



Dear Pet Parent,

Our business owners and employees will work hard to demonstrate our core values of health, safety, transparency, and integrity of service while your dog is in our care. This letter will provide you with an overview of our operation and how your dog will spend their day. Details on available services, fee schedules, and policies can also be found below.

Our flow of operations is based on what we know about behavioral science, animal learning theory, the physical and emotional history of the dogs who attend, and the possibilities or limitations within the spaces we control such as the yards and buildings.

FACILITY: Paws Up sprawls across 2 acres of old farm land. We have a farm house with three rooms, a kitchen, and reception area; a barn with four modified horse stalls; and an insulated annex building for indoor space. We also have three huge yards with pea gravel, two large yards with grass, and one large yard with sand and dirt, with several shade trees scattered throughout.

PLAY: When working with the dogs at daycare our goal is to encourage harmonious interactions and to guide dogs away from engaging in ways that compromise safety or stability within play groups. Some trainable skills that greatly facilitate safe and harmonious interactions are: name-recognition, recall, sit, wait, leave-it, leash walking skills, and being calm inside a kennel for breaks or rest times. We aim to focus our efforts on positive reinforcement which means we make sure the dogs feel appreciated and understood by using happy voices, inviting body language, letting veteran dogs be a good example, giving space and time for dogs to think through their choices (low pressure), ensuring they always have access to water, a comfortable place to rest in all weather types, and advocating for them when we see they need breaks from their friends or from any excitement. Treats are rarely used to compensate dogs with; we stick to verbal praise, affection, the promise of predictability, and the promise to allow favorite activities like play time, pool time, toy time, etc.

Some behaviors that can be disruptive and lead to unsafe interactions are: incessant barking, hand nipping, snapping, high-contact with high-energy play (low body awareness), jumping up on staff, chewing on things that aren't toys, incessant digging, coprophagia, mounting, fence climbing/jumping, fence reactivity, and resource guarding. Sometimes these challenging behaviors are manageable for the staff and the dog in question can be receptive enough for us to be able to work through them into safer and more predictable interactions within just a few visits. Other times, we realize we need to bring the behavior to the attention of the owner in order to work out a solution that works for everyone. We take safety incredibly seriously so we are in high contact with, and support of, any client whose dog happens to be struggling in any of these areas. A dog's struggle is never a reflection of the owner's intentions, we want you to know that we know that.

If there is ever an extraordinary happening or an injury to your dog or involving your dog, you will be contacted immediately via phone call.

Paws Up staff never uses chain, prong, or electric correction collars as means of controlling or correcting behaviors in group play. Staff members are trained in the use of all of the following methods when supervising a play group to prevent the escalation of disruptive behaviors:

1. **Redirecting** – Distracting the dog's attention from the source of stimulation and focusing the dog's attention on something more appropriate.
2. **Splitting** – Walking between two or more dogs to break their concentration on each other while encouraging movement to ease body tensions or using our bodies to block and drive one dog away from another until the pursuing dog loses interest.
3. **Leadership Circles** - Using a leash to lead a dog around the yards in a conscious way so they cannot escalate behaviors and letting them free again once they have stopped fixating.
4. **Leash Dragging** - Large dogs and puppies who like to continually push boundaries and are still learning may get a leash attached to them to drag along as they engage with others. This enables staff to keep up with fast animals and transition smoothly into leadership circles as needed.

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5. **Three strikes** – Giving a dog three opportunities to adjust its behavior. If they do not, the dog is moved into a less stimulating area for a short time out (approximately 5 minutes) in order to decompress and refocus.
6. **Water Spray** – From a dedicated water-only spray bottle or from one of our many hoses, we may use a spritz of water to interrupt escalating behaviors if redirecting and splitting are not helpful.

Playgroups are designed each weekday for the following business day and can contain up to 8 dogs in each group. The personality of each individual dog helps us determine which group they will have the most fun joining. Our collection of unique spaces allows us to cater to the needs of differing play styles and energy levels among the various dogs.

Requirements from owners for daycare attendance:

- A filled out enrollment form for each dog
- Official proof of vaccines
 - Rabies
 - Parvo
 - Distemper
 - Bordetella is required on the semi-annual or six month dosing cycle
 - We accept titer testing but it must remain compliant with the vaccine booster schedule requirements
- Prepayment for testing day

Temperament Testing

We ask new clients to bring their dogs between 8:30am and 8:45am on their first day only. Please be prepared to spend up to 15 minutes to go over paperwork and for us to answer any questions you may have. This also prevents your pup from being placed in a room or a kennel until playtime starts.

The actual temperament test will take place after you've left. We'll attach a leash to your dog so that, if they get spooked, we can gently step on the leash to catch them instead of trying to grab their collar or body which can be scary to new or nervous dogs. Your dog will be let into a yard without other dogs to sniff and explore on their own for a bit. Then we add a single dog at a time to the group and let them adjust each time. If they look stressed, we

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stop adding dogs and keep a smaller quiet group. If they are excited and playful, we'll match them with other happy-to-play dogs. Pictures get taken and posted to our Facebook page, with a report on their first day so that you have an idea of how things went. We send out links to your dog's posts via email so you can find them easily.

Visit and like our Facebook page at this link: <https://www.facebook.com/pawsup.daycare> or search us up as Paws Up Doggy Daycare!

A typical day at daycare...

DROP OFF- 6:30am- 8:30am - Dogs are dropped off by their owners and we let them out onto our grass yards for potty and then integrate them into one of the outdoor play yards, indoor rooms, or crates. Staff strives to rotate groups outside for a second potty break before drop off ends.

8:30am – 11:30am - Playgroups are rotated out into the various yards in their assigned groups to run, play, and explore with staff supervision at all times. During cold or wet weather, areas inside of the house, barn, and annex provide plenty of room for dogs to continue their play or settle for rest times without being exposed to the harsh elements. Enrichment such as wading pools and sprinklers are used in warmer months. Toys are used sparingly in trustworthy groups only. At 11:30am, we move half-day dogs to the house side from the barn and settle everyone for nap time during half-day pick-up.

1/2-DAY PICK-UP- 12pm-12:30pm -Dogs are resting indoors, or relaxing in the yards awaiting pickup.

12:30pm-2:30pm - Once the half day pick ups have gone, we integrate and consolidate the play groups with the longer staying dogs and continue rotations. The dogs may continue their play and exploration, but often they begin to wind down for the day and want to take it a bit easier. Assigned lunches and snacks are also given in this time frame. In summer, we give periodic mandatory breaks to dogs who put themselves at risk for heat stroke if they can't slow down on their own and listen to their bodies' needs over their excitement to be here. At 2:30pm, we move 3/4-day dogs to the house side from the barn and settle everyone for nap time during 3/4-day pick-up.

¾-Day PICK-UP- 3pm-3:30pm -Dogs are resting indoors, or relaxing in the yards awaiting pickup.

3:30pm -5:00pm - The final integration of the playgroups occurs, and dogs are rotated for potty breaks and calm rotations. Most dogs are tired and relaxed by this point of the day.

FULL-DAY PICK-UP- 5pm-6:30pm - Dogs are resting indoors awaiting pickup while staff conducts regular closing duties.

Cancellation/Schedule Changes

- Regarding cancellations, clients are asked to please provide notification if they will be unable to bring their dog(s) on a scheduled day or days via email. Failure to provide proper notification before 12pm the day before the scheduled daycare will result in a cancellation fee charge.
- Schedule/pick up time changes made after 12pm the day before will be held to the same price as originally scheduled.
- As a courtesy to the daycare staff, please call the office if you will be late dropping your dog(s) off. Regardless of notification, we cannot accept drop offs after 8:45am.
- Flexibility with drop off and pick up times can be granted with communication and scheduling in advance.

If your dog exhibits symptoms of illness, please check in with us as soon as possible. You may be asked to keep your dog home for as long as the symptoms persist.

Drop Off/Pick Up Protocol

Drop Off – When bringing your dog to daycare, please comply with the following guidelines to ensure that things go as safely as possible for everyone.

- **All dogs must be on leash and in control of their handler while in the parking lot.**
- **A minimum of 12 feet needs to be kept between all dogs and any strangers in the parking lot.**

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- If another dog and owner are already in the gated drop off area, please wait with your dog in the parking lot, at least 10 away from the drop off area, or by your car until the dog on the porch has been moved into the facility and the owner has vacated the drop off area.
- Please make every attempt to prevent your dog from making contact with other dogs through the gates on our porch to avoid any growling or snarling incidents between dogs.
- **Please do not approach any of the wire fences to speak to staff. If you need direction to the main drop off area, please give our office a call.**
- Enter both gates on the porch, once it's clear, and close each behind you before unleashing your dog. We must have at least two closed gates between any off leash dog and the parking lot.

Pick Up – When picking up your dog from daycare, please comply with the following guidelines to ensure that things go as safely as possible for everyone.

- **Upon arriving to pick up your dog, please go directly to the gated pick up area, assuming it is vacant of other dogs and owners, and avoid greeting your dog through the fence.** Doing this will prevent yours and other dogs from getting overly excited and potentially redirecting any frustration onto each other.
- Stay at least ten feet from the outermost gate while clients are collecting their dogs and leaving to avoid any potential conflicts.
- Enter both gates on the porch, once it's clear, and close each behind you so that staff can release your dog to you. We must have at least two closed gates between any off leash dog and the parking lot.
- Leash up your dog securely before exiting the gated porch area.
- **If your dog is not picked up by 6:30pm, and we have made several attempts to contact you, your dog will be safely secured in a kennel to board overnight and you will be charged an \$85 emergency boarding fee.**

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Daycare Rates

	<i>Single Dog</i>	<i>Double Dog</i>
1/2 DAYS	Drop Off: 6:30am-8:30am Pick Up: 12pm-12:30pm	5% off per dog
ONE	\$25	\$45
FIVE	\$120	\$220
TEN	\$230	\$430
FIFTEEN	\$330	\$630
3/4 DAYS	Drop Off: 6:30am-8:30am Pick Up: 3pm-3:30pm	
ONE	\$35	\$63
FIVE	\$170	\$310
TEN	\$330	\$610
FIFTEEN	\$480	\$900
FULL DAYS	Drop Off: 6:30am-8:30am Pick Up: 5pm-6:30pm	
ONE	\$45	\$81
FIVE	\$220	\$400
TEN	\$430	\$790
FIFTEEN	\$630	\$1170

- Passes expire 5 weeks from the day of purchase and should be renewed on a monthly basis.
- Once a week visitors are restricted to paying by the day or the 5-day passes, twice a week visitors are restricted to 10-day or less pass, and so on and so forth to match the 5 week expiration policy.

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- Clients who communicate thoroughly about schedule changes involving the need to travel, board, or other household emergencies can have up to two weeks of a grace period on their current pass.
- Cancellations after 12pm on the day before your dog's next scheduled visit are subject to cancellation fees of up to the price of the requested services for that day.
- Paws Up operates rain or shine, so we do not offer weather-related refunds.
- There are also fees for late drop-offs, late pickups, and for no shows. Timely communication can reduce the fee amounts.
- **No drop-offs later than 8:45am**, we assume you will not be in if we haven't heard from you by 8:30am.
- Triple, quadruple, and 20-day passes and prices are also available to those who inquire and qualify. Twenty-day passes have the same \$3 per day discount as the 15-day passes.

Boarding Rates

Single dog- \$65 per night

Double dog- \$100 per night

Triple dog- \$150 per night

Requirements from owners for boarding:

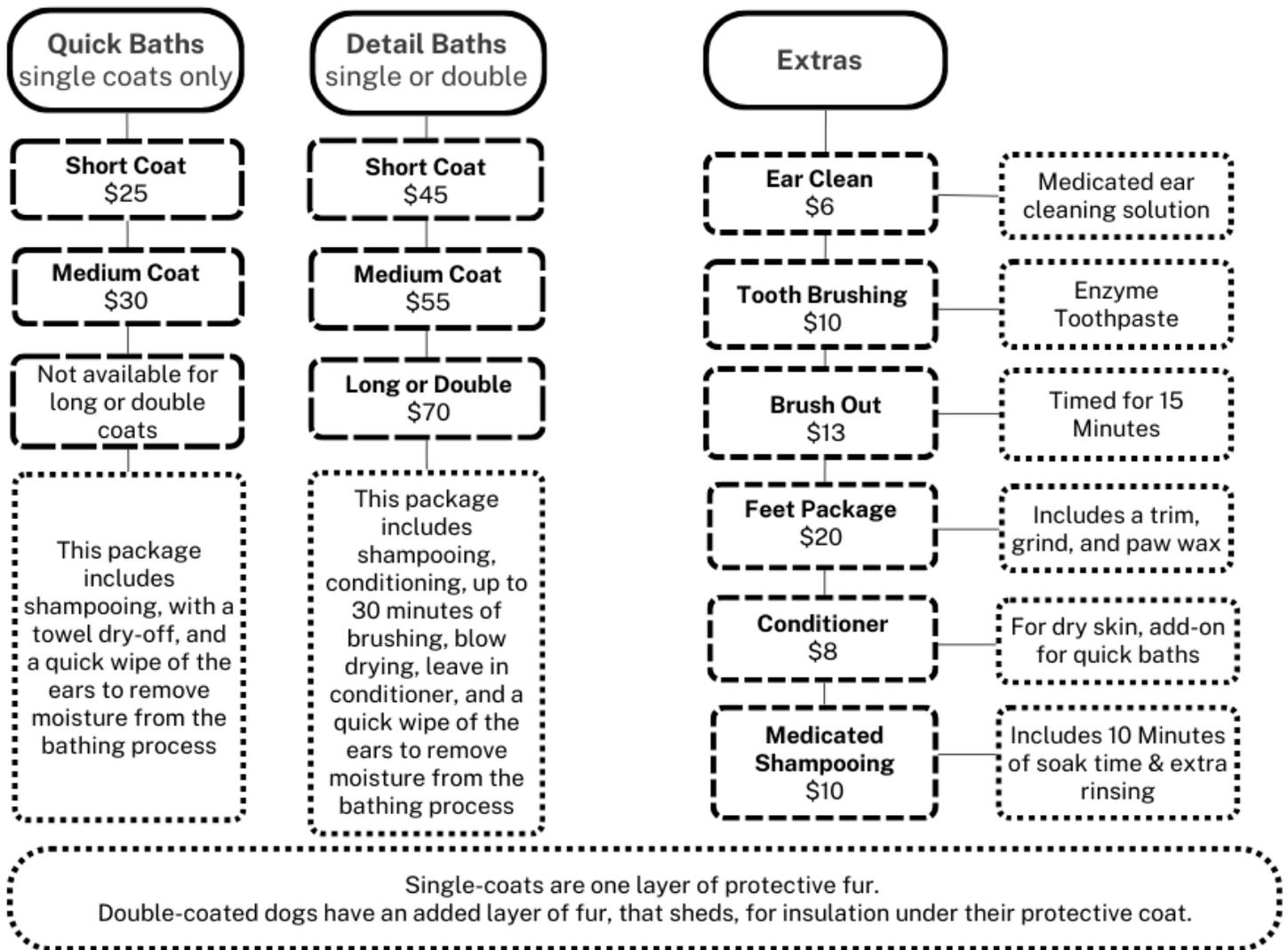
- **Pet must attend daycare at least once a week to qualify for boarding**
- New client pets must attend at least three to five times before they can qualify for boarding
- Provide daily food/medication rations with instructions on how and when to administer
- Boarding payments are due at the time of service if the beginning service date is on or before the 15th of the month. All boarding reservation payments will be due by the 15th of the month if the date is on or after the 15th of the month
- Cancellations must be submitted at least one week before the date of service to avoid cancellation fees which vary in price based on communication levels and attendance history
- Boarding drop off times coincide with the daycare drop off window of 6:30am to 8:30am
- The last day of boarding will be considered daycare only and will follow the daycare pick up window and fee schedule. Pick-ups can be arranged during the normal daycare drop off window to avoid daycare charges on the last day.
- **NO SUNDAY drop-offs or pick-ups**

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- A full-day pass may be bought and used to take advantage of the daily multi-pass discounts, and a flat \$20 boarding fee will apply for each overnight. Please ask for this option if you want it
- ★ Some exceptions may apply, please feel free to ask about scheduling needs that fall outside of these parameters

Paws Up Provides: Daycare service, human supervised overnights, feeding, medicating, daily photos, necessary equipment such as leashes, bowls, bedding, kennels, chews, and toys

Grooming Services (by appointment)



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Warm regards,

Aixa Tearne, Amber Tait, and Desiree Widdows - Owners/Managers at *Paws Up!*

2200 W Sunset Rd, Tucson AZ 85741

(520) 771-5711 office - call or text

P.S. We do not have a mailing address. Please deliver all paperwork in person or through our Gmail at pawsupdaycare@gmail.com

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DAYCARE ENROLLMENT FORM

Owner Information

Name: _____ Date: _____

Mailing Address: _____
Street City & State Zip Code

Home Phone: _____ Work Phone: _____

Mobile Phone: _____ Email: _____

Alternate Emergency Contact Name/Phone: _____

Dog Information

Dog's Name: _____ Breed: _____

Color: _____ Age/Date of Birth: _____ Weight: _____ Sex (circle): M/F

Veterinary Office/Doctor: _____ Phone: _____

Medical History

1. Is your dog spayed/neutered, if so, at what age did they have that procedure?
2. List any medications your dog is currently taking and why:
3. Describe any health issues your dog has:
4. Describe any sensitive areas or pre-existing injuries that your dog has:

5. List any food allergies, medical allergies, or other physical restrictions your dog may have while attending daycare:

General Information

6. How long have you owned your dog?

7. Please list any other dogs or pets that cohabitate with your dog, and their dynamic together. This helps us paint a larger picture of your dog and their interactions with other animals.

8. Will you need to bring lunch for us to give your dog during daycare?

9. Are there any circumstances where your dog uses growling to communicate, what are they?

10. Has your dog ever been in a dog fight? What were the circumstances, if so?

11. Please list any fears that your dog may have:

12. Is your dog kennel trained?

13. Has your dog ever tried to jump a fence or dig out of a yard?

14. Does your dog enjoy playing with other dogs?

15. Please describe your dog's overall demeanor when interacting with other dogs:
16. What types of training has your dog had?
17. Do you have any training goals for your dog, what are they?
18. Does your dog visit dog parks?
19. What interests you about having your dog attend daycare?
20. Do you have a specific day or days each week that you would ideally like to have your dog attend?

Please tell us how you heard about Paws up! Training, Daycare/Boarding; ie, Google, Yelp, Word of Mouth (who):

Health Form and Waiver of Liability

Proof of current vaccination records are required before we can schedule temperament test dates

- *I have initialled the bottom of each informational page of this packet to indicate that I have read, understood and will comply with all written rules and procedures.*

Owner Signature/Date

- *I attest that, to the best of my knowledge, my dog is free from both internal and external parasites and is in good health.*

Owner Signature/Date

- *Although Paws Up! Daycare takes every precaution to avoid injuries and disease by grouping dogs that enjoy each other and verifying all vaccination requirements with attendant dogs, I understand that my dog's participation in Paws up! Daycare includes group socialization playtime which could expose my pet to injuries and/or illness.*

Owner Signature/Date

- *In the event of a medical issue, Paws up! will contact me and/or my preferred veterinarian, but I authorize Paws up! Daycare to seek emergency care with another veterinarian, if need be.*

Owner Signature/Date

- *I authorize pictures of my pet to be taken and distributed to the Paws up! Facebook page.*

Owner Signature/Date

- *I authorize my dog to be transported to or from the daycare and boarding facility should I choose to board or shuttle my pet.*

Owner Signature/Date

- *By signing this contract, I am acknowledging and agreeing to comply with the parking lot protocol as well as appointment and cancellation policies.*

Owner Signature/Date

- *I understand that by signing this waiver I am releasing Paws up! Daycare facility and its associates from liability resulting from some or all of the above circumstances.*

Owner Signature/Date