have arrived. Groups are formed depending on the dogs that are attending for the day. Each group is dependent on the play style and temperament to ensure your dog has a friend to play with. Hard, active players will be paired with similar dogs so they are able to participate in monitored rough play. While dogs that would rather sniff around the yard and take a dip in the pool may not care to be bumped by rambunctious puppies. You may see some of our large Campers out with the small dog group and that is because they identify as a small dog. Dogs in the small group tend to be more respectful of others personal space and would rather cuddle with a counselor. Groups will have no more than 20 dogs per group, but not every group will be at that capacity. Each group goes out twice a day.

- **Where do they stay while not playing?**

During down time, dogs are kept in their own private 5ft x 5ft run. We do not board dogs in cages unless medically necessary for hospitalization. Water bowls are kept in each run a refilled throughout the day.

- **Groups end at 4:**

This allows counselors time to feed and medicate all dogs staying overnight. The Camp May play areas are cleared of excrement throughout the day, but after groups are completed for the day the facility is cleaned with ProVet Logic Enzymatic cleaner. We prefer to have all day Campers picked-up by 5:15pm to allow any day players staying overnight to be tucked in and fed before staff leaves at 5:30pm. When picking your dog up from Camp, please notify the front desk that you have arrived and who you are picking up. PLEASE DO NOT ATTEMPT TO WALK UP TO THE CAMP MAY FACILITY WITHOUT BEING ACCOMPANIED BY A STAFF MEMBER. You are free to wait in the lobby or in the main parking area for a counselor to bring your dog down “the hill” and they will give you a brief review about your dog’s day!

- **Holidays:**

Camp May is closed to day play on all major holidays. If boarding reservations over the holidays take up to 50% of reservations at Camp May, day play will be suspended until after the holiday to ensure space is available to dogs needing to board. This is to help take the strain off counselors when they are having to care for a large number of boarders as well as promote a healthy work-life balance. Notifications of holiday closures will be put on all of our social media platforms and signs will be posted in the front lobby.

- **Sickness and injuries:**

Being in a communal setting poses the risk of catching a contagious illness even for dogs. If you notice your dog is coughing, vomiting, having diarrhea or just not acting themselves then please refrain from sending them to Camp. If counselors notice your dog showing symptoms while attending Camp, we will contact you to come pick up your dog. If you notice your dog is limping or painful in anyway, it would be best to have an exam done before attending Camp to avoid further injuring your dog. We offer same day drop-off appointments depending on availability with the exception of coughing animals in which you will need to make an appointment to see a veterinarian.

Trial day at Camp May!

Now that you understand what doggy daycare is about, let's dive into your dog's first day at Camp May. If you are not an established client with May Veterinary Northridge already, we will need completed New client paperwork and the waiver to setup an account. Please remember that a temperament form must be completed and approved before a trial day can be scheduled. We understand your dog's first day can be pretty nerve wracking so let us give you a brief timeline of drop-off, temperament testing, consult and pick-up. **PLEASE DO NOT ATTEMPT TO WALK YOU'RE DOG UP TO CAMP WITHOUT AN EMPLOYEE ACCOMPANYING YOU!!**

This is strictly for your safety as there is a very steep hill to the Camp May facility. If you would like a tour of the facility, please contact the front office staff.

- ❖ **Drop-off:** The front lobby opens at 7am and group play starts at 9am. To optimize your dog's play time, dropping-off before 9am is ideal. Come into the lobby and let the receptionist know the name of your pet that you are dropping-off. A Camp counselor will come down the hill and briefly meet with you before taking your dog to get settled in a run.
- ❖ **Temperament testing:** When starting the temperament test, your dog will be let out into the play yard alone. They are evaluated on how they are adjusting to the new environment and how they are interacting with the staff members. Once your dog passes the staff evaluation, we move on to introducing a few dogs that have various play styles. This allows us to see what group will fit your dog's play style best. Once temperament testing is complete, your dog will continue to go out in their selected group for the remainder of the day. If your dog does not pass their temperament test, the Camp Lead or Hospital Manager will be in contact with you before pick-up to discuss the results further*.
- ❖ **Consult and pick-up:** We ask that all day players be picked-up by 5:15pm to allow time for the dogs staying overnight to be tucked in for the night.

Please come into the lobby and notify the receptionist on which dog you are picking up, at that time they will take payment for the play day. A counselor will bring your dog and discuss how they did during group play. After your dog is approved for Camp, you will be able to schedule day play depending on availability.

Temperament testing:

Okay, so we have repeated this word several times now, but what is a temperament test and why is it a factor in whether your dog can go to Camp May?

Essentially, dogs communicate through body language. Camp counselors watch how your dog is responding to being in a new environment, around new people, and interacting with new dogs. Dogs are capable of expressing if they are scared, nervous, overwhelmed, or just down right don't want to be in a new place. We understand that not every dog is going to come to Camp and show us their fun loving personality right away and that's okay! What we need to see is through those first day jitters are: The dog approaches/ interacts with Camp counselors, the dog is comfortable in the facility and play yards, and the dog expresses appropriate behaviors while interacting with other dogs in group play. So I'm sure you are asking yourself, why does any of that matter? Let's go over reason why your dog's attendance may be rejected after temperament testing.

Reasons for a failed temperament test:

It's important to understand that when a dog is failed on a temperament test the reasoning will be discussed with the owner in detail and why we cannot admit every dog to come play. While we understand your dog's behavior maybe ideal when you are present, that may not be reciprocated when they are dropped off in a new environment, around new people and new dogs. Our top priority is keeping Campers and counselors safe during their stay at Camp May. If we are addressing a behavior issue with you, it is simply to provide guidance on where improvement can be made to help your dog in passing. If your dog fails the temperament test, a re-trial can be done after 6 months and progress has been made with a trainer.

- **Dog is fearful/ reactive to staff or won't allow staff to interact:** In group play, it is crucial that dogs are friendly or at least receptive of staff. If a dog shows signs of fearful or reactive behavior (i.e. growling, snarling,

snapping, etc.) it is not safe for staff to place the dog in a group play setting and in turn risk staff being bitten by your dog if counselors need to intervene quickly to avoid a fight from ensuing.

- **Dog is destructive or at risk of injuring self:** If your dog is not trained to be kenneled or has a keen ability to get themselves into trouble, Camp may not be the best fit. Dogs that are unable to settle into the walk-in kennels (we do not house dogs in cages unless medically necessary for hospitalization) are at risk of injuring themselves to the point of a medical emergency with potential ligament tears, soft tissue injuries or fracture. The floors at Camp May are made of concrete to ensure proper sanitation can be done, but that means the floors can be slick. We recommend kennel training for any dogs coming to Camp as it is a requirement for them to be kenneled after their group has completed their play time. Dogs that can escape out of kennels, fencing or doors will not be accepted to Camp May.
- **Aggressive/ reactive, fearful or bullying towards other dogs:**
If your shows aggressive behavior toward another dog during their trial day, they will be dismissed. Growling, snarling, snapping, or resource guarding would be a clear sign that your dog does not wish to share their space with new dogs and we will respect that. If your dog is fearful to the point they are cowering under staff or by the door, we will discuss this with you and see if this is a fear they can overcome or whether socialization with a trainer would be more beneficial for your pup! Dog's that are "dominant" tend to bully other dogs in the yard and no one likes a bully. Counselors have been trained to identify this behavior and how to redirect dominant dogs to move their attention away from the targeted dog. If your dog is unable to be redirected and continues to pursue a dog to establish dominance, they will not be accepted.

Boarding at Camp May:

Once your dog has passed their trial day at Camp May, you are able to utilize all of the wonderful services provided including boarding! It can be nerve wracking trying to find care for your babies during trips away from home. Camp allows your dog to go on vacation too! Boarding at Camp May works just like day play except at drop-off you will be asked to fill out a boarding card. Please provide us with feeding instructions, how you administer medications, request for bath, emergency contact and a description of the items you brought. When boarding over the weekend at

Camp May, groups are shorter to accommodate our weekend schedule and allow staff to have a work-life balance. Boarding reservations can be made **1 year** in advanced and a **\$25.00 no show fee** for reservations not cancelled with a **24 hour notice**. **Weekend drop-off/pickup hours:**

Saturday 7am-9am, Sunday 3pm-5pm

- **What to bring/ What NOT to bring:**

Are you an over packer? We are too! That's why it's easier for us to explain what amenities we provide so you know your dog has everything they need while boarding at Camp May.

Bring:

Food in individually labeled bags
Favorite treats
Comfort items: toys, blankets, bed etc.
Medications

Don't bring:

Food bowls
Water bottles
Crates/ kennels
Large/ heavy food containers

We provide Purina EN dry and wet* food which is a low fat gastrointestinal diet to avoid upset tummies while boarding. Bringing your dog's own food portioned out for each day helps ensure they have plenty during their stay. If your dog runs out of food while boarding, they will be fed Purina EN dry food according to their weight.

We will provide all food and water bowls for each dog, so please don't run the risk of your bowls going missing, we have plenty to spare! Counselors will provide bedding to each dog, but if the dog is destructive and poses a risk of eating the bedding it will be removed. Toys brought will be kept in your dog's run for them to enjoy during rest period, but again, they will be removed if the dog is at risk of ingesting broken or torn material.

Ensure to leave clear instructions on how medications should be given if you do not follow the label.

Our food room at Camp May is an adequate space, but when large items are brought it can hinder the walk-way and work station. Crates are not necessary to bring as they will not be utilized at all and large food containers take up an unnecessary amount space when we are limited on space.

Wet food used from the hospital's inventory will be charged to clients account. Wet food is only given if pets need encouragement to eat

Dismissal:

This is the most difficult part of doggy daycare. We want all our Campers to enjoy their play time, but sometimes there are incidents that occur that result in dismissal. We want to cover what issues would result in a dog or client being dismissed so you are able to look for these behaviors at home. With dismissals, you will receive a verbal warning from management for the first incident and a counselor will discuss what was witnessed with you at pick-up. If a second incident occurs of the same manor, you will be notified by management of your dog's dismissal.

Dismissal doesn't mean your dog is banned from Camp, but rather an opportunity for you to invest in training and get to the root of disruptive behaviors. If your dog is dismissed from Camp May, they will be able to re-do the trial day after 6 months from dismissal and your trainer has made contact with us to discuss your dog's improvements.

1. If your dog bites a staff member.
2. If your dog instigates a fight/ or bites another dog.
3. If your dog is trying to escape the play yard or won't allow camp counselors to interact with them.
4. If your dog is distressed or potentially going to cause self-injury.
5. Client is rude or verbally abusive to staff.

Most dismissals are addressed during the trial day when we are observing a dog's behavior, but not all the time and some behavior issues arise after your dog becomes comfortable at Camp. We issue a verbal warning to make you aware of the behavior that was witnessed so training can be implemented at home. Camp counselors use redirection to avoid conflicts in the play areas and if a dog is not receptive of correcting a disruptive behavior through redirection it can lead to a dog fight. The entire staff at May Veterinary want the best care provided to every animal that walks through our doors and we understand that you expect the highest level of professionalism from us, as we do you. Rude or verbally abusive behavior towards staff from clients will not be tolerated and will result in immediate dismissal.

Other services and pricing:

At Camp May there are a few additional services that can be requested during your dog's day play or boarding reservations. All request must be made through

the front office at drop-off and please inquire about pricing if the details are not listed below.

- **Enrichment**

Camp May is thrilled to launch our new enrichment add-on services! Enrichment is the use of treats and toys of your choosing that will be given to your dog during the lunch period to add mental stimulation to their play day. We provide the toys and treats that you wish for your dog to have and we will give you an update at pickup on what your dog enjoyed. We have snuff mats and puzzle boards that counselors will spend 10-15 minutes training your dog how to utilize the device and get their brain working! Toy size is dependent on the size of your dog and we ask that you disclose any known allergies that we should be aware of. ***Peanut butter will be used as a treat! Please disclose if you have a nut allergy so we do not risk cross-contamination***

Kong toys- \$5*

Lick mat- \$5

Snuff mat- \$10

Puzzle boards- \$15

- **Baths and nail trims:**

We do not offer full-service grooming nor is staff trained for any addition services outside of a basic bath and nail trims. Counselors will not perform de-matting, de-shedding, sanitary clips or trim hair as they are not groomers. Dogs are dried with a high velocity dryer, but if your dog is too frightened by it then a towel will be used to dry off the dog the best we can. All same day bath request must be made with the front office before 1PM that day to allow staff time to complete the request. Dogs boarding for 7+ nights will receive a complementary bath.

Baths:

Dogs under 40 pounds- \$20

Dogs over 40 pounds- \$23

Dogs over 90 pounds- \$26

Medicated baths are available at an additional charge

Nail trims: \$6

Thank you for taking the time to read through our Camp May policy book. We want to welcome you and your pup to the May Veterinary family and we are thrilled you selected us to care for your animal. In this partnership we hope to provide you with outstanding care for your pets and we strive to work with our clients. If you have any questions or concerns that arise during your time with us, please do not hesitate to reach out to our Hospital Manager or Camp Lead for further assistance.

Without further ado, Welcome to Camp May!