



## The Cat Doctor of Dover Boarding Policies

**These are the current boarding policies for The Cat Doctor of Dover. Please note that these policies were established many years ago when our boarding facility was opened to the public. It is important that you read and familiarize yourself with them prior to making a boarding reservation. All policies were made to help keep our patients and boarders healthy and safe.**

### **Prior to boarding:**

- Boarding of cats is a service and a convenience provided for *established clients and patients only* of The Cat Doctor of Dover (CDD). This is so we can get to know your cat, his/her personality, needs, etc., prior to boarding so we can give him/her the best possible care during boarding. Also, we only have 6 boarding condos. An *established client and patient* has had at least two or more exams/visits in the last year or annual wellness exams and vaccines at CDD for at least the last 2 years. A new cat of an already established client must undergo an exam by a doctor at the Cat Doctor of Dover within 30 days of scheduled boarding.
- All healthy kittens and cats up to the age of 8 that are scheduled to board must be up to date on their annual wellness exams. This means that your cat has been examined within the last 12 months for wellness and determined to be healthy. If your cat was sick at his or her last exam, he/she will need another exam to confirm he/she is now well. We cannot board unhealthy cats that may need medical attention or monitoring.
- Senior cats > 8 years and cats of any age with chronic conditions must have an updated exam with 30 days of their scheduled boarding to confirm they are either healthy or stable for boarding.
- All cats must be up to date with their FVRCP (feline distemper) and their Rabies vaccine, unless a doctor at the Cat Doctor has given an exemption for health reasons. Vaccines must have been administered by a licensed veterinarian. Vaccines administered by anyone besides a veterinarian are not recognized as valid by the State of New Hampshire.
- Wellness exams for boarding, if needed, cannot be scheduled on the day you plan to drop your cat off for boarding or during the boarding stay for several reasons. We cannot guarantee space in the appointment schedule the day your cat arrives or during the boarding term. If any abnormalities are found on exam, boarding may be inappropriate as your cat instead may require medical attention and more critical monitoring than can be provided in boarding. At drop off, many owners have a strict time schedule to maintain and may not have enough time to discuss new health issues/needed treatments/or even the necessity to find an alternative pet sitting plan if cat is sick.

- We do not allow boarding for more than 14 days at a time. Although the cat condos are comfortable, they are not large enough for long term stays. If you need longer than 14 days of cat care, we highly recommend an in house pet sitter.
- We encourage you to schedule boarding as far in advance as possible, as the boarding reservations do fill early.

### **Drop off and pick up from boarding:**

- You are encouraged to fill out the boarding forms ahead of time so they are ready at drop off. Boarding forms can be found on our website for downloading and printing. All requested information *must* be filled in and reviewed at intake with a Cat Doctor Dover staff member to confirm we understand all information provided.
- You are required to read our boarding policies, which can be viewed on or printed from our website. We keep a copy at the front desk as well if you need to review. You will be asked to sign the boarding admission form, which has the statement “I have read, understand, and will adhere to the boarding policies of The Cat Doctor of Dover.”
- We ask you to drop off cats for boarding between 9:00 am and 3:00 pm Monday – Friday. Boarding admission takes approximately 15-20 minutes, so please schedule your drop off time accordingly. We want to make sure all paperwork is complete, all questions and concerns are answered, and your cat is safely settled before you leave the premises.
- We ask clients to pick up cats before 4:00 pm Monday through Friday.
- There will be no admissions or discharges from boarding on weekends or holidays.

### **During boarding:**

- Deluxe accommodations include lodging in our specially designed townhouses and monitoring by our kennel staff during the day. Your cat’s quarters are cleaned and sanitized at least twice a day. Fresh water will naturally be available at all times. Meals will be fed twice daily. Your cat will be weighed at admission and have a nail trim performed before discharge free of charge.
- All boarding cats must be free of contagious external parasites, including but not limited to, flea, ticks, lice, and mites. If any parasites are found, we will treat with an appropriate antiparasitic medication at your expense. (You must fill in the type of parasite control and the date of the last dose given on the boarding admission form at drop off.)
- If anything abnormal is observed by the kennel staff or your cat experiences a medical emergency during boarding, your cat will be examined by a doctor. If the doctor determines your cat is indeed ill, we will make every attempt to contact you or your authorized agent to discuss as quickly as possible. If you cannot be reached, the doctor will use her discretion as to how to treat until you can be reached. All charges incurred in such situations are your responsibility.
- If your cat becomes stressed and/or becomes aggressive while in boarding, we will offer a calming /antianxiety supplement to be given every day. Cost for antianxiety

supplements is your responsibility. If it is deemed too stressful for an individual cat to board with us, you will be informed at pick up and we will recommend trying another option, such as home caretaker, for future needs.

- We recommend each cat in a family have their own condo, even if they get along well at home. Being boarded is stressful for every cat because they have been removed from their home and their normal routine. Having to share a very small, unfamiliar space can make it worse. It is not unusual for two cats that get along well at home to not get along in boarding. If there is a documented history of two cats boarding successfully together at CDD, it is ok to schedule that way again. *But* if it has never been tried or even if it has been tried successfully in past, if cats are not getting along they will be separated into two separate condos with appropriate costs charged.
- We encourage you to bring your cat's regular food in enough quantity to avoid upsetting their GI tract and to minimize stressors while in boarding. If not provided, we will feed in house maintenance cat food. If your cat eats a prescription or specialty diet, you must bring from home. Please be aware, we cannot feed any type of raw diet in our boarding facility nor do we have the capability of home cooking any meal items.
- If your cat takes daily medications or supplements, we can administer during boarding. You must list out each medication name, dose, how often given and what time of day given on the boarding admission form. You must provide enough of your cat's necessary medications for every day of the expected boarding reservation. All prescription medications must be in the original containers with prescription labels. This includes insulin, which should always be kept in its box to protect it from light. We do not accept prescription medication doses removed from their original container in Tupperware containers, baggies, etc. On the off chance a container has been mislabeled, a label falls off a container while here, or medications are spilled out of the container, there is no way for us to safely identify each medication. There is too much risk of medication being mixed up, given improperly, etc. There is a daily fee for medication administration.
- Personal items from home are allowed to be used as comfort for cats in boarding. Be aware that these items may become soiled in boarding and may not be cleaned in time for pick up or occasionally items are lost.
- If we determine it is unsafe or too stressful or not in the best interest of your cat to be boarded based on our view of their experience in our kennel, we will inform you and recommend your cat no longer be boarded. We reserve the right to decline boarding reservations in any cats that we have previously recommended to no longer board. We generally will recommend in home pet sitting in such instances. Not all cats tolerate being in any type of caged environment.