



# Doggy Daycares

SPCA Certified® Standards



# SPCA Certified Standards for Doggy Daycares

Version 1 – 2020



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# SPCA Certified Standards for Doggy Daycares

## Overview of SPCA Certified

SPCA Certified is a certification system designed to celebrate good companion animal services and raise animal welfare above current legal requirements. Its overarching goal is to improve the lives of as many animals as possible, through a process of increasing uptake and continual improvement over time. As such, SPCA Certified standards for doggy daycares allow participants to demonstrate that they apply a high level of animal welfare to their companion animal services.

Certification is given to participants, which may include owner and/or companies, through a legal contract, following a successful initial assessment and subsequent welfare audit of compliance with the SPCA Certified standards.

### SPCA Certified standards for doggy daycares apply to:

**Day-time dog boarding facilities:** *dogs in these facilities are housed during day time hours in a supervised environment where they have opportunities to exercise, socialise and rest. Dogs in these systems are not kept overnight (unless the facility is also licensed as a registered boarding facility which is equipped to accommodate animals overnight).*

In terms of the welfare outcomes they achieve, SPCA Certified standards are intended to go beyond the Animal Welfare Act 1999 and relevant codes of welfare. They are informed by animal behaviour and welfare science, consultation with stakeholders and the values of SPCA. All doggy daycare staff and owners should be aware of, and compliant with the standards, as well as the legal requirements relating to the animals in their care.

SPCA Certified standards are intended to be used alongside existing industry programmes and practices, and should be read in association with the following documents:

- Animal Welfare Act 1999
- Animal Welfare (Dogs) Code of Welfare 2018
- Animal Welfare (Temporary Housing of Companion Animals) Code of Welfare 2018

## Framework of the SPCA Certified animal welfare standards

Previous iterations of SPCA standards (Blue Tick) were based on the 'Five Freedoms' framework, which focuses on freedom from negative states, e.g. hunger, fear and injury, in order to achieve good welfare. However, with the recognition that animals can experience positive, as well as negative emotions, and the acknowledgement of sentience<sup>1</sup> in the amended Animal Welfare Act 1999, the time has come for a new approach.

As a result, the framework for these SPCA Certified standards has been derived from the Five Domains model of animal welfare, developed by New Zealand Professor David Mellor<sup>2</sup>. The Five Domains model is a holistic assessment of animal welfare, which addresses both minimising suffering and promoting positive emotional states.

### The Five Domains are:

- nutrition;
- physical environment;
- health;
- behavioural interactions; and
- mental state.

Each of the four physical domains contribute to the provision of opportunities for positive mental experiences, as evaluated in the fifth domain.



<sup>1</sup> Sentience is the ability to feel, perceive or experience things subjectively (i.e. from one's own perspective), rather than objectively (i.e. from an external perspective).

<sup>2</sup> Mellor, D. J., Beausoleil, N. J., Littlewood, K. E., McLean, A. N., McGreevy, P. D., Jones, B., & Wilkins, C. (2020). The 2020 five domains model: Including human–animal interactions in assessments of animal welfare. *Animals: an open access journal from MDPI* 10(10): 1870

## Scope

SPCA Certified standards for doggy daycares apply from the moment dogs are handed over to, or picked up by, the doggy daycare provider until the moment the dogs are returned to their owner. This includes pick up and drop off services, day trips, and when using other services associated with the doggy daycare (e.g. groomers, trainers).

## Traceability and integrity

SPCA Certified endeavours to inspire best practice animal welfare within the companion animal service industry and to ensure transparency in animal welfare.

SPCA Certified uses independent audits, including unannounced audits, to maintain the integrity of the scheme and ensure that participants are meeting its standards. As a result, businesses carrying the SPCA Certified logo allow consumers to identify companion animal services that are operated to a higher standard of animal welfare than is currently required by law.

For more information about SPCA Certified, including types of membership, procedures and the independent auditing process, please refer to the SPCA Certified Companion Animals Operations Manual.

# SPCA Certified standards for Doggy Daycares

## Important notes:


- Section titles and their accompanying descriptions are taken from the Five Domains.
- Information presented in *bold italic* type is either a standard explanation, a recommendation, an area of concern, or an indication of where a standard is likely to be reviewed in the future.

## Positive Mental Experience



**Provide safe, congenial and species-appropriate opportunities have pleasurable experiences**

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The dog icon:  indicates those standards and recommendations that provide positive mental experiences for dogs.



## Good Nutrition



**Provide ready access to fresh water and a diet to maintain full health and vigour**

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### Feed

- N1 Food must be labelled clearly (including name of dog and date), prepared hygienically and stored appropriately, with dry food in a rodent-proof container and perishable food in a refrigerator.
- N2 If food treats are provided these must be appropriate to the dog's nutritional requirements. 
- N3 Dogs should be fed meals separately from other dogs or, where appropriate, with dogs from same household (in the latter scenario, they must be supervised). 

- N4 The doggy daycare facility should have the ability to feed dogs special diets, when required.
- N5 If a dog is on a special diet or medication:
- it must be noted where it is visible to all staff (e.g. on kitchen chart/board);
  - it must be noted on the dog's health record; and
  - the special feed/medication must be clearly labelled.
- Staff must also be aware of why the dog is on a special diet/medication in order to observe for any potential problems.
- N6 Food leftovers must not be re-offered to dogs, and all food scraps must be removed and disposed of appropriately.
- N7 Rawhide must not be provided, due to the choking hazard it presents.
- N8 "Raw food" diets may only be fed if requested by owner.
- N9 Food treats deemed to be high value to dogs must not be used with dogs that have tendencies towards resource guarding or show resource guarding behavioural issues.
- N10 Food and water dishes must be made of durable, impervious material (e.g. stainless steel).
- N11 Food preparation areas must be separate to the sleeping and exercise areas and must be adequate for the size and capacity of the facility.
- N12 Food preparation areas must have both hot and cold running water and surfaces which are easy to clean (as described in standards H21-26).

*As dogs are housed only temporarily, depending on the age and specific requirements of the individual, provision of food may not be required.*

## Water

- N13 Dogs must have free access to fresh palatable water that is appropriate to their needs, not harmful to their health and available in quantities sufficient to maintain vital bodily functions. 🐾
- N14 Where water bowls are placed outdoors, it should be ensured that water does not become too hot/unpleasant to drink in hot conditions. 🐾



# Good Physical Environment



Provide shade/shelter, suitable housing, good air quality and comfortable resting areas

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## Doggy daycare site

- E1 A detailed site plan must be available, showing the layout of all buildings, outdoor areas, entrance doors, car parking, waste disposal areas, emergency exits and joint facilities (if applicable). The site plan must include the dimensions (e.g. m<sup>2</sup>) of all indoor and outdoor areas where dogs are kept.

*Doggy daycare facilities should be located at sites which are safely accessible to the public and away from sources of loud noise and pollution which are likely to cause injury or distress to dogs. Proximity to neighbours and the potential for receiving noise-related complaints should also be considered when choosing the actual site.*

## Doggy daycare facility

- E2 The facility must be safe for all animals, meet all health and safety requirements, and comply with relevant local and national laws or regulations.
- E3 The doggy daycare facility's physical environment should have:
- Internal walls and partitions that are smooth, waterproof, and made of materials that are easily cleaned, hygienic and that can be replaced when necessary.
  - No feature that is likely to, or have the potential to, cause injury, distress or disease to dogs.
- E4 Doggy daycare facilities must be maintained in good, working order.
- E5 The doggy daycare facility must have a stated maximum capacity of dogs and this must not be exceeded. 🐾
- E6 If dogs are to be exercised inside the facility, it must provide adequate space for dogs of all sizes and breeds being cared for to have sufficient daily exercise. 🐾
- E7 Indoor exercise areas must be constructed with waterproof, non-slip flooring with adequate drainage.
- E8 Outdoor exercise areas must have non-slip surfaces, a perimeter fence of no less than 1800mm high and must be at least partially protected from the effect of extreme weather (both hot and cold).
- E9 Doggy daycare facilities must have an area which allows dogs to be temporarily separated for feeding, administering medication, behavioural assessment and introducing new dogs, as well as for isolating dogs that have become overstimulated during group play.

- E10 A separate isolation area must be available for any dog which becomes sick, injured or who is suspected of carrying an infectious disease. The area must be adequately segregated to avoid spreading disease. Owner or alternative emergency contact must be contacted immediately.
- E11 The doggy daycare facility should have designated toilet area(s), where dogs are encouraged to toilet. This area must be cleaned as described in H24.

*Internal group pen entrances are recommended to have a catch pen (also known as an “air lock”). These are secure gated areas outside of each entrance point.*

## Lighting, temperature, air quality and noise

- E12 Lighting, whether natural or artificial, should be sufficient to allow effective observations of animals (lit to at least 50 lux at animal eye level, estimated by ensuring light is bright enough to read a newspaper held at arm’s length).
- E13 Indoor spaces must provide a dry, draught-free and thermally comfortable environment 🐕
- E14 The doggy daycare must take steps to maintain the temperature at the level of the animals within the temperature range that is appropriate for dogs and maximises comfort (for most dogs this range is 10 - 25°C). Dog behaviour can be used as an indicator of whether the temperature is appropriate. 🐕
- E15 Ventilation and airflow must be sufficient to keep animal housing areas free from dampness and noxious odours.
- E16 Noise levels must not be excessive. Noise is considered excessive if it exceeds 85 decibels averaged over 8 hours (equivalent to city traffic inside a car) or a peak noise level over 140 decibels (equivalent to a jet engine at 100 feet). 🐕

If noise becomes excessive, steps must be taken to reduce noise through animal training and modification of the physical or acoustic environment.

## Security and safety

- E17 Facilities must have indoor/outdoor video surveillance which provides coverage of behavioural assessment, isolation, exercise and rest areas.
- E18 All external doors must be double-door “air locks”. This entails having sufficient space between the doors, allowing one door to be closed behind the person entering before the next door is opened, thereby preventing animals from escaping.
- E19 External doors must be lockable to prevent access from unauthorised persons or the escape of dogs.
- E20 The doggy daycare facility must have a written procedure detailing how it will deal with dog escapes. All staff must be appropriately trained in this method.

- E21 Dogs owners must be required to keep their dogs on a leash and under control when entering and exiting the facility.

*It is recommended to have a protocol for safely providing access to external contractors performing maintenance or repairs at the facility.*

## Joint facilities

- E22 Where a doggy daycare facility shares the same premises as a pound or animal welfare centre, the facilities must be physically separated. Particular attention must be given to human hygiene to reduce disease transmission.
- E23 If it is not possible to have separate staff, it is recommended that:
- Boarded animals be attended to first.
  - A change of outer garments and footwear is undertaken when moving between doggy daycare and other facility.
  - Facilities for hand washing or hand sanitiser must be readily available and used when switching between facilities.
- E24 Areas and items which dogs may come into contact with (bedding, enrichment items, food and water dishes, etc.) must not be shared between facilities.

*Joint animal care facilities have a higher risk of disease transmission, particularly in the case of animal welfare centres, as these may house animals of unknown disease and vaccination status.  
It is highly recommended that separate staff and separate entrances be available for each facility.*

## Transport

- E25 Dogs must be assessed prior to transport to ensure they are fit for transport and able to withstand the entire journey without suffering unnecessary or unreasonable pain, or distress. Assessment must take into consideration breed, body condition, animal age, trip duration, weather, and temperature conditions.
- E26 Personnel transporting dogs are responsible for the dogs' welfare during transport and must be aware of risks such as heat stress and nausea.
- E27 Where there is any welfare incident during transport, this must be recorded, investigated, and steps to be taken to ensure it does not occur again.
- E28 Dogs must be transported in a timely manner with a driver suitably trained to handle and care for the dogs being transported. 🐾
- E29 Dogs should be permitted toileting opportunities and access to water prior to transport, if the journey is of sufficient length to warrant this. 🐾

- E30 The route planned for pick up and drop offs should aim to minimise the amount of time dogs spend in the vehicle.
- E31 Dogs must not be left unattended in any vehicle when heat or cold temperatures are likely to cause distress to the dog or for extended periods.
- E32 Transport should be avoided during hot, sunny and humid conditions where heat stress could occur. Where signs of heat or cold stress are evident during transportation, immediate remedial action is required to prevent further suffering and mitigate the health risks to the dogs. The incident and remedial action must be recorded.
- E33 During transport, dogs who have not been introduced, or who are not compatible, must be physically separated and appropriately restrained, or individually enclosed by a compartment or cage.
- E34 Dogs must wear a flat collar or harness, registration and ID tag during transport.
- E35 Dogs must not be restrained by their collar during transport.
- E36 Restraints, carriers, crates or compartments must be escape-proof, equipped with nonslip floors, of appropriate design for the individual animal and have no features that could cause injury.
- E37 Dogs are not permitted in the front of the vehicle and structures or restraints must be in place to prevent dogs from gaining access to the front of the vehicle.
- E38 Dogs must be provided with adequate ventilation whilst being transported in a vehicle.
- E39 The interior of transport vehicles and crates or carriers must be cleaned and disinfected daily and after any significant soiling.
- E40 Dogs must not be moved from the doggy daycare facility, other than to a veterinary clinic, without the consent of the owner/designated contact or, if the owner/designated contact cannot be contacted, at the facility manager's discretion. Owners must be notified and sign a waiver for field trips.
- E41 Transport records must be maintained and kept at the doggy daycare facility.  
They must include as a minimum:
- Owner's details.
  - Address of the location to which the dogs were transported to/picked up from.
  - Name of dogs transported.
  - Relevant health or medical conditions.
  - Waivers from dog owners (for field trips).
  - Any occurrences of injury and/or issues during transport.
- E42 Doggy daycares offering field trips must keep a written list of approved destinations, with a written risk assessment and risk mitigation steps for each destination.
- A minimum of two staff must supervise field trips.

*Use of vehicle restraints, crates or carriers which have been crash- and safety-tested by an independent body is recommended.*

*Brachycephalic dog breeds, overweight animals, and those with certain medical issues are at a greater risk of suffering from heat and stress-related conditions during transport and these risks must be considered when planning any journey.*

*Dogs should not be left unattended in a vehicle at any time.*

## Emergency preparedness

E43 An emergency preparedness plan must be available on site. The plan must detail, how the facility will care for the dogs in an emergency situation (e.g. fire, extended power failure, or flooding). This must include a written evacuation plan.

Emergency preparedness plans must be reviewed annually, where changes in management practices occur, and after emergency situations have been resolved.

E44 Where possible, fire detection or limitation devices (e.g. alarm system and fire extinguishers) must be incorporated into the facility environment. All fire detection or limitation devices must be maintained and tested regularly. Where fire extinguishers are present, these must only be used by staff trained to use them.

E45 The facility must have sufficient, clearly marked exits in case of emergencies and these exits must be kept clear.

*It is recommended that doggy daycare facilities are fitted with adequate fire-fighting sprinkler systems, where possible.*

## Good Health



**Prevent or rapidly diagnose and treat disease and injury, and foster good muscle tone, posture and cardiorespiratory function**

### General health

- H1 Doggy daycare facilities must have an arrangement with a veterinarian or veterinary clinic, whereby a veterinarian is available for emergencies.
- H2 Doggy daycare facilities must have an established health and welfare plan outlining standard operating procedures (SOPs) for disease-related incidents, injuries, and admissions.
- H3 Every animal must be assessed for overt symptoms of health problems by an experienced or qualified person on admittance to the doggy daycare facility.



- H4 A health and behaviour record must be kept for every dog in the facility, and contain details of the general health and behaviour assessment on entry by a suitably experienced or qualified person. Details of all health or behavioural issues and treatment, veterinary or otherwise, must be documented on the animal's health record.
- H5 Dogs should wear identification at all times in the doggy daycare facility.  
Exceptions to this standard may be permitted, on a case-by-case basis.
- H6 Any incoming animal identified as requiring urgent veterinary treatment must be immediately referred back to the owner and/or receive prompt veterinary attention.
- H7 Dog owners must be required to sign a consent form to allow veterinary treatment of the animal in case the dog becomes ill or injured and they cannot be contacted.
- H8 Dog owners must be required to provide at least one additional emergency contact/ authorised alternative pick up person.
- H9 The doggy daycare facility must have a policy for dealing with unclaimed dogs.
- H10 Owners must be required to inform the doggy daycare of any recent incidents or changes to health or behaviour. If the dog has had an infectious condition, owners will need to provide a veterinary certification of health to be admitted or readmitted.
- H11 Owners must bring in their dog's veterinary health booklet at the time of enrolment and whenever vaccinations have been updated. All dogs must be vaccinated against canine parvovirus, parainfluenza, canine distemper, infectious canine hepatitis, kennel cough, and leptospirosis.
- H12 Doggy daycare facilities must keep records of when each dog is due to be revaccinated and owners are required to provide proof that vaccinations have been given when they are due.
- H13 Appropriate titre testing may be accepted as an alternative to standardised vaccination booster protocols.
- H14 For dogs with out of date vaccination status, a minimum wait period of five days after the new vaccinations have been administered must be observed before the dog may be re-admitted to the doggy daycare facility.
- H15 Puppies must be at least four months old, be fully vaccinated, and have at least one dose of intestinal worming treatment before attending the doggy daycare facility. A wait period of two weeks after the puppy's final vaccinations must be observed before the puppy may be admitted to the doggy daycare facility.
- H16 Dogs who are seven months or older must be spayed or neutered, in order to be admitted to the doggy daycare facility, unless they have written advice from their veterinarian to justify delayed desexing (such as in the case of large dog breeds).

Exceptions to this standard may be permitted, on a case-by-case basis, provided the doggy daycare does not permit bitches to attend while in heat and has a written plan in place for managing entire animals.

- H17 All dogs must be on a regular flea control and worming treatment program.
- H18 Any dog(s) in the doggy daycare facility suspected of being sick must be separated from the other dogs in the facility and monitored closely. The dog's owner/designated contact must be contacted immediately, and a veterinarian contacted if warranted by the situation.
- Dogs may only remain in isolation areas of the facility for short periods: until their owner/designated contact can collect them, or they can be transported to a veterinarian.
- H19 The facility must be equipped with human and dog first aid kits. All staff should be aware of the location and contents of first aid kits. Any first aid administered to a dog must be recorded on the dog's file and reported to the dog's owner/designated contact as soon as possible. Kits must be restocked as required. Any out of date products must be safely discarded and replenished.
- H20 All incidents of injury or disease must be recorded in the dog's health and behaviour record and be immediately communicated to the dog's owner/designated contact. The incident and remedial action taken to prevent future occurrences must be completed. This includes any incidents occurring off-site or during transport.

*It is recommended that break-away collars are worn during group play.*

## Hygiene and cleaning

- H21 Shared water and food bowls must be cleaned and disinfected after the dogs have finished using them, and always between groups.
- H22 All areas and items which come into contact with dogs (bedding, toys, etc.) must be thoroughly cleaned and disinfected with a suitable disinfectant at the end of each business day.
- H23 Disinfectants used for cleaning must be effective, safe, and non-toxic to dogs. Disinfectants must be used appropriately, including ensuring the correct dilution and adequate contact and drying times. Disinfectants and other cleaners must be stored in an area to which dogs do not have access.
- H24 All animal waste (e.g. faeces, urine and vomit) must be removed as soon as it is observed. Contaminated surfaces must be promptly spot cleaned (i.e. disinfected with a suitable disinfectant and properly dried).
- H25 Regular inspections of cleanliness and hygiene must be carried out by the doggy daycare staff.
- H26 Isolation areas and all items which come into contact with dogs held in isolation areas, must be cleaned and disinfected after use. The disinfectant used must be effective against the relevant infectious organisms. If items cannot be adequately disinfected then they must be safely and appropriately disposed of.

## Pest Control

H27 All pest control programmes must be humanely managed. Preferable methods of pest control include:

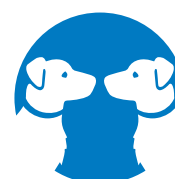
- Physical exclusion methods.
- Removal of elements in the facility and surrounds that may encourage rodents and other pest species.
- Ensuring doggy daycare facility and areas around buildings are maintained in a clean and tidy condition to reduce the risk of rodent movement.
- Cleaning all feed spills immediately.

H28 Lethal methods of control must only be used as a last resort and the methods used must be humane. The use of poisons is not permitted.

H29 If lethal pest control is used, dogs must be prevented from accessing the area.

Where lethal control is used, the extent of the pest problem must be assessed annually to ensure that the level of control is required, and must also meet the requirements of the relevant regulatory authority.

## Appropriate Behavioural Interactions



**Provide sufficient space, proper facilities, congenial company and appropriately varied conditions**

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### General behaviour

- B1 All incoming dogs must undergo a behavioural assessment to assess their suitability for the doggy daycare environment. Dogs are only permitted to attend the doggy daycare facility if they are deemed suitable. 🐶
- B2 Dogs new to the doggy daycare facility must be gradually introduced to other dogs and this process monitored closely by at least two staff members. 🐶
- B3 Dogs with a known history of aggression (bite level 3 or higher – see Appendix 3) must not be accepted into the facility.
- B4 A strict “no bite” policy must be enforced by the doggy daycare facility. Dogs which intentionally bite another dog or person must be immediately removed from contact with other dogs and no longer permitted to attend the doggy daycare facility (level 3 or higher on the Ian Dunbar bite scale – Appendix 3).

- B5 All incidents of aggressive behaviour or injury must be recorded in the dog's health and behaviour record and be immediately communicated to the dog's owner/designated contact. Bites must be assessed and recorded according to the Ian Dunbar bite scale (Appendix 3), and photos of any resulting injury must be taken, as soon as first aid has been provided and it is safe to do so.
- B6 The doggy daycare facility must have a written plan of how to break up any dog fights that occur. All staff must be appropriately trained in this method.
- B7 Doggy daycares must disclose to dog owners how unwanted behaviours are managed by their staff.
- B8 Dogs which repeatedly show unwanted behaviours which cannot be effectively managed must be reassessed to determine if they are suitable to attend the doggy daycare facility. These issues must be discussed with the dog's owner at the earliest opportunity.

*Not all dogs are well suited to the doggy daycare environment. Dogs attending a doggy daycare facility must be people-friendly, enjoy the company of other dogs and be able to cope with the stimulating environment of doggy daycare facilities.*

## Activities

- B9 Doggy daycare facilities must have a day plan for dogs in their care and schedules must be easily and openly communicated by staff to owners. This plan must include scheduled periods of activities and rest. 🐾
- B10 Dogs should be assigned to play groups based on their size and/or play style and energy levels. 🐾
- B11 The doggy daycare must have a written plan for management of the maximum number of dogs within playgroups. This should take into account dog size and/or play style, energy levels and compatibility.
- B12 Play groups must be supervised by at least two members of staff. One of these could be in an adjacent pen, provided they have a clear view of the play group and can quickly move between pens if needed.
- B13 All pens or playgroups should include appropriate items of enrichment, if appropriate. Toys deemed to be "high value" to dogs must not be used with dogs that have tendencies towards resource guarding or show resource guarding behavioural issues. 🐾
- B14 Where play equipment is provided, it must be durable, safe for dogs and easily cleaned and disinfected. An inventory of all play equipment must be kept, and all items must be inspected regularly for broken pieces, sharp edges and other signs of wear and tear, and be replaced when necessary.
- B15 All pens and play areas must include appropriate, quiet, bedded areas for dogs to rest and sleep if they wish. 🐾

B16 Dogs must not be confined to a crate (or other small area) or tethered for extended periods of time. If dogs are confined for more than 15 consecutive minutes, this must be documented. Details must include:

- the date;
- the duration of crating;
- the dog's identity;
- the reason for crating.

## Owners, managers and other personnel

B17 Owners, managers, animal care takers and other personnel working within the doggy daycare facility must not have had a conviction for animal welfare abuses.

B18 Managers must ensure that all staff who are directly involved with the dogs have access to, are familiar with, and adhere to the most up-to-date version of the SPCA Certified welfare standards for doggy daycare facilities and the relevant codes of welfare.

B19 The facility must have a written policy of the actions that will be taken if an employee is found to be negligent in their role and responsibilities in relation to maintaining the welfare of the dogs.

B20 Staff must not use any of the prohibited training methods or training aids specified in Appendix 2.

B21 All staff directly involved with the dogs must be trained in and understand dog behaviour and group play, before they are put in the position of monitoring or supervising play groups.

B22 At least one staff member on site must hold current human and pet first aid certificates.

B23 Up-to-date records must be kept detailing staff and their on-going training (i.e. dates, type of training and qualifications gained, if appropriate).

B24 The total staff to dog ratio must not exceed 1:15. 🐾

B25 All staff (including external personnel) must be fully aware of their personal roles and responsibilities in relation to the dogs.

B26 Staff who are still in training must work in conjunction with a fully trained, competent and experienced animal care taker(s) until they are fully trained themselves.

B27 All staff must know who to contact should they observe anything abnormal or concerning about a dog, person, or the facility. Emergency contact details must be readily available to all staff.

*The initial and continuing training of all personnel involved with the husbandry of dogs is extremely important in promoting a high standard of animal welfare. The ability to de-escalate situations and employ force-free handling and training techniques to manage dogs is paramount. Appropriate training could include, but is not limited to, canine behaviour, animal care or hygiene course.*



**END OF STANDARDS**

# Appendices

## Appendix 1: Records required

Records	Standard	Description
<b>Every transport</b>		
Transport records		Must include: Driver/handler name, owner's and dogs' details, pick up/drop off locations, dates & times, relevant health & medical issues, record of incidents occurring during transport
<b>Daily</b>		
Cleaning records	<b>H21-26</b>	Record of cleaning & inspections Inventory of toys
Health & behaviour record	<b>H3, H10</b>	Medical or behavioural updates to dog's record
<b>Monthly</b>		
Emergency preparedness record	<b>H44</b>	Emergency warning device tests
<b>Annually</b>		
Emergency preparedness plan	<b>H43-44</b>	Annual review of emergency preparedness plan
Pest control plan	<b>H29</b>	Annual review of pest control plan (if lethal control used)
<b>As required</b>		
Field trip records	<b>H40-42</b>	Location, risk assessment and mitigation plan

Health & behaviour record	<b>H4</b>	Must include: Owner contact details, dog name & age, health & behaviour records, special diets/ medication (where applicable), owner consent for emergency treatment, emergency contacts, copy of veterinary health booklet & revaccination dates
Incident records	<b>H2</b>	Date, detail of incident, remedial action taken
Staff training records	<b>B21-23</b>	Name of staff member, date & type of training
<b>Once</b>		
Behaviour protocols	<b>B6-7, B9, B11</b>	Day plan of activities SOP for dog fight or dog attack SOP for undesirable behaviour SOP for playgroup size
Cleaning protocol	<b>H21-26</b>	SOP for cleaning and hygiene
Emergency preparedness plan	<b>E43-44</b>	Evacuation plan
Escaped dog protocol	<b>E20</b>	SOP for if a dog escapes the facility
Health & welfare plan	<b>H1</b>	Details of emergency veterinarian, SOP for disease prevention and management, SOP for injury, SOP for admissions process
Site plan	<b>E1</b>	Layout of all buildings, outdoor access, & waste disposal areas, dimensions of all indoor and outdoor areas
Staff management	<b>B19</b>	SOP for employee negligence
Unclaimed dogs protocol	<b>H9</b>	SOP for managing unclaimed dogs

## Appendix 2: List of prohibited training methods, devices and tools

### Prohibited training methods

- Asphyxiation, including hanging or helicoptering
- Choking with hands
- Cinching of thorax, abdomen or prepuce with a leash (e.g. manually looping leash or ThunderLeash) or harness (e.g. LUPI harness)
- Food or water deprivation
- Forceful restraint (e.g. headlock, holding by the tail or feet)
- Forcing anything down a dog's throat
- Harsh verbal corrections
- Holding the dog under water
- Hitting, bonking, punching, kneeling, kicking, pinching, squeezing or biting any part of the dog's body
- Leash corrections ("pops")
- Pinning the dog to the ground (i.e. "alpha roll")
- Prolonged social isolation or physical confinement used as punishment
- Rubbing the dogs face in urine or faeces
- Scruffing
- Startling noises
- Throwing anything at the dog

### Prohibited devices and tools

- Any anti-bark collars or muzzles
- Choke or check chains
- Compressed air canisters\*
- Dazers and other ultrasonic devices
- Electric shock collars (also known as static collars)
  - Includes remote-activated, bark-activated and boundary fencing
- Muzzles which prevent panting or drinking
- Prong/pinch collars (metal or plastic)
- Retractable leashes
- Spray collars (e.g. scented spray or compressed air)

\*Except in the context of dog fights

## Appendix 3: Dr Ian Dunbar's Dog Bite Scale

An assessment of the severity of biting problems based on an objective evaluation of wound pathology.

Severity	Dog Bite Description
Level 1	Obnoxious or aggressive behaviour but no skin-contact by teeth.
Level 2	Skin-contact by teeth but no skin-puncture. However, may be skin nicks (less than one tenth of an inch deep) and slight bleeding caused by forward or lateral movement of teeth against skin, but no vertical punctures.
Level 3	One to four punctures from a single bite with no puncture deeper than half the length of the dog's canine teeth. May be lacerations in a single direction, caused by victim pulling hand away, owner pulling dog away, or gravity (little dog jumps, bites and drops to floor).
Level 4	One to four punctures from a single bite with at least one puncture deeper than half the length of the dog's canine teeth. May also have deep bruising around the wound (dog held on and bore down) or lacerations in both directions (dog held on and shook its head from side to side).
Level 5	Multiple-bite incident with at least two Level 4 bites or multiple-attack incident with at least one Level 4 bite in each.
Level 6	Victim dead.





## Contact

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