

Enrichment Policies

_____ All dogs **must pass a Temperament Evaluation** prior to acceptance into the Enrichment Program. The Whitesburg Animal Hospital Enrichment staff will not knowingly admit any obviously aggressive dogs into the Program.

_____ Enrichment participants must be able to get along well with humans as well as other dogs. If a dog does not pass the temperament evaluation, we will recommend training classes to help the dog become more social and reevaluate after completion of those classes.

_____ **If a previously evaluated dog has not participated in our Enrichment Program within the last six months, it will be necessary for the dog to be reevaluated to determine which playgroup it is best suited for its temperament and activity level.**

_____ In order to maintain a safe and fun environment, participants are expected to maintain a degree of “playgroup etiquette”. Our staff acts as a “referee” by enforcing certain rules such as no jumping, fighting, and etcetera with a kind but firm demeanor. Dogs can be unpredictable and sometimes act out of character by demonstrating aggression or nonsocial behavior towards staff or other participants. When this happens, the offender may be put in time-out. Time out consists of the dog being put in an area by themselves for approximately 5 minutes to allow them to settle down. If behavior becomes consistent, the dog may be suspended from the program until aggression issues have been addressed and resolved. After counseling and/or additional training, dogs may be reevaluated; however, if the participant again begins to demonstrate unacceptable behavior they may be permanently expelled from the program.

_____ Playgroups are determined by our trained staff and are based on size, temperament, and activity level of each individual participant.

_____ In order to protect participants from communicable diseases, **all dogs must be part of a health maintenance program that includes the following: Rabies, Distemper Combination, Bordetella and Bivalent Canine Influenza Vaccinations, Annual Wellness Examination, and a Negative Fecal Examination.**

_____ To reduce the risk of internal and external parasite transmission, **all participants must be current on heartworm and flea/tick prevention.** If any pet is found to have external parasites, Whitesburg Animal Hospital will apply a single dose of prevention at the client’s expense.

_____ All participants must be in good health. All known medical conditions should be notated on the bottom of this form.

_____ **By six months of age, all dogs must be spayed or neutered.**

_____ **Participants must wear a flat collar with identification and be leash trained.** For the safety of our participants, we ask that all pets arrive and depart on leash.

_____ Whitesburg Animal Hospital is not responsible for any personal items such as bedding or leashes left while your pet is in our care.



WHITESBURG ANIMAL HOSPITAL & THE LODGE AT WHITESBURG

Uniting the Art of Caring with the Science of Medicine

Due to the popularity of the Enrichment Program, **reservations and cancellations require a 24-hour notice.**

Reservations and pre-payment are required to receive the discounted weekly package rate. Discounted weekly package rates are not transferable to the following week.

Whitesburg Animal Hospital closes to observe the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

During heavy boarding weeks, Whitesburg Animal Hospital limits the number of non-boarding Enrichment participants and requires pre-paid reservations. This includes but is not limited to the weeks of: Spring Break, Independence Day, Fall Break, Thanksgiving, Christmas and New Year's.

Enrichment hours are Monday through Friday from 7:00 a.m. until 6:00 p.m.

The Enrichment entrance is open Monday through Friday from 7:00 a.m. until 10:00 a.m. and from 4:00 p.m. until 6:00 p.m. Participants may be dropped off and picked up through the main hospital entrance between the hours of 10:00 a.m. and 4:00 p.m.

All boarders must be checked in and out through the main hospital entrance.

If your pet is scheduled to have any medical services while here for Enrichment, please drop off and pick up at the main hospital entrance.

All dogs must be picked up by 6:00 p.m. There will be a \$2.50 per minute late fee for any pet picked up between 6:01 p.m. and 6:10 p.m. All dogs still in our care at 6:10 p.m. will be boarded at the owner's expense.

Enrichment participants may be photographed and/or videotaped without compensation during their playgroup sessions. These photographs and/or videotapes may appear on Whitesburg Animal Hospital's website, Social Media accounts, Enrichment Yearbook and/or marketing campaigns.

Whitesburg Animal Hospital strives to keep our facility clean and sanitary and uses all reasonable precautions to prevent injury, illnesses and/or escape. Under no circumstances will Whitesburg Animal Hospital be responsible for the actions of the pet or other pets in the playgroup that may cause injury, illness, or escape.

Whitesburg Animal Hospital makes every effort to supervise and assure the safety of every dog. However, there are risks associated with allowing your dog the freedom to interact with other dogs. Owners agree and understand the inherent risks of illness and/or injury when their pet is in a group setting. Such risks include but are not limited to: problems associated with rough play such as bite wounds and/or scratches, kennel cough or other contagious disease.

Each pet owner accepts full financial responsibility for his or her own pet's veterinary services resulting from any injuries and/or illnesses contracted while their pet participated in our Enrichment Program.

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_____ If a pet should become ill, injured or in need of medical attention while in our care, Whitesburg Animal Hospital reserves the right to administer aid and stabilize the patient until the owner and/or emergency contact can be reached. Any expenses incurred will be the responsibility of the owner.

_____ Your pet's coat may be wet when you pick them up during the summer. On nice summer days, they may have been lounging in the pools. Not to worry, the water is changed frequently to keep them clean and healthy.

_____ Some dogs may be exhausted or experience sore muscles after a full day of play. This is usually fades over time as they adjust to the level of activity.

Pet Information

Pet's Name	
Predominate Breed	
Birthday	
Current Weight	
Please List All Known Allergies or Other Health Concerns	

In the event of an emergency, please contact:

	Primary Contact	Alternate Contact
Name		
Telephone Number		
Alternate Telephone Number		
E-mail Address		
Primary Veterinarian		
Primary Veterinarian's Telephone Number		

By initialing each section above and by signing below you indicate your agreement with all the terms hereof and in addition, release Whitesburg Animal Hospital and the Lodge at Whitesburg, its agents, officers, subcontractors, employees, clients, and potential clients from all liability for injuries to yourself, your pet, and any other property of yours. You understand there are certain risks involved with pet ownership, training, and care, including but not limited to fights, bites, and transmission of disease. By signing below, you also acknowledge and accept full responsibility for these and all other risks and release Whitesburg Animal Hospital and the Lodge at Whitesburg, its agents, officers, subcontractors, employees, clients, and potential clients from any injuries and/or illnesses that may occur. This agreement covers the current relationship between Whitesburg Animal Hospital and yourself. Each time you bring your pet to Whitesburg Animal Hospital's Enrichment Program you affirm the terms of this agreement and the truthfulness and accuracy of all statements you make in this agreement.

_____ **Owner's Signature**

_____ **Print Name**

_____ **Date**
