



Animal Hospital

of Shawnee Hills

Healthy Pets Happy Hearts

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Boarding Information

Thank you for trusting us to care for your furry friend while you are away. To help us make the drop off and pick up process smooth for both you and your pet, please follow the guidelines below. We do ask that all paperwork be completed to the best of your ability before arrival to help prevent miscommunication about your pet's needs. Forms can be found at <http://shawneehillsvet.com/services/boarding/>. We will also email you the forms for you to print, complete and bring with you. Required paperwork includes **Boarding Admission Form, Medical Treatment Consent/Decline Directive, and Medication/Supplement Log** (if applicable).

Please read the following boarding policies and protocols carefully:

- **Drop off and pick up times:** Our hospital hours of operation are Monday – Friday 7:30 AM to 6:30 PM and Saturday 8:00 AM to 2:00 PM. Our new dog boarding and grooming facility now share an entrance in our lower level. Cats will still be dropped off in our main hospital entrance unless they are in the same family as a dog boarder. If together, both can enter the lower level boarding area and the kitty will be taken to our upstairs cat boarding facility.

To facilitate the process, we ask that drop-off and pick-up times be scheduled during these hours:

- **Monday through Friday 8:30 AM – 11:00 AM or 3:00 PM – 5:00 PM**
- **Saturday 8:30 AM – 11:00 AM**
- **Sunday by prearrangement at 4:00 PM (pick-up only, still charged for Sunday night)**

Dogs will be released in the lower level and cats in the main hospital entrance. If your dog and cat are both boarding, both may be picked up in the lower level. We will call the day before your pet's scheduled stay to verify the reservation and confirm your boarding admission time.

- **Requirements:** All dogs boarding with us must be current on their Rabies, Distemper, & 6-month Bordetella vaccinations. Dogs also must have a negative fecal check within the last 6 months if currently on intestinal parasite prevention, or within the last 3 months if not on parasite prevention. All cats must be current on their Rabies and Distemper vaccinations. If your pet cannot have vaccines for any reason, he/she will stay in our upper level hospital boarding room away from other pets (if available). This will be considered medical boarding with applicable fees as veterinary technicians will care for your pet during business hours. We reserve the right to refuse any dog or cat that is not current on vaccinations.

• **Boarding Prices:**

Kennel Type	Size	Price PER PET per night
Cat Condo	-	\$15
Dog Small Kennel (28" x 28")	Single pet <20lbs	\$23
Dog Medium Kennel (30" x 48")	Single pet <45lbs or two small pets <20lbs	\$27*
Dog Suite (5' x 6')	Multiple smaller pets or large dogs	\$33*
Medication given/day	-	\$5

*10% discount per day for each additional dog in the same space

- **Personal Belongings:** We will provide everything your pet needs including food and water bowls, blankets, towels, and cots to lie on.
 - **Food:** We feed Purina EN gastrointestinal dry food for dogs and cats. If your pet is on a special diet or you want to keep him/her on their current diet please bring only enough food for your pet's stay. Large bags and food bins are difficult to store. Pre-packaged feeding amounts in sealed baggies are always welcome. For cats, small cat food bags or tupperware containers are small enough to be stored in the cat condo.
 - **Food bowls:** We will provide bowls for pets; please do not bring personal dishes.
 - **Treats:** You may bring treats to be given at various times of the day. Generally, treats are given at dog walking times and before bed. These times are the same for the kitties.
 - **Bedding:** We provide blankets, towels and cots for your pet's comfort. Bedding is washed daily for both cats and dogs. Many dogs will soil and/or chew on their nice comfy beds brought from home, especially if they are not accustomed to boarding. Our utmost concern for your pet is their safety; dogs that chew up any bedding while boarding will not be able to have any bedding to avoid a foreign body blockage. Please be advised that if you bring your pet's bedding it may be soiled on, mixed up in our laundry facility or damaged. Consider bringing something smaller that smells like home such as a toy. If your cat enjoys sleeping in boxes, we do provide cardboard boxes for kitty relaxation.
 - **Toys:** Please bring a few toys that are indestructible. Stuffed animals are not advised as a dog that gets bored or stressed in the kennel may begin to pull it apart and ingest the stuffing. We encourage you to bring a few of your cat's favorite toys. Please label everything clearly to reduce the chance of the toy being misplaced.
- **Medication:** If your pet is on medication or supplements, please fill out the **Medication and Supplement Form** before your arrival to save you time and be sure that there is no miscommunication with your pet's needs. All medication **MUST** be in the original prescription bottle. We will not accept medication in plastic bags, weekly or daily pill boxes, or any other container. We will count controlled substances upon your pet's arrival and departure. Any extra controlled medications not needed during their stay may be sent home with you at the time of drop-off.
- **Medical Services:** If your pet needs medical services while boarding, please make these arrangements prior your pet's boarding admission. The client care specialist will notify you at the time the reservation is made if any vaccines need to be updated while your pet is with us and an estimate for the procedures will be emailed to you prior to your arrival for approval.
- **Grooming:** If you would like to have your pet groomed while boarding, please make these arrangements ahead of time as soon as you know you need your pet boarded. If the boarding reservation is short notice, grooming may not be able to be provided. We will do our best to accommodate in these situations. We groom dogs Monday - Saturday. Cat grooming is every other Wednesday.
- **Infectious disease protocol:**
 - ✓ We will isolate animals with known contagious diseases whenever possible.
 - ✓ Cages and runs are cleaned daily, if not more often, with an antibacterial/virucidal disinfectant.
 - ✓ All team members are required to wash their hands in between patients.
 - ✓ All pets must be current on flea prevention.
 - ✓ Dogs must be current on intestinal parasite prevention – if not current, a negative fecal check within the past three months is required upon admission.

In spite of our best efforts, occasionally an animal will leave our hospital and develop an upper respiratory infection, cough or some other illness. This is an inherent risk of boarding, but especially in a veterinary facility where we see sick patients on a regular basis.