

Settling in Policy for New Dogs



I will ensure that any new dog is given a Meet and Greet session. This will allow me to meet the dog, answer any questions the owners might have, and give the potential new boarder a chance to meet my dog, Chester, and my family. During this visit, all boarding rooms will be available for inspection, and the dog will have the opportunity to explore, play with toys, and visit the garden. At this time, owners can also review our policies, and I will verify that vaccinations are up to date.

For new boarding dogs staying longer than three days, I will offer a trial overnight stay. If the dog is coming for daycare, I can suggest a couple of settling-in days to help them adjust to the new environment.

On the day of arrival, I will personally greet and welcome both the client and their dog(s) at the front door, while keeping Chester upstairs. I will remind the owners to bring familiar items for their dog, such as food, toys, or blankets that smell like home, to provide comfort after they leave.

I will sit on the floor and allow the new dog to approach me, ensuring the patio door is open for them to sniff and explore. If the dog seems anxious, I may engage them in play or take them for a brief walk to help them settle.

Once the dog appears calmer, I will gradually introduce them to Chester. If the introduction goes well, I will supervise their interaction, ensuring both dogs receive equal attention. However, if either dog shows signs of stress, I will separate them into different rooms and try again once they have calmed down.

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If the dog continues to show signs of anxiety or nervousness, I will create a calm and comforting environment and sit with them to provide reassurance. I will stay composed, act as their primary caregiver, and ensure consistency in my care. I strongly believe that if a client has entrusted me with their dog(s), it is my responsibility to ensure their well-being rather than leaving them alone for extended periods.

Throughout their stay, I will closely observe their behavior and immediately report any unusual signs. I will also maintain open and honest communication with the client. Each day, the client will receive updates from Pawsome Pooches, including texts, videos, and photos, to keep them informed about their dog's welfare. I will strive to keep everything as routine as possible for the dogs during their visit, including not changing their food or mealtimes, following the clients' preferences.

Before long, the new dog will feel like a cherished member of our Pawsome Pooches family. Our primary goal is to create a warm and inviting atmosphere where dogs feel as loved as they do with their owners—and even better, they will look forward to returning for more visits. We aim to provide our clients with complete peace of mind, allowing them to enjoy their holidays or business trips, knowing their beloved dogs are safe and well cared for.