



Prairie Peak Kennels Accident / Illness policies

At Prairie Peak we do everything we can to prevent the injury or illness of your dog. We are inspected yearly by a licensed veterinarian to ensure we keep up on proper cleaning, sanitization, and illness/injury prevention practices. In the unfortunate event that your dog becomes injured or ill here is our pledge to you:

“Should your dog become injured or ill during their stay with us, we promise to provide professionalism, honesty, and work quickly to resolve the issue to the best of our ability.”

The policies below have been reviewed by and approved by a licensed veterinarian

Illness policy:

Diarrhea - Diarrhea can be caused by many reasons including nervousness, parasites, worms, food / treat allergies, foreign object ingestion, etc.

Treatment - For initial diarrhea discovered we will feed ½ measured amount of food, provide canned pumpkin and cooked rice 50/50 blend and provide a Kaopectate pill (antidiarrheal support). We check vitals including circulation and dehydration.

Emergency - It is not considered an emergency unless the diarrhea is liquid and lasts for more than 72 hours or there is lethargic behavior. In the event of an emergency, we will notify owners and transport your dog to one of 3 vet clinics we have a partnership with in the area. If there is excessive blood or black stools we will contact the vet.

When we notify owners - If we have crossed a threshold of 72 hours or if the owner is going to pickup the dog in less than 72 hours from any symptoms that are presented or if our vet is concerned.

When we do not notify owners - If the dog does not have diarrhea for more than 72 hours, if the issue resolves itself within 72 hours. If there is energy and happy go lucky movement present.

Vomiting - Vomiting can be caused by many reasons including nervousness, food / treats, foreign object ingestion, drinking too fast, eating too much grass, illness, etc.

Treatment - For initial vomiting discovered we will feed ½ measured amount of food, provide canned pumpkin and cooked rice 50/50 blend. We check vitals including circulation and dehydration.

Emergency - It is not considered an emergency unless the vomiting lasts for more than 72 hours, no eating for 72 hours despite doctoring up the food, or there is lethargic behavior. In the event of an emergency, we will notify owners and transport your dog to one of 3 vet clinics we have a partnership with in the area. If there is any blood in the vomit we will contact the vet immediately.

When we notify owners - If we have crossed a threshold of 72 hours or if the owner is going to pickup the dog in less than 72 hours from any symptoms that are presented.

When we do not notify owners - If the dog does not vomit for more than 72 hours, if the issue resolves itself within 72 hours. If there is energy and happy go lucky movement present and there is eating and drinking being documented.

Upper Respiratory illness - Widely called "Kennel Cough" but broadly it's any infection in which breathing is labored. Airborne contagious. Not 100% preventable even with daily sanitization protocols. Often times dogs are contagious days before they show symptoms.

Treatment - Upon initial discovery, owners will be notified and asked to pickup their dog. If pickup is not possible, Quarantine privacy package protocols begin. We check vitals including circulation and dehydration.

Emergency - It is not considered an emergency unless there is lethargy, loss of appetite for 72 hrs, no drinking, coughing creating vomiting or in older dogs if other symptoms present but no coughing (could lead to pneumonia).

When we notify owners - Immediately when we discover the coughing or if mild symptoms showing illness but no coughing continue for 72 hours we will call.

When we do not notify owners - If there is no coughing, slight runny nose, green eye or nasal discharge we will monitor. If there is energy and happy go lucky movement present and there is eating and drinking being documented.

Other Illnesses - Illnesses such as rashes, itching, seizures, unique behavior, etc can happen for a variety of reasons many of which are not totally preventable in any type of environment.

Treatment - For initial discovery of some other type of illness we will determine what, cause, and monitor in our staff notes and adjust care accordingly. We check vitals including circulation and dehydration.

Emergency - It is not considered an emergency unless it's felt the dog would possibly not survive without immediate care. Anything less that is presenting an mild illness or issue we would monitor and document.

When we notify owners - If we have crossed a threshold of 72 hours and or the illness continues to worsen to a level considered life threatening.

When we do not notify owners - If the dog does not have symptoms for more than 72 hours. If there is energy and happy go lucky movement present and there is eating and drinking being documented.

Accidents:

Skin tear, puncture, cut, blood present - An accident can and will occur from time to time when dogs play. This is statistically planned for at any animal care facility. Much like a child daycare facility. There are unpredictable and uncontrollable movements happening. We will do our best to minimize and control what we can.

Treatment - We have an animal first aid kit on site. For initial discovery of blood we will source the wound, clean with peroxide or antiseptic, then treat with bacitracin ointment, wrap if possible. Every wound is different and we will consult with our vet as needed. We check vitals including circulation and dehydration.

Emergency - It is not considered an emergency unless it's felt the dog would not completely heal without vet intervention. In the event of an accident that needs medical attention, we would call our vet and discuss the situation. Based on their recommendation, we will treat or transport as necessary.

When we notify owners - If we have crossed a threshold where it's more than a scratch or tooth mark where blood is present in such a way that may ultimately require vet care soon or in the future.

When we do not notify owners - If the dog will certainly not require vet care and the wound is minor and easily able to heal on its own without any further complications such as a scratch or a broken toe nail.

Trauma - An action that was observed or heard and to have caused an impact of any sort such as dogs colliding, a fight, jumping off of an obstacle, or crashing into something etc. Symptoms of an injury that does not include an obvious wound with blood.

Treatment - Palpitations of the body would help us identify the location of the injury and the extent of the situation. We would lay the dog down in a kennel for a brief rest. After a brief 15 min rest, further evaluation examination would be performed. For minor injuries, kennel time and limited exercise would be the treatment. We check vitals including circulation and dehydration.

Emergency - It is considered an emergency if the dog is in extreme pain, or obvious break of bone or otherwise immobile. If there is suspected internal bleeding. We would notify the vet and listen to their advice.

When we notify owners - If there is an emergency, or if the minor injury lasts longer than 72 hours or occurs within 72 hours of pickup.

When we do not notify owners - If the dog appears to have a sprain, or some minor ailment where weight and mostly normal bodily movement can still occur without major pain and does not last longer than 72 hours.

General:

Our Judgement and your Grace - You agree to allow us to use our best judgement in caring for your pet and understand that there is a degree of human perception when identifying the issue at play. We are not Veterinarians and sometimes they can take a little time to get a hold of. These issues are often evolving rapidly and changes are documented to the best of our ability. We ask that owners remain calm, patient, and graceful while we work together to help produce the best outcome for your dog.

Fees for accident or illness: It is recommended that you carry pet insurance for your pet. Any costs PPK incurs will be passed onto owners as is standard for other child daycare businesses. Transportation emergency fee of \$75 plus \$0.75/mile will be charged to card on file as soon as the emergency has been resolved. Owner will be notified of the name of the Vet clinic in charge and payment is expected to be made by owners directly to the vet clinic. Prairie Peak is not responsible for any injury, illness, or death and owners understand there is inherent risks in engaging in **ANY** activity with their pet including but not limited to, living in your home, walking on or off leash, hiking, hunting, swimming, going to the vet, driving, dog parks, and animal training and care facilities.

Prairie Peak has a great record for saving many dogs and identifying issues before it becomes severe.

"While at Prairie Peak their boarding crew noticed that Doodles was not feeling well. They took her to the vet and then again the next day for her surgery to remove her uterus. I was warned by the vet this infection could happen with her old age. I am so grateful to the Vet clinic and especially to Prairie Peak for saving Doodles. She was in good hands!"

-Brooke M and her 8 yr Doodle named "Doodles"

We look forward to serving you and your dog! - The Prairie Peak Family -