

DOG HOME BOARDING: SETTING UP FOLDERS

Daily Dog Folder

For dogs at the property this week / month:

- Copy of Procedures
- Cleaning Log (if used)
- House Maintenance Log (if used)
- Master Dog Register (if you use one)
- Staffing schedule for week or month (if you have staff or voluntary cover)

- Dog records:
 - Registration Form (for feeding, sleeping and enrichment information)
 - New Dog Assessment Form (if required)
 - Medicine Log (if required)
 - Activity & Welfare Log Sheet

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Business Folder

- List of helpers that will come in an emergency (names and phone numbers)
- Registered Vet Practice (name, address and phone number)
- Copy of Procedures (signed)
- Signed document from registered vet practice
- Risk Assessment
- Floor Plan
- Business Insurance (if not on display)
- Council Licence (if not on display)
- Council correspondence
- Completed Cleaning Records (if used)
- Completed House Maintenance Records (if used)

Customer Records Folder

A wallet per dog containing:

- Registration Form / Terms & Conditions
- New Dog Assessment Form
- Vaccination records (ongoing)
- Repeat Booking Forms (including worm and flea details)
- Completed Activity & Welfare Logs (including any issues or incidents)
- Completed Medicine Logs (as needed)

Help sheets provided by The Pet Care Partnership are offered for general guidance purposes only and are not designed to supersede any instructions or advice given by a veterinary professional, or a licencing inspector.

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Archived Customer Records Folder

For dogs that have not visited for 1 year or more

Archived records waiting for shredding or secure disposal
(3 years from the last date they were at the property)

A wallet per dog

- On the front a note displaying the last date they were at the property
- On the front a brief reason they are no longer coming (if known)

Training Records Folder

For the Licence Holder, plus volunteer helpers and staff

A wallet per person

- Certificates from courses completed and attended
- An informal study log for relevant items read and watched that do not have a completion certificate e.g. books, webinars, YouTube videos from legitimate sources

Subject	Applicable to	Frequency
Business procedures	Everyone	Annually
Fire drill	Everyone	Annually
Canine First Aid	Licence Holder and staff*	3 years
Ongoing CPD in relevant subjects	Licence Holder and staff	Annually
Self-Appraisal**	Licence Holder	Annually
Appraisal	Staff	Annually

*Whilst not mandatory, it is highly recommended that your primary helper has canine first aid, even a volunteer

** Not required by all councils

Personnel Folder

If you have staff

A wallet per person

- Employment contract
- Payroll information

Further Information

For further details, and to purchase the document templates mentioned in this Help Sheet please go to www.support4petbusiness.co.uk.