



PIAA

Pet Industry Association

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STANDARDS & GUIDELINES FOR BEST PRACTICE BOARDING FACILITIES/ESTABLISHMENTS & DOGGY DAY CARE CENTRES

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Disclaimer

The information contained in this publication are the Standards & Guidelines for Best Practice (SGBP) defined by the Pet Industry Association of Australia (PIAA). Users are reminded that compliance with these Standards & Guidelines is a requirement of Membership of the PIAA.

New versions of these Standards & Guidelines may be issued from time to time. It is the responsibility of users to ensure the version of the Standards & Guidelines for Best Practice on which they rely is current by checking it is the latest version available on the PIAA website.

Compliance

Compliance of the Association's National Code, Standards & Guidelines for Best Practice does not remove the need to abide by the requirements of all local, state and commonwealth legislation and codes of practice including the Prevention of Cruelty to Animals Acts and any other laws such as Local Government Acts and National Parks and Wildlife Acts in all states and territories.

Preface

The Pet Industry Association (PIAA) Standards & Guidelines for Best Practice – Boarding & Doggy Day Care Establishments outline the principles that every Association member involved in the boarding of dogs and cats and doggy day care establishments must use to protect the welfare of the animals in their care. By adhering to the Standards & Guidelines for Best Practice people involved in this industry are demonstrating to the general community their concern for the welfare of the animals in their care.

When humans manipulate or limit an animal's choices in relation to its physical or social environment, the welfare of that animal must be considered. Humans have a duty of care towards these animals, and the greater the level of control of an animal or intervention with its environment the greater the responsibilities become.

Animal welfare can be thought of as the way an animal's health, safety and wellbeing are affected by its physical and social environment. Health and behaviour indicators provide information about how an animal is responding to a situation, thus enabling us to make informed decisions relating to the animal's welfare.

Introduction

The purpose of these Standards & Guidelines for Best Practice is to specify the minimum standards that are appropriate to the physical and behavioural needs of animals housed in PIAA member businesses operating as boarding or doggy day care domestic animal businesses, where an animal is kept for commercial gain while the animal owner is not present.

The PIAA Standards & Guidelines for Best Practice set the standard for the care and management of all animals in boarding and doggy day care establishments. Compliance with the Standards will ensure the care, management and welfare of all species boarded in PIAA member businesses are of the highest calibre.

All local, state, territory and commonwealth legislation and codes of practice must be complied with by boarding and doggy day care establishments in the respective state of territory.

Species include:

- Dogs & puppies
- Cats & kittens
- Birds
- Fish
- Rabbits
- Guinea Pigs
- Rats and mice
- Ferrets
- Reptiles

Special Note – Group Housing of Cats

Group housing of cats is not recommended as this may result in animals suffering from stress, behavioural problems and spread of disease. Cats from the same household may be housed together but require extra supervision. All new and renovated facilities must include single or same household housing only.

Standards

Standards describe specific actions needed to achieve acceptable animal welfare levels and are the minimum standards that must be met by all Association members. Standards are identified in the text by the heading 'Standards' and use the word 'must'.

Individual facilities may exceed these minimum standards and are encouraged to do so, either directly or in accordance with the Association's Accreditation Scheme.

Failure by a member to meet a standard may jeopardise their membership of the Association.

Boarding and doggy day care facilities/establishments/centres will be expected to conduct themselves in accordance with these Standard & Guidelines for Best Practice demonstrating their commitment and concern for the welfare of animals in their care.

Under the Prevention of Cruelty to Animals Acts legislated in most states and territories, the Person in Charge of an Animal or Facility, who may also be the owner, is responsible for meeting the legal obligations regarding an animal's welfare. Where the Person in Charge places an animal in the care of others (e.g. another member of staff), those persons also become legally responsible for the care of the animal.

Guidelines for Best Practice (Guidelines)

Best practice describes higher level systems and processes agreed upon at a particular time following consideration of scientific information and accumulated experience in standards of animal welfare.

They also reflect a considered estimate of what is thought to be society's values and expectations regarding the care of animals. They are identified by the heading 'Guidelines for Best Practice'.

Where a PIAA boarding member facility/establishment or doggy day care centre cannot meet the requirements of these Standards & Guidelines for Best Practice, animals must not be accepted for admission.

Definitions

Admission: the entry of an animal into an overnight boarding facility/establishment or doggy day care centre.

Animal: a dog or puppy, cat or kitten, bird, fish, rabbit, guinea pig, rat, mouse, ferret or reptile.

Bird: a warm-blooded egg-laying vertebrate animal distinguished by the possession of feathers, wings, a beak and typically be able to fly.

Bitch: a female animal of the species *Canis familiaris*.

Boarding: the taking of custody or possession of an animal for the keeping, accommodating, caring, training or feeding, for fee or reward at a property other than the animal's normal place of residence.

Boarding Facility/Establishment: a service offered by pet boarding kennels and some veterinarians, where boarding occurs, allowing owners to drop off their animal/s for a set time in exchange for a fee.

Cat: any animal identified as *Felis catus*.

Cat housing: a cattery, cage, module, colony pen or other enclosure used to contain cats within a facility.

Disinfectant: a chemical used on an inanimate surface to destroy micro-organisms likely to cause infection in animals.

Dog: any animal identified as *Canis familiaris*.

Dog housing: a kennel, cage, module, colony pen or other enclosure used to contain dogs within a facility.

Day Boarding/Doggy Day Care Facility: a business which houses dogs, cats and animals during the day for a set time only (the animals are NOT housed overnight), for a fee or commercial gain.

Enclosure/pen: a fully secure area preventing escape of animals from within and entrance of animals from outside the area.

Enrichment/environmental enrichment: practices that provide situations or activities for animals that are appropriate to meet their physical and psychological needs.

Establishment/facility: any place, premises or thing used for the accommodation or shelter of animals for the purpose of accommodating dogs or cats, or where puppies or kittens are housed and includes a vehicle used for the transportation of animals.

Euthanasia: the animal is rendered immediately unconscious and does not regain consciousness prior to death. Euthanasia is only to be undertaken by a registered veterinarian or authorised euthanasia technician.

Exercise: practices/activities requiring physical activity and movement by animals appropriate to meet their physical needs.

Exercise area: an area separate to the animal housing area which a business uses for the purposes of exercise as defined above. The only exception is where a dog's normal holding yard exceeds 10 times the minimum PIAA enclosure/pen size.

Experience: the qualifications, knowledge and training required to care for dogs and cats.

Ferret: a domesticated mustelid mammal (*Mustela furo* syn. *Mustela putorius* subsp. *furo*) with an elongated flexible body, often kept as a pet.

First aid: the immediate care and treatment provided to an animal with an injury or illness, but not including veterinary care.

Full-time staff member: staff members working 8 hours of work per day, whether as one staff member working 8 hours continuously or multiple staff members working split shifts to the equivalent of 8 hours.

General Health Check: physical examination to assess the health of an animal including assessments for:

- Medical conditions
- Infectious and zoonotic diseases
- Parasites
- Dental, eye and ear issues
- Genetic, breed and age considerations
- Body condition score.

Guarantee/Return Policy: the facility/establishment's written agreement given to the owner. The agreement outlines the terms and conditions that apply to the care and welfare of animals admitted to the boarding facility/establishment or doggy day care centre.

Guinea Pig: *Cavia porcellus* also called the cavy, a species of rodent belonging to the family *Caviidae* and the genus *Cavia*.

Handling: activities including grooming, soft patting/stroking, picking the animal up, turning the animal over and doing a health examination by physically examining each animal's paws, ears and teeth, and providing exercise, enrichment and human socialisation.

Health Management Plan: a plan for nutrition, health and well-being of all animals in the facility/establishment/centre prepared by the person in charge and the veterinary practitioner.

Hide: a small enclosed area where a cat can remove itself to 'hide' from other animals.

Impervious: materials or sealed materials that prevent water, urine or any other liquids penetrating the material or being absorbed and held by the material.

Independent veterinary practitioner: a veterinary practitioner not related by blood, marriage or de facto relationship to the proprietor (or family members of the proprietor) of the business, and has no commercial interest in the business.

Isolation housing: housing kept in a separate area to general animal housing and exercise areas; used specifically for animals suspected of having or diagnosed with an infectious disease.

Kennel: a series of pens/enclosures designed to house multiple dogs or puppies.

Kitten: a cat less than 16 weeks of age.

Microchip: a subcutaneous full duplex electronic radio transponder that complies with the relevant ISO standard.

Module cage/condominium: an enclosure designed to hold up to 2 cats and containing at least 2 levels.

Monitoring: the observation and assessment of animals on a regular basis including during routine management activities.

Mouse: refer to rodent.

Operating procedures: procedures for the management and operation of a facility/establishment for the accommodation and shelter of animals held in that boarding or doggy day care facility/establishment/centre.

Operations manager: a person responsible for the day to day operation of a business. This may or may not be the owner of the establishment.

Overnight Boarding: the animal stays at a boarding facility/establishment for at least one night.

Owner (animal):

- The owner of the animal (in the sense of being the owner of the animal as personal property)
- The person by whom the animal is ordinarily kept
- The registered owner of the animal.

A reference to the owner in these Standards and Guidelines is a reference to each and all owners of the animal.

Parvovirus: a virus which causes intestinal inflammation in infected dogs, for which symptoms include vomiting, diarrhoea, high fever and dehydration.

Pen: see definition for enclosure above.

Person in charge of an animal: the person who has an animal or animals in their possession or custody or under their care, control or supervision and who is responsible for meeting the welfare needs of the animal or animals. This may include the owner of an animal, a family member or friend of the owner, or in a facility/establishment may be the manager or staff or volunteers.

Proprietor: a person who legally registers the business and/or is the owner of the animals.

Puppy: a dog less than 16 weeks of age.

Rabbit: any various long-eared, short tailed, burrowing mammals of the family *Leporidae*.

Rat: refer to rodent.

Reptile: a cold-blooded vertebrate animal of a class that includes snakes, lizards, crocodiles, turtles and tortoises.

Rodent: a gnawing mammal of the order *Rodentia* that includes rats, mice and their relatives; distinguished by strong constantly growing incisors and no canine teeth.

Qualifications: formal qualification provided by a registered training organisation, including the management, welfare, handling and care of animals in the boarding or doggy day care facility/establishment/centre.

Significant infectious disease: a disease caused by a transmissible agent that is likely to cause illness or death in susceptible animals that become infected. Common examples include canine cough, feline respiratory disease, parvovirus, feline enteritis, canine infectious hepatitis, heartworm and distemper.

Socialisation: interaction between an individual animal and other animals and humans with the intention of making the individual animal fit for a life in companionship with others.

Staff: the person in charge, manager, employees and volunteers that work in the facility/establishment, whether working full or part-time and whether or not working for fee or reward. This may include the proprietor/owner.

Unattended animal: when there is no person physically present on the property to deal with animal welfare issues as they arise.

Vaccination: immunisation which follows established protocols for nominated disease and does not include 'homeopathic vaccinations'. Vaccination can only be proven by a 'vaccination certificate' signed by

a registered veterinary practitioner or verbal confirmation by the facility/establishment with the veterinarian and notes recorded for the purpose.

Veterinary practitioner: a veterinary practitioner registered under the Veterinary Practice Act.

Volunteer: see under staff.

Washable: an impervious surface that is capable of being cleaned.

Weatherproof: protection from the wind, rain and extreme temperatures to safeguard the welfare of the animals housed in the facility/establishment.

Working dogs: dogs predominantly used for working livestock.

Zoonosis: diseases of animals that are transferable to humans.

Staff – Roles, Responsibilities and Competency

Standards

All people who care for and manage boarding animals should be competent and aware of their responsibilities. The person in charge should be aware of their extra responsibilities and that all people employed by the facility/establishment to care for the animals must comply with all local, state and commonwealth legislation, and regulations and codes of practice in their state or territory. In the absence of legislation or a code of practice PIAA member boarding and doggy day care facilities/establishments/centres must comply with these Standards and Guidelines for Best Practice.

Person in Charge

The person in charge (which may be the proprietor/owner) of the facility/establishment/centre:

- is responsible for complying with all enforceable provisions above.
- is responsible for the correct and accurate governance of the facility/establishment/centre, including state and local government requirements for business registration and licensing.
- is responsible for animal attendants, volunteers, vehicle drivers and all other staff working in the facility/establishment on a day to day basis.
- is responsible for the recruitment/termination of the above staff.
- is responsible for staff rostering and staff ratios.
- must ensure that animals admitted to the facility/establishment/centre must not be left unattended for more than 10 hours or as appropriate to the physiological status of the animal.
- must be knowledgeable and competent to provide for:
 - the health, care and welfare of dogs and cats, including monitoring the physical and psychological health of the animals in care and identifying the common signs of common diseases of the species kept.
 - reporting matters of compliance and disease outbreaks to the owner/proprietor.
 - the protection of these animals from distress or injury caused by other animals or interference by humans.
 - daily inspection of all animals in the facility/establishment/centre.
 - supervision of daily feeding and watering of animals.
 - supervision of enrichment and socialisation programs for animals in care.
 - cleaning and proper hygiene in the facility/establishment/centre including the disposal of waste materials.
 - provision of prompt first aid for animals when required.
 - veterinary care provided by a registered veterinary practitioner. This must include a signed agreement with the veterinary practitioner to attend to animals in the facility/establishment/centre as and when required.
 - ensuring the health protection of all staff and volunteers working in the facility/establishment/centre.
 - supervision and training of staff and volunteers.
 - development of an emergency evacuation plan and staff training practice drills.
 - development and execution of all operational policies and procedures.
 - ensuring the compliance of all State Work Health and Safety regulations.
 - ensuring the maintenance and retention of animal records, vaccination and health records, animal's regular veterinarian, owner's details and emergency contacts.
 - promoting and supporting relevant formal and informal training for staff.

Animal Attendants

- Animal attendants including volunteers who work at the facility/establishment/centre must be trained, experienced and competent to properly manage the type of animals kept by the facility/establishment/centre.
- Trainees or volunteers must work under the care and supervision of the person in charge or a suitably qualified and competent animal attendant.
- Animal attendants are responsible to the person in charge and must report to the person in charge on the following duties:
 - daily feeding, watering and inspection of all animals
 - daily cleaning and disinfection of pens/enclosures, housing, and equipment, and cleaning exercise areas
 - administering medication as instructed by a veterinary practitioner
 - exercise, socialisation and environmental enrichment for each animal including handling
 - reporting any animal showing signs of infectious disease immediately; isolating the animal, disinfecting their housing, bedding material, feeding a drinking utensils.
 - ensuring that care is taken so as not to spread infection from one pen/enclosure to another on their hands, clothing or footwear
 - reporting of any animals who are found to be deceased.

The animal attendant must immediately report to the person in charge any animals showing signs of:

- injury or illness
- serious physical or behavioural behaviour
- any change in the animal's normal behaviour which is indicative of a problem with the animal's health and welfare
- apparent pain, bleeding or swelling of body parts or bloating of the abdomen
- ear discomfort, inflammation or discharge
- difficulty or inability to urinate or defecate
- fits
- staggering, lameness or inability to stand or walk
- lack of appetite
- patchy hair loss or change in the appearance of the coat
- scratching of coat or ears
- weight loss
- observation of parasites
- swollen or inflamed third eyelid
- any other signs showing the health or welfare of the animal is compromised.

Signs of infectious diseases:

- coughing
- diarrhoea (especially if blood stained)
- red or brown coloured urine
- repeated sneezing
- runny nose
- runny or inflamed eyes
- vomiting.

Staff Ratio

Staffing ratio during business hours assumes that staff may be required to work in shifts to maintain feeding and cleaning throughout the day. Shifts do not need to be a minimum of 8 hours; however the facility/establishment must have the minimum staff ratio for a period of 8 hours.

- The minimum of one staff member (includes any staff member including the proprietor, owner person in charge and animal attendant) must be on site at the facility/establishment/centre for every 40 dogs or 55 cats (or equivalent) housed in the facility/establishment/centre during business hours and 1 staff member/caretaker must be available after hours. Staff ratios for public holidays must be the same as for business hours whilst cleaning, feeding and exercise are undertaken, and then can be reduced to the staff ratio for after hours.
- Overnight staff may need to support and undertake emergency activities should the need arise.
- In addition, sufficient staff, as listed above, must be 'on call' to attend to animals in the facility/establishment/centre in the case of an emergency and must be able to travel to the facility/establishment/centre within 30 minutes of being contacted.

Guidelines

Staff employed to care for the animals in the facility/establishment/centre should have formal qualifications and experience in the care and management of the animals in their care. Staff should be given the opportunity to re-train and upskill on a regular basis.

Training should include:

- current animal behaviour and social needs of the animal
- handling animals on receipt and release of dogs and cats into and out of the facility/establishment/centre, including transportation and capture
- animal husbandry techniques
- identification of common diseases in dogs and cats, signs of ill health, stress etc. which prompts the requirement of veterinary attention
- procedures required for management and care of sick and injured dogs and cats
- special requirements for young or old animals
- control of parasites and preventative measures
- record keeping
- reading and understanding the facility's/establishment's/centre's policies and procedures and the emergency evacuation plan
- zoonotic diseases (transfer animal to human), hygiene, prevention and medication.

Work, Health & Safety

Standards

The facility/establishment must undertake all reasonable measures to ensure staff health and safety, and manage all relevant workplace risks, including the risk of contracting zoonotic disease by those in direct contact with animals. Any injured or ill staff members must seek appropriate medical attention.

In order to provide a safe and healthy environment, each facility/establishment/centre must have the following processes and procedures in place to comply with relevant state and territory legislation:

Health and Safety Documentation

- **Work / Occupational Health and Safety (WHS) Policy**
- **WHS Program, outlining implementation of the policy**
- **Safe Work Method Statements / Job Safety Analysis templates**
- **Injury and Incident Management and Registers**
- **Hazardous Substance Management and Registers**
- **Risk Assessment and Risk Control templates**
- **Training Registers and Toolbox Talk templates**
- **Safety Inspection Checklist Template**
- **Fire Safety, Evacuation and Emergency Procedures**
- **Other relevant documentation according to your state or territory.**

Depending on staffing levels, there must be the appropriate number of properly trained staff members to meet particular state and territory requirements for first aid, fire and emergency situations. Please refer to state and territory regulatory bodies to determine appropriate levels.

Human Health Care

Standards

Potential health risks for humans exist when working with animals. Animals can harbour disease-causing organisms which can be transmitted to humans (zoonosis). To protect staff health a list of common zoonotic diseases associated with animals must be prominently displayed throughout the facility/establishment and staff must be educated in the prevention of zoonosis.

All staff, especially women of childbearing age, working with cats, must be made aware of the risk of contracting toxoplasmosis.

Staff health must be protected by the provision of or access to:

- induction upon commencing work in the facility/establishment/centre
- adequate hot and cold hand washing facilities
- hand disinfectant placed at various locations around the facility/establishment/centre
- immunisation against tetanus
- provision of personal protective equipment e.g. disposable gloves.

Guidelines

Adequate ongoing training should be provided to ensure optimal animal and staff health and welfare. This includes induction training and ongoing staff and proprietor training.

Adequate systems and processes, written procedures and record keeping should be in place to demonstrate the above without ambiguity.

Veterinary Care

Standards

The direction and referral for treatment while in care is the responsibility of the person in charge; the animal owner is responsible for the cost of treatment. Treatment will be at 'least cost reasonable treatment' for the illness or injury.

A written agreement between the proprietor/owner of the facility/establishment/centre and at least one registered veterinary practitioner who has experience in small animal health and management must be established and include arrangements for:

- the use of the veterinary practitioner's facilities for the treatment of animals from the facility/establishment/centre
- the provision of appropriate veterinary treatment for sick or injured animals including access to veterinary assistance for after-hours emergencies
- veterinary advice to be given in the event of unexplained disease, illness or deaths of animals
- the provision of regular health checks for all animals in the facility/establishment
- contact details of the veterinary practitioner which must be posted in a prominent position that is accessible to all staff and volunteers
- an inspection of all member boarding facilities/establishments and doggy day care centres by a veterinarian practitioner annually. An inspection report must be completed by the veterinary practitioner on completion of his inspection. (See sample Inspection Report Appendix 3)
- the annual inspection that must review the health management plan for the facility/establishment/centre and the vaccination and health status of all animals in care.

The person in charge must ensure that:

- A health management plan for the facility/establishment is prepared in consultation with the veterinary practitioner.
- Isolation housing is provided for all animals suspected of having infectious or unidentified illnesses under supervision of the veterinary practitioner.
- Dogs must be vaccinated against distemper, hepatitis, parvovirus and canine cough in accordance with the manufacturer's recommendations, unless with the written approval of a veterinary practitioner.
- Cats must be vaccinated against feline infectious enteritis and feline respiratory disease in accordance with the manufacturer's recommendations, unless with the written approval of a veterinary practitioner.
- Puppies and kittens must be vaccinated against common infectious diseases in accordance with best practice clinical guidelines in consultation with a veterinary practitioner.
- Dogs and cats known or suspected to be suffering from an infectious disease must not be admitted to the boarding or doggy day care facility/establishment/centre.
- Internal and external parasites must be controlled through routines and preventative treatment.

Medication

- Where a boarding or doggy day care facility/establishment/centre accepts animals on medication or a veterinarian has prescribed medication for an animal while it is in care, the person in charge must:
 - Record medication to be given against appropriate animal.
 - Ensure medication is stored according to label directions.
 - Ensure appropriate recording and administration of all medications.
 - Ensure staff are suitably trained to administer medication successfully.
 - When there is any doubt in relation to medication the animal owner or animal owners veterinarian must be consulted.

Animal Health Care

Standards

- All animals admitted to a member boarding facility/establishment/centre must be in good health and have current vaccinations as required for each species. (see under vaccinations)
- All facilities/establishments/centres must have an internal and external parasite prevention program in line with the health management plan.
- The person in charge must check all animals in care daily to check for signs of illness or injury.
- Staff and volunteers must be trained to identify animals with signs of illness and report this to the person in charge immediately.
- Kennel cards must have daily reports noted for signs of the animal not eating, diarrhoea etc. and toileting variances.
- All dogs and cats in care must be groomed as required (including brushing of long haired animals) to ensure they are not left dirty, matted, tangled or unkempt, unless a specific request is made and signed off by the owner that they do not want the animal groomed or bathed.
- Dogs with pendulous ears must have their ears checked weekly and appropriate action taken to minimise ear infections.

Guidelines

- Signs of illness or injury for which veterinary treatment should be sought include but are not limited to:
 - runny nose
 - runny discharging or inflamed eyes
 - repeated sneezing
 - coughing
 - vomiting
 - severe diarrhoea, especially if bloodstained (other than the vulva of a female on heat)
 - lameness
 - bleeding or swelling of body parts
 - inability to stand, walk, urinate or defecate
 - loss of appetite
 - weight loss, particularly if severe or sudden
 - apparent pain
 - fits, staggering or convulsions
 - patchy hair loss
 - bloating of the abdomen
 - difficulty or inability to urinate or defecate
 - red or brown coloured urine
 - depression
 - fever
 - presence of external parasites
 - any other serious physical or behavioural abnormality.

Animal Medical Treatment

The owner of each animal admitted to the facility/establishment must sign to agree to transfer the animal's care, wellbeing and medical treatment (if required) to the person in charge of the boarding facility/establishment/centre and a veterinarian practitioner.

Where possible, the owner will be contacted prior to any treatment being administered; however the decision of the person in charge and the veterinarian in relation to the treatment of the animal shall be final and conclusive.

The owner must agree to pay all veterinary costs and charges incurred for any treatment to the animal/s during their stay at the boarding facility/establishment/centre.

Standards

- Where treatment to restore the physical and mental health of a dog or cat while in the facility/establishment/centre is impractical or unsuccessful and where it is recommended by a veterinary practitioner, an animal must be euthanased.
- Euthanasia of dogs and cats must only be performed by a veterinary practitioner.
- Euthanasia must be performed by the intravenous administration of an overdose of barbiturate unless there are compelling reasons to use other methods to destroy a dog or cat in emergency situations.
- In emergency situations facilities/establishments/centres may carry out euthanasia under the direction of a veterinary practitioner only.
- Puppies and kittens 8 weeks of age and under requiring euthanasia must be euthanased by intraperitoneal injection of barbiturate by a veterinary practitioner.
- Euthanasia must be performed in an area that is separated from animal accommodation and must not be carried out in view of any other animals or staff.

Day to Day Operations

Access – Visitors

Standards

Clients

- All animals and their owners must report to the allocated reception area for admission to the facility/establishment/centre.
- Clients are not permitted access to the facility/establishment/centre's workplace including kennels or exercise areas at any time unless with the express permission of the person in charge and must be accompanied by a staff member at all times. Workplaces in boarding facilities/establishments/centres are high risk and hazard areas.
- If the above permission is approved by the person in charge, the client must sign in on arrival and sign out on leaving the facility/establishment.

Public

- Visitors to the facility/establishment must report to the allocated reception area.
- Visitors are not permitted access to the facility/establishment/centre's workplace (kennels, exercise areas etc.) at any time unless with the express permission of the person in charge and must be accompanied by a staff member at all times. Workplaces in boarding facilities/establishments/centres are high risk and hazard areas.
- Clients wishing to inspect the kennels prior to admission must do so by appointment and must be accompanied by a staff member.
- Public admittance into kennel blocks may only be permitted in extenuating circumstances and must be accompanied by the person in charge.
- If the admission is approved by the person in charge, the visitor must sign in on arrival and sign out when leaving the facility/establishment.

Pound Animals

- Owners wishing to identify lost animals in the pound facility must report to the allocated reception area.
- Owners wishing to identify lost animals must be accompanied by a staff member at all times whilst viewing the animal in the pound facility.
- Boarding facilities who manage pound facilities and re-home animals from their premises must advertise their business opening hours and conditions of inspecting animals.
- Pound facilities and viewing areas must be well away from the boarding kennels and other exercise areas.

Veterinarians, Contractors (electricians, plumbers etc.)

- Veterinarians and contractors visiting the facility/establishment/centre must report to the allocated reception area.
- Veterinarians and contractors must sign in on arrival and sign out when leaving the facility/establishment.
- Veterinarians must be accompanied by the person in charge or a staff member when attending to animals in the kennels.
- Contractors attending the facility/establishment/centre must be accompanied by a staff member who will accompany them to the area where maintenance, repairs etc. are required.

Admission Requirements

Record Keeping

Standards

All business and animal records must be kept for a minimum of 5 years with at least the previous 12 months' records (or the Statute of Limitations under the Prevention of Cruelty Animals legislation in the relevant state or territory or other local, state or commonwealth laws) kept on site. The person in charge of the facility/establishment/centre must be able to produce these records within 24 hours.

Admission documents must be signed by the animal owner and/or agent and should make it clear that the boarding facility/establishment/centre assumes all legal ownership responsibilities for the animal while it is in the care of the facility/establishment/centre and that veterinary care will be provided if necessary at the animal owner's expense. This avoids any confusion over ability to access veterinary treatment, cost of veterinary services or movement of the animals. (eg. during disasters)

Refusal of Admission

The person in charge has the right to refuse admission to any animal:

- known or suspected to be suffering from an infectious disease must not be admitted for boarding or day care.
- that does not meet these Standards & Guidelines for Best Practice, particularly in relation to vaccinations.
- where the animal owner's requirements cannot be met by the person in charge or the animal owner refuses to accept reasonable additional charges for extra care requirements.
- where the person in charge reasonably believes that the animal poses a risk to other animals and/or facility/establishment/centre staff and that this risk is not able to be appropriately managed by the facility/establishment/centre.
- where the person in charge believes that it is not in the best interests of the facility/establishment/centre to board the animal.

While it is in the best interests of the animal owner and the animal to be advised that the animal will not be admitted at the time of booking, it is recognised that this may not always be possible. Animal owners should, where possible, be advised of all admission requirements and criteria for refusal at the time of booking.

Business Records

Business records must include:

- Domestic animal business registration.
- Human resources records for each individual working in the facility/establishment/centre and must include:
 - name, address, contact number, emergency contact details
 - qualifications, position descriptions, training
 - vaccination status and any specific health issues e.g. diabetic.
- Staff shifts and rosters.
- A copy of the emergency evacuation plan including site maps.
- The animal health management plan.
- Copy of the agreement between the facility/establishment/centre and a veterinary practitioner and contact details.
- All company contracts, insurance policies, registrations.
- The facility/establishment/centre parasite management plan and inspection reports.
- A copy of all standard operating procedures and company policies.

Animal Records

Animal records for each individual animal must be recorded and maintained from admission until the animal is released from the facility/establishment back to the owner and must include the following:

- Boarding agreement/contract indicating the responsibilities of the facility/establishment/centre and the animal owner, signed and dated by the person in charge. The boarding agreement/contract must include a procedure to allow the facility/establishment/centre to manage animals not collected or abandoned by owners.
- A brief description of the animal including: name of animal, age, sex, breed, colour, any distinguishing features, entire/spay neutered, microchip number.
- Name address and telephone number of the owner of the animal.
- Emergency contact number.
- Details of medical, dietary requirements, the animal's condition and preferably weight on arrival.
- Contact details of the animal's veterinary practitioner.
- A veterinary history including a copy of current vaccination certificates, internal and external parasite control and supporting documentation where applicable.
- The animal's details must be recorded on the pen/enclosure/kennel card and attached to the pen/enclosure.
- The name, description, breed and sex of each animal in a pen/enclosure/cage must be displayed clearly on every pen/enclosure/cage in the form of an identification card.
- Each identification card must indicate whether the animals are receiving additional care, feeding instructions and medication if required.
- Each identification card must include a variable method of recording medication instructions, dates and times of dispensing.

Vaccination Requirements

Animals must adhere to the recommended vaccination requirements. Holistic naturopathic or homeopathic vaccinations do NOT fulfil these vaccination requirements.

Note: Vaccination requirements and isolation periods may differ depending on the vaccination manufacturer's recommendations. The vaccination manufacturer's recommendations may be used as an exception to the following requirements on a case by case basis.

The PIAA asks that if member boarding establishments and doggy day care centres are going to follow the manufacturer's recommendations over and above this policy, they must obtain evidence from the manufacturer showing:

- that the recommendations being followed are correct
- that they can provide written approval from the animal's treating veterinarian outlining that the manufacturer's recommendations have been followed correctly
- that a written veterinary health check has been sighted prior to the animal being accepted for boarding.

Dogs must not be admitted to any boarding facility/establishment/centre unless:

- A vaccination certificate signed by a veterinary practitioner is sighted, copied and maintained for each animal admitted to a facility/establishment/centre.
- The date of admission is more than 14 calendar days after completion of an initial course of vaccinations. A C5 vaccination protects against parvovirus, distemper, hepatitis, parainfluenza and Bordetella bronchiseptica and is the minimum requirement for admission to a boarding facility/establishment or day care centre
- The date of admission is more than 7 days and less than 12 months after completion of a booster vaccination against the diseases above.
- If the animal has received a three (3) year vaccination, proof of the three (3) year vaccination must be supplied and the vaccination manufacturer's quarantine recommendations must be adhered to.
- At the discretion of the person in charge (and with full responsibility for such discretion), any additional diseases for which the person in charge feels the need for vaccination and advises the animal owner before arrival.

Cats must not be admitted to any boarding facility/establishment/centre unless:

- A vaccination certificate signed by a veterinary practitioner is sighted, copied and maintained for each animal admitted to a facility/establishment/centre.
- The date of admission is more than 7 calendar days after completion of an initial course of vaccinations. An F3 vaccination protects against feline Pan leukaemia, feline herpes virus, feline calicivirus and feline aids and is the minimum requirement for admission to a boarding facility/establishment or day care centre.
- The date of admission is more than 7 days and less than 12 months after completion of a booster vaccination against the diseases above.
- At the discretion of the person in charge (and with full responsibility for such discretion), any additional diseases for which the person in charge feels the need for vaccination and advises the animal owner before arrival.

SPECIAL NOTE FOR CATS: Feline Immunodeficiency Virus/Feline Leukaemia

Cats with these viruses are relatively uncommon but are present in the population. These diseases require special conditions for transfer, in the case of FIV deep bite or scratches drawing blood and in the case of FeLV reasonably prolonged contact. All significant cat bites and scratches should be treated immediately with buffered iodine and veterinary assistance sought if needed. For cats who are likely to be 'long stay' in boarding facilities/establishments/centres the animal owners must be consulted about FeLV and FIV vaccinations sought prior to arrival. Tested positive cats should be housed singly or only with cats from the same household.

Exceptional Circumstances (Emergencies)

- Dogs and cats may be admitted to a boarding facility/establishment/centre in exceptional circumstances without completing a vaccination booster program at the discretion of the person in charge, but the animal owner must be informed in writing that there is an increased disease risk to the animal as a result.
- The number of 'exceptional case' animals should not exceed 5% of the total number of animals in the boarding facility/establishment/centre.

Guidelines

- The use of pen/enclosure labels and cards, daily cleaning / feeding / watering / health observation record sheets is encouraged.
- Procedural documents should be periodically reviewed and approved by the person in charge. The period from the last review and approval of procedures should not exceed two (2) years.
- Records kept should have space for notes or observations regarding the individual animal and made during the animal's time at the facility/establishment/centre, including any significant alteration in the animal's condition or behaviour since arrival at the facility/establishment/centre.

Hygiene, Cleaning and Disinfection

Standards

- A facility/establishment/centre must be clean and hygienic at all times.
- A hygiene management plan must be established in consultation with a veterinary practitioner and included in the facility/establishment's health management plan.
- Areas housing animals within a facility/establishment must be cleaned at least once daily.
- Animal enclosures must be disinfected at least once weekly, noting that some disinfectants are dangerous and toxic to dogs and cats. * *See note below.*
- Animal pens/enclosures must be cleaned and disinfected before new animals are introduced.
- Bedding must be cleaned or changed at least once daily and disinfected at least once a week, depending on the species.
- Paths and exercise areas must be cleaned daily or before new animals are introduced to the area.
- Food preparation and storage areas, food and water containers, utensils and equipment used in the preparation and provision of food must be maintained to a hygienic standard.
- All uneaten food must be removed as soon as possible after feeding with the exception of cats and kittens who must have dried food available throughout the day for grazing. Other species such as reptiles may have other feeding instructions.
- Faeces and waste materials must be disposed of in accordance with the requirements of the appropriate authority. Faeces must not be disposed of in sewer or septic systems.
- Disposable bedding, food containers and general waste from the facility/establishment/centre must be placed in a waste disposal device.
- Wastes must not be incinerated unless the incinerator is registered with the appropriate authority.
- Collection drains must be cleaned daily.
- Litter trays must be checked, scooped and replenished daily.
- Litter trays must be changed, washed and disinfected at least once every three (3) days.
- Litter trays that are saturated with urine must be changed immediately.
- Toys used in socialisation and environmental enrichment must be washed in hot soapy water and disinfected after each use.
- MSDS sheets for all chemical and industrial products used in the facility/establishment/centre must be prominently displayed throughout the facility/establishment/centre including feeding and storage areas.
- **Pest Control:**
 - Efforts must be made to effectively control pests including flies and rodents.
 - Chemicals used for pest control must be registered with Australian Pesticides and Veterinary Medicines Authority for purpose and use only in accordance with the manufacturer's instructions.
 - Dogs and cats may be adversely affected by some pest control agents; expert advice should be sought unless the manufacturer's instructions are clear.

Guidelines

- All animal waste products such as faeces, bedding and food waste should be disposed of promptly and hygienically and in accordance with the requirements of the local government authority, the relevant government department or other authorities.
- A trade waste service should be used for collection and disposal of wastes.
- Specialist advice should be sought before pest control operations are conducted in order to protect the health and safety of the staff and the animals kept.

Notes:

Some disinfectants are toxic to some species, e.g. some common disinfectants containing coal and wood products such as pine oil, phenol, cresol and chloroxylenols are toxic to cats. Tea tree oil is toxic to both dogs and cats.

Staff must be familiar with these matters and avoid the use of inappropriate products.

Chemicals used for pest control should be registered by the Australian Pesticides and Veterinary Medicines Authority under the Agricultural and Veterinary Chemicals Code Act 1994 (Commonwealth) and only used in accordance with the manufacturer's instructions.

Transport of Animals

Standards

- Animals must be transported in a timely manner with a driver suitably trained to handle the animals being transported. Where more than one animal is to be transported, vehicles used for the transport of animals must have provision for non-compatible animals.
- Non-compatible animals must be physically separated and restrained or individually enclosed by compartment or cage.
- The design of the compartment/cage must be both escape-proof and prevent the protrusion of head and/or limbs of any animal carried. Enclosures must be appropriate for the species being transported.
- The compartment/cage must be constructed of impervious materials and a design that allows for effective cleaning and disinfection.
- The compartment/cage must be weatherproof and adequately ventilated when the vehicle is both in motion and stationary.
- The animal area must maintain a temperature range between 15 and 27 degrees Celsius at all times.
- Cats must be individually caged with the exception of queens with kittens who may be caged together where the cage is sufficiently large enough for all the cats to lie comfortably.
- No animal may be transported in the boot of a sedan.
- Dogs must not be transported in the cabin of an animal transport vehicle.
- Business animal transport vehicles must be cleaned and disinfected after each delivery of animals.
- On road trips of more than two (2) hours duration, adequate stops should be made to allow dogs and cats the opportunity to exercise, eat, drink, urinate and defecate where appropriate and for enclosures to be cleaned where necessary.
- Animals transported by air must comply with IATA's Live Animals Regulations (LAR), the worldwide standard for transporting live animals by commercial airlines. The objective of the LAR is to ensure all animals are transported safely and humanely by air. The 41st edition of the regulations came into effect on 1 January 2015.

Guidelines

- Containers used for birds, fish, rabbits, guinea pigs and reptiles should be appropriate to their species and should maintain temperature conditions required for each individual species.
- Containers used for dog and cat transport should provide adequate light and ventilation.
- Containers regularly used for transporting dogs and cats should:
 - Protect animals from injury and be free from protrusions or sharp edges in the carrying area
 - Provide easy access and safe access for handlers
 - Protect against unauthorised release or escape of the animals
 - Be easy to clean and disinfect and have non-slip floors
 - Be fitted with an operational air conditioning system to the section of the vehicle where the animals are held.

Note: The driver of the transport vehicle is the person in charge and therefore responsible for the welfare of the animals in the vehicle during transportation.

Security & Emergencies

Security

Standards

- Premises and animal enclosures must be secure against ingress of unwanted animals, persons or pests.
- The facility/establishment/centre must have a competent person/persons living on site.
- The entrance to the facility/establishment/centre must be securely locked outside business hours.
- The facility/establishment/centre must be able to be reasonably secured to prevent access to the premises outside trading hours, including outdoor cage and run areas.
- Enclosures/pens must be securely fastened outside trading hours to the extent required to avoid escape.
- All gates and fittings must be in good working order.
- All external openings must prevent escape of animals or easy removal of products or equipment without authorisation.
- Adequate security must be in place to ensure the safety of staff, the public and all animals on the premises.

Guidelines

- Gates pose a special risk for escape. Boarding facilities/establishments/centres should be designed such that there are always 'two gates' between an animal and escape onto a road from the facility/establishment/centre, except in the case of padlocked emergency gates for service vehicles.
- Every effort should be made to recover escaped animals.
- The facility/establishment should wherever possible install security systems to ensure the safety of all animals and staff.

Emergencies

Standards

Security methods used must allow ready exit for staff and animals in an emergency.

- Functioning fire-fighting equipment must be readily available and staff trained and practiced in its use (**Note: some fire retardants may be toxic to animals**).
- Each facility/establishment/centre must have a documented procedure for the management or swift removal of all animals from the premises in the case of emergency, where it is safe and reasonable to do so.
 - This document must be kept in a prominent place on the premises.
 - All staff must be able to produce the document and must be familiar with its content.
 - Any methods detailed in the emergency plan must allow for ready access to animals and ready exit for visitors, staff, volunteers and animals from the premises in the event of an emergency.
- Emergency procedures must include a plan to deal with a situation where staff are not allowed back into the facilities for up to a week (for example in flood or fire), in particular if staff have not been able to ensure exit of all animals at the time of the initial emergency.

Guidelines

- A supply of portable enclosures/cages for use in emergencies should be held at the facility/establishment/centre to facilitate the swift evacuation of animals in the event of an emergency. A supply of leashes should be kept for evacuation of dogs.

Additional Services

Bathing, Grooming, Training, etc.

Where these services are provided, suitable facilities must be available and be properly cleaned and sanitised to maintain appropriate hygiene.

Where a boarding facility/establishment/day care centre advertises these services, the person in charge must ensure that the persons carrying out these procedures are appropriately trained at a suitable level to avoid any animal welfare issues.

Pound Services at Boarding Facilities/Establishments

- Where boarding facilities/establishments/centres are used by a local municipality as a pound or shelter and vaccination status is unknown, pound animals must not be housed or mixed with other animals and not exercised with these animals.
- Security measures must be in place to minimise the risk of break-ins and theft of animals held in pound facilities. This may require the installation of alarm systems.
- Careful hygiene must be instigated to reduce the risk of cross contamination of disease and parasites.
- Staff must be trained in minimising the spread of disease and comply with all cleaning and sanitising protocols.
- Pound areas must be cleaned and sanitised daily.
- Pound/shelter animals must be fed a balanced diet and supplied with a constant supply of fresh water.
- Documentation must be maintained in line with the expectations of the local municipality's requirements for holding animals.
- Animals must be held for the statutory time as required by local and state legislation and codes of practice.
- Visitors wishing to view animals in the pound section of the facility/establishment must be accompanied by a staff member at all times.

Animal Management – Dogs

Standards

- Each animal must be individually identified.
- All dogs entering into the facility/establishment/centre must be accompanied by a valid current vaccination certificate (C5).
- Dogs must receive a balanced and complete diet which allows them to maintain good health and growth, recognising the physiological status and special needs of differing ages and breeds.
- Measures must be implemented to protect dogs from distress or injury caused by other animals.
- Dogs must be protected from distress or injury caused by interference by people.
- Dogs may be distressed by the presence of other dogs and cats and must be housed in a manner that prevents visual contact and minimises or reduces olfactory contact.
- Dogs must receive environmental enrichment recognising the physiological status and special needs of differing ages and breeds to ensure good psychological health.
- Dogs that are unable to feed themselves must only be kept where adequate supervision is available.
- All meals must be served in containers that have been cleaned and washed in hot soapy water before use and disinfected once a week.
- Clean water must be available at all times at a temperature, quantity and quality to meet the physiological needs of the dog and that the dog will drink.
- Water containers must be large enough to hold sufficient water for all dogs in a pen/enclosure.
- Water containers must be large enough to hold sufficient water for all dogs to be able to drink at any one time.
- For young puppies the container must be shallow enough to prevent injury or drowning.
- All adult and adolescent dogs must be fed a minimum of once daily.
- The person in charge must ensure all animals are socially compatible to feed together and are able to eat a sufficient quantity of food without duress.
- Food must be stored in sealed containers to prevent its deterioration or contamination by vermin.
- Fresh food must be refrigerated according to manufacturer's directions.
- A minimum of 5 days' food must be held by the facility/establishment/centre at all times to ensure food is available in the case of an emergency.
- Food containers must be non-spillable and made of material that can be disinfected and must not cause injury to the animals.
- Feeding of raw offal is not recommended.

Guidelines

- Food should be prepared hygienically and served in clean containers.
- Food and water containers should be readily accessible to dogs, be stable, non-toxic and be positioned to avoid spillage or contamination by urine or faeces.

Dog Housing

Standards

This section outlines the minimum standards required for keeping dogs in boarding and doggy day care facilities/establishments/centres. The accommodation, environment and security of animals should be of a standard which ensures their security, safety and wellbeing.

Members who only undertake doggy day care facilities/establishments/centres must not accommodate dogs overnight unless the facility/establishment/centre is licensed as a registered boarding facility which allows for overnight accommodation of animals. The facility must have current insurance in place for this purpose.

- Vehicles, caravans, portable crates and the crawl space under any dwelling must not be used as permanent housing for any animal.
- All facilities must display emergency evacuation procedures in and near animal housing facilities in the facility/establishment/centre. This may be near the front door of a place of residence or near the kennelling areas.
- Boarding and doggy day care facilities/establishments/centres must have a continuous water supply, adequate to meet the daily requirements of the animals held.
- Boarding and doggy day care facilities/establishments/centres must be designed, constructed, serviced and maintained in a way that provides for the good health and wellbeing of the animals; which prevents the transmission of infectious disease agents, and the escape of animals, and does not cause injury to either animals or humans.
- When dog housing is constructed outdoors the minimum height of fencing for each enclosure/pen must be no less than 1800 mm.
- When dog housing is constructed outdoors in boarding establishments/facilities/centres, animals must be provided with protection from rain and wind, direct sunlight or other adverse weather conditions and must be provided with a clean, dry dedicated sleeping area raised off the ground and containing soft warm bedding material.
- In hot weather where outdoor facilities alone do not stop animals becoming heat stressed, microclimate management must be instituted (e.g. wetting animals to cool them, wetting kennel roofs, sprays).
- In cold weather where outdoor facilities alone do not stop animals becoming cold and stressed, microclimate management must be instituted (e.g. additional bedding coats, heating).
- Materials used in outdoor dog housing must be weatherproof and selected for ease of cleaning, durability and nontoxicity.
- Where dog housing is constructed indoors but not inside a place of residence (e.g. a kennel building) natural daylight during daylight hours must be provided and temperature, humidity and ventilation must be managed.
- When forced ventilation is the only form of air intake and extraction, the temperature must be maintained in the range of 15 to 27 degrees Celsius. The systems' air reticulation units must incorporate effective air cleaning and filtration and a backup alarm system in case of power failures or breakdown. All systems must be well serviced and maintained.
- Ventilation areas must be adequate to keep dog housing areas free of dampness, noxious odours and draughts.
- Fully enclosed dog housing must have an air change rate of 8 to 12 changes per hour to prevent the build-up of foul odours. Ventilation devices must avoid draughts and distribute fresh air evenly to all of the housing areas.
- Where a facility/establishment/centre houses both dogs and cats, cat housing must be a sufficient distance or otherwise isolated from dog housing to minimise the stress created by the sound, sight or smell of dogs.
- Dog housing in PIAA boarding and doggy day care member facilities/establishments must meet the minimum pen/enclosure sizes outlined in these Standards & Guidelines for Best Practice.
- Dogs must not be exposed to extended contact with wet floors.

- Sleeping areas for dogs must have clean, hygienic, dry, soft bedding appropriate to the species and breed. Bedding must be sufficient for the number of animals held in each enclosure and must be sufficient to insulate them from the floor.
- Sleeping areas must be cleaned daily and disinfected weekly.

Drainage:

- Floors and walkways must be constructed to allow run off to be collected, solid wastes separated and liquid wastes to be disposed of according to license conditions. Pooling of water must be avoided.
- Indoor enclosures/pens must have individual drains to avoid transfer of disease and cross contamination.
- Drain grates should not allow animals' feet or claws to become trapped.

Dog kennel sizes for overnight boarding:

Size of dog	Height of dog at shoulder (cms)	Minimum floor area (m ²)	Minimum width (cms) **	Minimum height (cms)	Max no. dogs per kennel
Large	>80	2.90 Internal 3.65 external	120	180	2 dogs
Medium	50–80	2.90 Internal 3.65 External	110	180	3 dogs
Small	<50	2.90 Internal 3.65 External	90	180	4 dogs

**The minimum width is to ensure each room for pets will allow them to turn and lie down without restriction.

Dog Isolation Housing

- A designated isolation area within the facility/establishment/centre must be available for dogs suspected of illness or having infectious diseases. If the facility/establishment/centre does not have a dedicated isolation area, a written agreement with a veterinary practitioner must be in place for animals to be transferred to a veterinary hospital that can accommodate the animals.
- A documented and demonstrable biosecurity program must be in place for the isolation housing.
- Dogs suspected or known to be suffering from infectious diseases must be transferred directly to the isolation housing unless a veterinary practitioner has given written assurance that it is appropriate for those animals to be housed with other animals in the facility/establishment.

Group Housing

- Members who operate facilities/establishments/centres that allow group housing, must also provide single accommodation to ensure that animals who are stressed, aggressive or need time out are accommodated away from the group.
- Where animals are housed in groups (including in day care centres) sufficient supervision and facilities must be provided to ensure that animals are not bullied and have sufficient space and facilities to allow rest away from the group.
- Where a serious incompatibility to a group occurs, constant supervision must be provided until the facility/establishment/centre can be reasonably sure that animals are compatible.
- Dogs with a known history of aggression to humans or animals must not be housed in group housing.
- Dogs and cats, even from those from the same households, must not be housed together unless specialised facilities are available.
- Old, very young or frail animals are more prone to housing stress and must be carefully supervised in group housing.

Single Housing

- Facilities/establishments/centres must have sufficient single accommodation to enable animals who become stressed or need time out to be housed away from other animals in the facility.
- Where an animal becomes stressed in individual housing the person in charge must have systems in place to identify these animals and manage this situation where possible.

Guidelines

- Measures should be in place to protect dogs from loud or sudden noise.
- Noise from barking dogs should be managed to comply with noise regulations and work, health and safety requirements. Noise may be reduced by one or more of the following methods:
 - judicious use of sound proofing or suitable construction methods which reduce noise
 - care with dog placement to avoid unnecessary noise e.g. dog pens/enclosures constructed so that dogs cannot see other dogs between pen/enclosure walls and doors.
- Environmental temperature should be controlled to minimise distress to dogs including the provision of heating or cooling, particularly for old, young and pregnant animals if necessary. Particular attention should be given to protections to **brachycephalic breeds****, especially against heat.
- All facilities should have an adequate water supply and should be connected to a sewer system or on a septic system in accordance with the requirements of the local government authority, the relevant government department or other authorities.
- Faeces and waste materials should be disposed of in commercial disposal bins and not placed in the sewer or septic systems.

****Brachycephalic means short-faced**

Dog Exercise Areas

Standards

- Exercise areas must be constructed to ensure that no animal can escape and must include shade areas so animals are protected from extremes of temperature.
- Outdoor exercise areas must have a perimeter fence of no less than 1800mm high unless the dogs are supervised by a staff member, in which case the fence must be no less than 1200mm.
- Exercise areas must be available for all dogs in the facility/establishment/centre and must be supervised to ensure that the animals contained within the exercise area are compatible.
- Dogs must not be exercised in any way which may pose the risk of serious injury e.g. dogs are attached to motor vehicle or unsupervised on a treadmill.
- Dogs must not be walked on public roads except for access to parks and walking areas.
- If dogs are tethered this must be done in accordance with the Prevention of Cruelty to Animals Act in the relevant state or territory.
- Puppies under 16 weeks of age must not be tethered.

Guidelines

- Outdoor exercise area should be constructed and the surface area should be grass or preferably covered with artificial grass.
- Suitable shade areas must be provided to cover one third of the exercise area.
- A permanent supply of clean drinking water is to be available in each exercise area.
- Measures should be in place to minimise the deterioration of exercise areas to bare earth.
- Indoor exercise areas should be constructed with impervious non-slip flooring with adequate drainage.
- Indoor exercise areas should be well ventilated and temperature controlled.
- Indoor exercise areas should have adjoining enclosed runs for animals being introduced to other animals in the exercise area.
- Toys, sand pits and other obstacles should be provided as part of the enrichment program, and playing with staff can be considered part of daily handling.
- Toys and washable enrichment items should be washed with hot soapy water when soiled and disinfected when being transferred between pens/enclosures/exercise areas.
- Dishwashers are suitable for disinfection at a temperature of 65 degrees Celsius or above using the appropriate dishwashing detergent in accordance with manufacturer's instructions.

Animal Management – Cats

Standards

- Each cat must be individually identified.
- Each cat must be individually housed except in the case of siblings or same household cats.
- **Group housing of cats must be avoided.** Cats from the same household may be housed together but must have extra supervision.
- Cats must be protected from distress or injury caused by interference by people.
- Measures must be implemented to protect cats from distress or injury caused by other animals.
- Cats may be distressed by the presence of other cats or dogs and must be housed in a manner that prevents visual contact and minimises or reduces olfactory contact.
- Cats must receive environmental enrichment recognising the physiological status and special needs of differing ages and breeds to ensure good psychological health.

Cat Housing

Standards

The accommodation, environment and security of animals should be of a standard which ensures their security, safety and wellbeing.

Vehicles, caravans, portable crates and the crawl space under any dwelling must not be used as permanent housing for cats.

All housing facilities must display emergency evacuation procedures in and near animal housing facilities in the facility/establishment. This may be near the front door of a place of residence or near the kennelling areas.

Boarding facilities/establishments/centres must have a continuous water supply, adequate to meet the daily requirements of the cats held.

- Boarding facilities/establishments/centres must be designed, constructed, serviced and maintained in a way that provides for the good health and wellbeing of the animals, which prevents the transmission of infectious disease agents and the escape of animals, and does not cause injury to either animals or humans.
- Where a facility/establishment/centre houses both dogs and cats, cat housing must be a sufficient distance or otherwise isolated from dog housing to minimise the stress created by the sound, sight or smell of dogs.
- Cat housing in PIAA boarding and doggy day care member facilities/establishments/centres must meet the minimum pen/enclosure sizes outlined in these Standards & Guidelines for Best Practice.
- Additional requirements for cats admitted to day care facilities/establishments/centres: see under Day Care Centres – Special Requirements in these Standards & Guidelines for Best Practice.
- Cats must not be exposed to extended contact with wet floors.
- Each cat must be provided with a suitable enclosed area where it can 'hide' from other animals and sleep.
- Sleeping areas for cats must have clean, hygienic, dry, soft bedding appropriate to the species and breed. Bedding must be sufficient for the number of animals held in each enclosure and must be sufficient to insulate them from the floor.
- Each cat must be provided with a litter tray which is at least 1.2 times the length of the cat. The tray must contain a sufficient depth of material e.g. commercial cat litter, sand, shredded paper, sawdust or shavings.
- Sleeping areas must be cleaned daily and disinfected weekly.
- Each cat must be provided with a separate bed or sufficient bedding material so that all animals can sleep comfortably at the same time.

Cat Isolation Housing

- A designated isolation area within the facility/establishment/centre must be available for cats suspected of illness or having infectious diseases. If the facility/establishment/centre does not have a dedicated isolation area, a written agreement with a veterinary practitioner must be in place for animals to be transferred to a veterinary hospital that can accommodate the animals.
- A documented and demonstrable biosecurity program must be in place for the isolation housing.
- Animals suspected or known to be suffering from infectious diseases must be transferred directly to the isolation housing unless a veterinary practitioner has given written assurance that it is appropriate for those animals to be housed with other animals in the facility/establishment/centre.
- Cat isolation housing must be a sufficient distance or otherwise located away from dog enclosures to minimise the stress created by the sound sight or smell of dogs.

Minimum sizes for cat enclosures

Animal/s	Min. floor area (m ²)	Min height (cm)	Min. length (cm)	Min. width (cm)
Kittens* (+/- queen)	0.36	80*	60	60
Single Cat	0.36	80*	60	60
Cats (max 2)	0.36	80*	60	60
Socially compatible group housed in backyard or house	0.36 per animal with provisions made for vertical space			

***The module must contain at least 2 levels incorporating raised sleeping quarters. Access to all levels must be available through the provision of ramps, poles, steps or the like.**

Cat Exercise Areas

Standards

- Adequate exercise areas/rooms must be provided to enable cats to exercise and receive environmental enrichment outside of their enclosure.
- Exercise areas must be kept in good condition and be able to be cleaned and sanitised. Bare earth in grassed areas must be remediated as soon as practicable, keeping in mind climatic conditions.
- Cats must have sufficient space to stretch to full length, jump, climb and move freely.
- The enclosure must be constructed so as to prevent animals escaping and be in an area that is not close to dogs or other species.
- The animal must be allowed to exercise at least once a day and must not be mixed with other cats unless from the same household.
- Toys and other environmental equipment must be included in exercise areas.
- Cats must be supervised regularly when cats are in the exercise enclosure.

Guidelines

- Toys used in exercise sessions should be washed regularly to prevent transmission of disease.
- Environmental temperature should be controlled to minimise distress to cats including the provision of heating or cooling particularly for old, young and pregnant animals if necessary. Particular attention should be given to protections to **brachycephalic breeds****, especially against heat.

****Brachycephalic means short-faced**

Day Care Centres – Special Requirements

Dogs

All day care facilities/establishments/centres must comply with the requirements of these Standards & Guidelines for Best Practice. The Special Requirements are additional functions that specifically apply to day care centres and must be complied with.

Members who only undertake doggy day care facilities/establishments/centres must not accommodate dogs overnight unless the facility/establishment/centre is licensed as a registered boarding facility which allows for overnight accommodation of animals. The facility must have current insurance in place for this purpose.

Day care facilities/establishments/centres must document all policies and procedures. These must be kept in a centrally located area of the reception area and available to all staff.

All day care facilities/establishments/centres must comply with all local, state, territory and commonwealth legislation and codes of practice for animals kept in day care centres. This may include individual local council laws, regulations and business registrations for animal care facilities. In the event of there being none of the above laws in place, PIAA member doggy day care centres must comply with these Standards & Guidelines for Best Practice.

Facility Design

- Provision of double doors or gates at each entry and exit point to each entrance into the off-leash play areas to minimise escapes.
- All fencing and walls of both indoor and outdoor spaces must be secure and minimise the risk of escape of dogs.
- Preferred floor surfaces or ground covering for outdoor facilities/establishments/centres is artificial turf.
- Sufficient play area space for the size of dogs to be placed in the playgroup. If possible large and small dogs should be placed in different spaces.
- The size and ages of dogs accepted into the playgroup.
- The capacity of the centre e.g. the number of dogs accepted into the facility/establishment/centre.
- Facilities for the number of staffing resources required to operate the facility/establishment/centre.

Off-Leash Play Safety Policy

The facility/establishment/centre must have a written off-leash safety policy outlining the policy for dog supervision, dog handling tools for off-leash dog play e.g. the use of dog collars in play, dog handling tools for safely moving dogs within the facility/establishment/centre, toys in playgroups, food in the play area with dogs. This policy outlines the requirements that must be met by the staff managing the supervision of dogs in the playgroup areas.

Dog Acceptance Policy

The facility/establishment/centre must have a written dog acceptance policy which outlines the conditions of admission for all dogs being admitted. **This includes any dogs that may not be accepted due to age, breed type or size.** This can also be dictated by the size of the facilities/establishments/centres, staff resources or the number of dogs that can be safely held in the facility/establishment/centre, whilst taking into account the emotional well-being of the dogs in addition to their physical health.

Evaluation Policy

A formal evaluation policy must be documented outlining the process of screening dogs prior to admission to an off-leash playgroup. The dogs must be assessed by a person trained in animal behaviour and using other dogs that are already known to be appropriate for off-leash playgroup environments.

Properly evaluating dogs prior to admission to the facility/establishment/centre must be undertaken to ensure each dog is suitable for the facility/establishment/centre's environment. This evaluation will determine if the new dog responds to group play and will ensure that existing dogs in care will respond appropriately to the new dog. The policy must include:

- All dogs must be evaluated prior to admittance into the facility/establishment/centre to ensure their suitability to a group play environment.
- De-sexing requirements, age requirements, breed restrictions (if any) and health requirements.
- Requirements dealing with 'fence jumpers' or escape artists.
- A definition of a dog having to have a 'good fit' with other dogs in the play group, who is comfortable with other dogs in a room or outdoor area with other dogs, and that other dogs in the group will respond appropriately to him.
- Managing behaviours that indicate a dog is not comfortable or a good fit for the facility/establishment/centre.
- If the facility/establishment/centre policy allows dogs demonstrating aggressive tendencies to be admitted to the facility/establishment/centre, these dogs must only be admitted if they are housed and exercised separately away from other animals.
- Facilities/establishments/centres must have facilities available to house problem dogs separately and away from other dogs.
- Newly admitted dogs must be placed in an introductory run next to the main enclosures for assessment prior to being placed in group enclosures.

Indoor Facilities

- Material selection for wall covering, fencing and divider panels must be strong enough for the body-slammings of large dogs, and easily cleaned and disinfected. There must be no rough or sharp edges that could cut into the dog's skin.
- Flooring of facility/establishment/centre must be impervious, washable and non-slip (a cushioned surface such as impenetrable rubber is preferred).
- Sanitation of the floors, walls and drainage systems must be completed using floor scrubbing machines, wet vac systems, sprayer-sanitising systems or by hand mops and power spray systems. The use of these systems must be well documented in the facility/establishment/centre's policies and procedures to ensure their correct use by staff.
- Temperature, humidity and ventilation must be considered. Ventilation must be adequate to keep animal housing areas free of dampness, noxious odours and draughts.
- Designed areas for dogs to eliminate and defecate are recommended for all areas and must be cleaned and disinfected daily.
- Faeces must be removed as soon as possible.
- Cage or pen areas must have an ample supply of fresh air.
- In totally enclosed buildings where forced ventilation is the only form of air movement, the following is required:
 - An air change rate of 8 to 12 changes per hour to prevent the build-up of foul odours
 - Ventilation devices must avoid draughts and distribute fresh air evenly to all of the boarding areas.
 - Temperature must be maintained in the range of 15 to 27 degrees Celsius.
 - Air recirculation units must incorporate effective air cleaning and filtration to ensure odour control and the removal of infectious organisms and chemicals
 - A back-up and alarm system in case of power failures or breakdown of ventilation and temperature control mechanisms
- Where enclosures are separated by physical barrier (i.e. different room) a staff member must be in visual and audible range of animals in each enclosure at all times.

Staff numbers and animals per enclosure at facility must at least meet the requirements of the Table 2 below.

Outdoor Facilities

- Outdoor exercise areas must be well maintained, not muddy or bare and dusty.
- Health and hygiene of both animals and humans must be taken into consideration.
 - Boundary perimeter fencing must be a minimum height of 1800mm and must be constructed of:
 - Brick, concrete, timber, iron or similar solid material
 - Chain mesh manufactured from 3.15mm wire to form a uniform 50mm mesh or 4 mm weld mesh wire with a maximum mesh spacing of 50mm
 - Must be maintained in a manner which prevents a dog from being able to dig out
 - Must be designed to prevent children from climbing into the enclosure
 - An indoor facility must be provided for use in inclement weather which is sufficient for the number of dogs boarded at the day care centre

Exercise areas

- Must comply with the fencing requirements (both internal and external) shown in Table 1 and must be in such condition that they prevent injury.
- Fencing between enclosures (both internal and external) must prevent dogs from escaping from one enclosure to another and must be in such condition that they prevent injury.

Table 1: Enclosure size and dog numbers per enclosure

	Min. width (m)	Min. height* (m)	Min. floor area for 1 dog (m ²)	Additional space per dog	Max no. dogs per enclosure	Max no. large dogs per enclosure
Exercise areas	2	1.2	6	3.5	17	8
Rest areas	2	1.2	4	2	2	5

* applies to internal fences only

- For example, if a total of 17 dogs are kept in an enclosure, only 8 can be large dogs and the enclosure would need to be at least 66 m² in size.
- Suitable rest areas must be provided (as per above table) where more than 6 dogs are being boarded at any one time. Rest areas are not to be included as parts of the enclosure floor area but are in addition to minimum requirements for enclosure size. For example, if 17 dogs are being housed a minimum enclosure of 66 m² must be provided plus the rest area (as per above table).
- An area suitable to isolate animals must be provided, which is physically separated from other animal housing areas and caters for the animal's welfare. Animals may only be housed in such areas for short periods to allow them to be claimed by owner or transport arranged for animal to vet.

Play Equipment and Environmental Enrichment

- Play equipment must be durable and safe for dogs and easily cleaned and disinfected.
- Toys used in exercise areas must be washed and disinfected weekly.
- An inventory of all toys used in off-leash areas must be kept and toys checked for broken pieces, sharp edges and any other damage.
- Clearly defined inventory management on the number and types of toys used in the exercise areas must be documented.

Staff

- Staff must have training in dog management including dog behaviour and basic body language to enable them to safely interact with and handle unknown dogs. Body language includes posture, ear and tail positions, facial expressions, emotional states, stress signals, warning signals and resource guarding.
- Staff training and qualifications must be documented in individual staff records.
- Staff must know common breed types, their individual behaviour traits and how they react to people and new environments.
- Staff must be trained and understand group dog play before they are put in a position of monitoring and supervising group play.
- Staff must be trained in the use of fitting various collars and harnesses and the process of loose leash walking.
- Staff must be familiar with common dog health conditions and illnesses.
- Staff should have basic knowledge of human and dog first aid.
- Staff should have a thorough understanding of WHS requirements as discussed earlier in these standards and guidelines.

Supervision

Staff ratios – animals to staff per enclosure at facility/establishment/centre must at least meet the requirements shown in Table 3 below.

Table 2: Dog & enclosure ratio per staff member

No. of dogs at facility	Min. no. of staff	Max. no. of dogs per exercise area per min. no. staff
1–10	1	6
11–20	2	12
21–40	3	17
For every 6 dogs over 40	Add 1 extra staff member	17

- For example, if there is one staff member at the facility there can be no more than 10 dogs held and they must be separated into at least 3 separate enclosures with no more than 6 dogs per enclosure.
- At least one staff member must be on call to come in and assist where necessary. It is recommended that if more than 10 dogs are booked in for a day, an extra staff member is present, particularly during main check in and check out times.
- At least two staff members must be present when introducing a new dog to the group play area – one to supervise the entry of the new dog and one or more to manage the dogs already in the play area.
- Where enclosures are separated by physical barrier (i.e. different room) a staff member must be in visual and audible range of animals in each enclosure at all times.

Cats

- Member facilities/establishments/centres who admit cats for day care must house cats in enclosures specifically designed to accommodate cats and must be physically separated by an impervious barrier from dog facilities.
- Cats taken into day care must be housed in a separate cat area that meets all requirements for cat holding areas.
- **Members who only undertake day care facilities/establishments/centres must not accommodate cats overnight unless the facility/establishment/centre is licensed as a registered boarding facility which allows for overnight accommodation of animals. The facility must have current insurance in place for this purpose.**
- Adequate exercise areas/rooms must be provided to enable cats to exercise and receive environmental enrichment outside of their enclosure.
- Exercise areas must be kept in good condition and be able to be cleaned and sanitised. Bare earth in grassed areas must be remediated as soon as practicable, keeping in mind climatic conditions.
- Cats must have sufficient space to stretch to full length, jump, climb and move freely.
- The enclosure must be constructed so as to prevent animals escaping and be in an area that is not close to dogs or other species.
- The animal must be allowed to exercise at least once a day and must not be mixed with other cats unless from the same household.
- Toys and other environmental equipment must be included in exercise areas.
- Cats must be supervised regularly when in the exercise enclosure.

Birds, Ornamental Fish, Rabbits, Guinea Pigs, Rats, Mice, Reptiles & Amphibians

- All of the above species must be kept in separate areas of the facility/establishment/centre so as not to become stressed by dogs or cats housed in the facility/establishment/centre.
- Each individual specie must be housed in appropriate enclosures (this may be the container/enclosure in which they are admitted).
- Individual species must be kept in environmental conditions specific to their species e.g.: temperature control, lighting, heating.
- Animal attendants for each of the above species must be trained and experienced in handling these animals and competent in handling and feeding of each individual species.

Birds – Special Requirements

Housing Standards

- Birds must be contained in a portable enclosure that meets all local, state, territory and commonwealth legislation and codes of practice that apply to birds and supplied by the owner.
- Hand-reared birds must be fully feathered.
- Birds must only be handled by trained or experienced staff.
- Birds showing signs of illness must be attended to immediately and separated from other birds.
- Birds must be fed a balanced and complete diet that allows them to maintain good health.
- Birds must be fed with the appropriate food supplied by the owner.
- Advice from the owner should be sought and recorded regarding additional feeding such as fresh fruit and greens.
- Environmental enrichment must include the provision of cuttlefish, toys or other enrichment devices by the owner.
- Recording of the veterinary practitioner who cares for the bird/s must be kept in the event of the bird becoming ill.

Guidelines

- Birds should be housed in a separate room, in a separate part of the boarding facility/establishment/centre with an extraction fan system. This is to remove as much feather dander and dust as possible from the premises and thus reduce the potential for the zoonotic diseases, including avian chlamydiosis.
- Birds show ill health or stress in a great variety of ways, but careful observation may be needed as sick birds are able to suppress some signs of illness. Signs requiring urgent attention include, but are not limited to, the following:
 - changes in appearance of droppings
 - changes in food or water consumption
 - changes in attitude or behaviour e.g. inability to fly
 - changes in appearance or posture, ruffled feathers, tail pumping
 - changes in weight
 - enlargements or swelling
 - regurgitation, injury, sores, bleeding or lameness
 - discharge from nostrils, eyes or beak
 - excessive loss of feathers
 - overgrown beak or nails
 - stains or scabs around feet, eyes or nostrils.

- The person in charge of the facility and/or their staff should be aware of any responsibilities under wildlife licensing systems in relevant states and territories.

Ornamental Fish – Special Requirements

Standards

- Where fish are cared for by facilities/establishments/centres they must be admitted to the facility in their owner's aquarium or tank.
- All local, state, territory and commonwealth legislation and codes of practice that apply to the keeping of fish must be complied with by facility/boarding establishments in their respective state or territory.
- Fish tanks must be protected from adverse environmental extremes and housed in suitable areas of the facility/establishment away from other species.
- Water chemistry must be checked regularly and appropriate measures taken to correct any imbalance on specific advice from the owner if required.
- Fish must be fed according to the instructions of the owner, with food provided by the owner.
- Fish showing signs of illness must be attended to immediately and where necessary, separated from other fish to prevent the spread of disease or molestation by healthy fish.

Deceased aquatic animals must be disposed of in a manner that does not cause spread of disease or contamination of natural waterways or storm water. These animals must be disposed of in garbage which is used in landfill.

Rabbits, Guinea Pigs, Rats, Mice and Ferrets – Special Requirements

All local, state, territory and commonwealth legislation and codes of practice that apply to rabbits, guinea pigs, rats, mice and ferrets must be complied with by boarding facilities/establishments/centres in their respective state or territory. In the event of there being no local, state, territory or commonwealth legislation or codes of practice, PIAA member boarding facilities must comply with these Standards & Guidelines for Best Practice.

NOTE: IT IS ILLEGAL TO KEEP RABBITS AND FERRETS AS PETS IN QUEENSLAND

Standards

- Enclosures must be designed to ensure the well-being of the animals, to prevent escape and prevent access by unauthorised persons or animals.
- These animals must be housed in an area which is not subjected to draughts, avoids exposure to bright lights and maintained at an appropriate temperature.
- Animals must be fed a balanced diet with food provided by the owner on admission to the establishment.
- Water must be constantly available and supplied in suitable containers.
- Animals should be checked regularly for any signs of illness or disease.
- Ferrets require adequate handling and socialisation by experienced animal attendants.
- Ferrets must be vaccinated to the recommended schedule prior to admission into the facility/establishment.

Guidelines

- The name of a veterinary practitioner who has knowledge of reptiles and amphibians must be supplied by the owner when the animals enter the establishment.
- Where guinea pigs, rats, mice and ferrets are cared for by boarding facilities/establishments/centres, they should be admitted to the facility in their owner's enclosure unless the facility/establishment/centre has appropriate accommodation for these animals.
- Sufficient environmental enrichment should be provided in enclosures to ensure the welfare of the animals kept.

Reptiles & Amphibians – Special Requirements

Standards

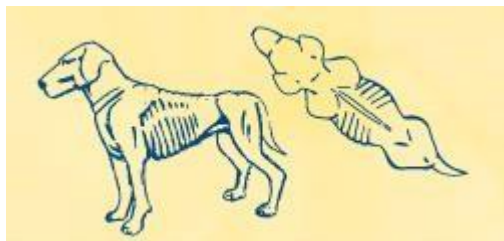
- Where reptiles and amphibians are cared for by boarding facilities/establishments they must be admitted to the facility in their owner's aquarium or tank and must be lockable and tamper proof.
- All local, state, territory and commonwealth legislation and codes of practice that apply to the keeping of reptiles and amphibians must be complied with by boarding facilities/establishments in their respective state or territory.
- Tanks and enclosures must be protected from adverse environmental extremes and housed in suitable areas of the facility/establishment away from other species.
- The person in charge or at least one staff member must be knowledgeable in the care of the species being cared for.
- The wildlife being accommodated must be owned by a licensed owner.
- Reptiles/amphibians are very sensitive to vibration and noise, and enclosures must be positioned to minimise vibration and disturbance.
- All reptiles/amphibians require external sources of heat to maintain body temperature.
- Reptiles must be kept at a suitable temperature for proper food digestion.
- Amphibians require continuous sources of water to maintain hydration.
- Fresh water must be available at all times in suitable containers.
- Reptiles and amphibians must be fed appropriate food provided by the owner.

Guidelines

- The name of a veterinary practitioner who has knowledge of reptiles and amphibians must be supplied by the owner when the animals enter the establishment.
- Avoid placing enclosures in direct sunlight as sunlight through glass may cause overheating.
- Some species require water misting to allow skin absorption of moisture.

Appendix 1: DOG CONDITION SCORE CHART

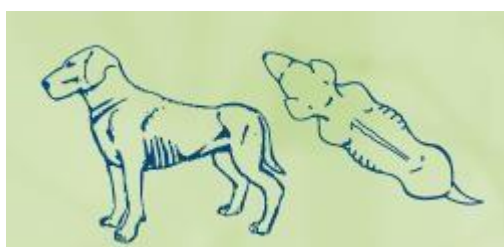
Emaciated



- Individual ribs, spine and pelvis prominent and evident from a distance.
- Lack of muscle mass.
- Little or no body fat.
- Rump hollow.
- Waist prominent when viewed from above.
- Abdomen obviously tucked up.
- Neck thin.
- No fat on tail.

Veterinary advice must be sought.

Thin



- Ribs, spine and pelvis bones visible and easily felt.
- Little body fat.
- Neck thin.
- Abdomen tucked up.
- Little fat on tail.
- Obvious waist when viewed from above.

Increase feeding and worm dog if not wormed recently. (ensure all-wormer used – some products do not cover all worms).

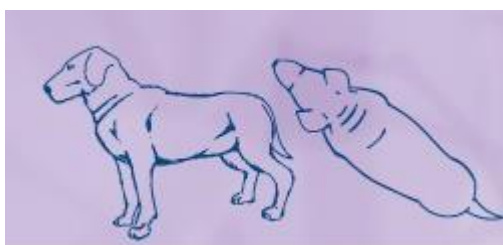
Seek veterinary advice if dog remains underweight, or unsure of feeding or worming regime.

Ideal



- Ribs and spine can be felt, last few ribs may be visible.
- Dog should have a waist when viewed from above.
- Belly is tucked up when viewed from side.
- Good muscle mass.
- Rump well muscled.

Overweight



- Ribs and spine not visible but can be felt.
- Fat deposit on tail.
- Little or no waist when viewed from above, rounded appearance, back appears broadened.
- Dog squarish along back line when viewed from side.
- Abdomen not tucked up, may appear rounded underneath.

Reduce food intake or provide lower calorie feed. Increase exercise.

Seek veterinary advice if unsure of appropriate diet or concerns over exercise regime.

Obese

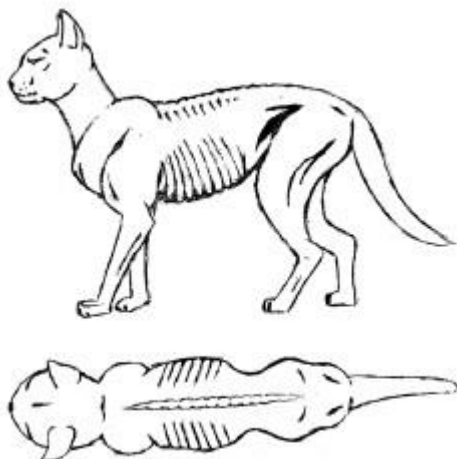


- Ribs and spine not visible and difficult to feel.
- Tail has obvious fat deposit.
- No waist and back broadened when viewed from above.
- Belly obviously rounded and possibly distended.
- Dog square or rounded up along back line when viewed from side.

Seek veterinary advice on diet and exercise regime.

Appendix 2: CAT CONDITION SCORE CHART

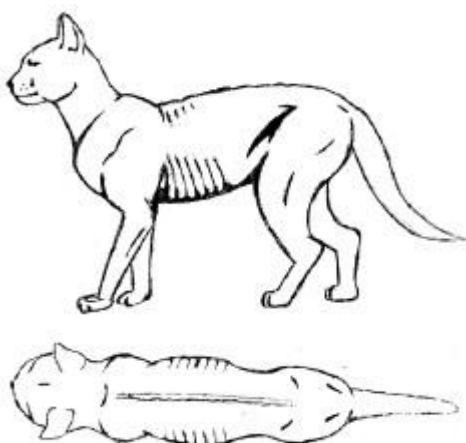
Emaciated



- Individual ribs, spine and pelvis prominent and evident from a distance
- Lack of muscle mass
- Little or no body fat
- Rump hollow
- Waist prominent when viewed from above
- Neck thin
- No flank fold (under belly), abdomen very tucked up

Veterinary advice must be sought.

Thin

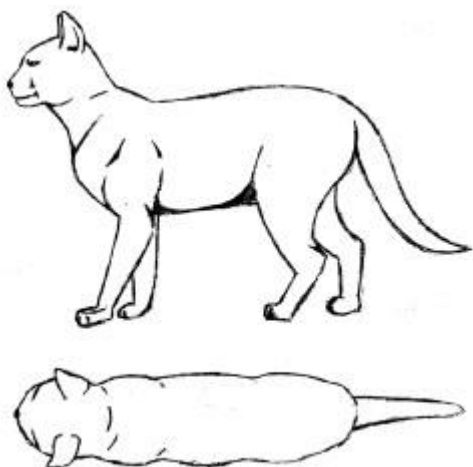


- Ribs, spine and pelvis bones visible and easily felt
- Little body fat
- Neck thin
- No flank fold (under belly), abdomen tucked up
- Obvious waist when viewed from above

Increase feeding and worm cat if not wormed recently (ensure all-wormer used – some products do not cover all worms).

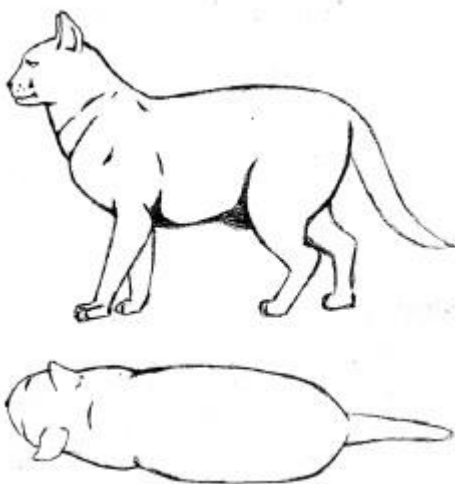
Seek veterinary advice if cat remains underweight, or unsure of feeding or worming regime.

Ideal



- Ribs and spine can be felt, last few ribs may be visible
- Flank fold (under belly) may be visible from side
- Cat should have a waist when viewed from top
- Good muscle mass

Overweight

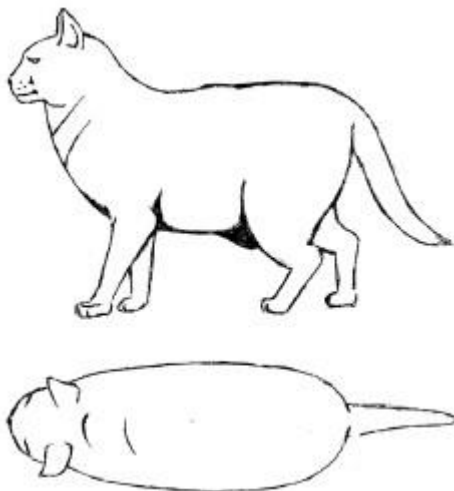


- Ribs and spine not visible but can be felt
- Little or no waist when viewed from above, rounded appearance
- Flank fold (under belly) clearly visible and will wobble when cat moves. Belly and chest rounded
- Large ventral fat pad covering hind legs

Reduce feed intake or provide lower calorie feed.

Consider options to increase exercise level of cat.

Obese



- Ribs and spine not visible and difficult to feel
- Tail has obvious fat deposit
- No waist and back broadened when viewed from above
- Flank fold (under belly) hangs down and will sway when cat moves, belly and chest very rounded

Seek veterinary advice on diet and exercise regime.

Appendix 3: PIAA Veterinary Report



PET INDUSTRY ASSOCIATION

Boarding Kennels, Day Care Facilities VETERINARY REPORT

It is a requirement that the Boarding Kennel and Day Care Facilities comply with all relevant State Legislation and Codes of Practice in their State/Territory for the welfare of pets in their care.

Information contained in this report will be held by the Pet Industry Association of Australia and will not be released to any third party or used for any other purpose. Send Original to PIAA OFFICE & retain a copy for file.

Report details	
Report Date:	
Boarding Kennel/Day Care Facility Business Name:	Veterinary Practitioner:
Address:	Address:
Phone: Fax: Email: Website:	Phone: Fax: Email: Website:

Notes for Veterinarians

Thank you for agreeing to participate in the PIAA’s Approved Boarding Kennel and Day Care Facility Scheme to help address community expectations on establishments and operating businesses.

Your role is to visit the Boarding Kennel/Day Care facility and report on whether, in your opinion, the standards in place are satisfactory to ensure the health and wellbeing of all pets within the care of the inspected operation.

You are not expected to certify compliance with State Codes of Practice or other legal requirements – you are simply providing your expert advice to the Boarding Kennel/Day Care Facility on whether their facility is satisfactory from your perspective.

Please assess the facility based on the areas listed below, and confirm whether it is satisfactory or improvements are required by ticking the appropriate boxes. Where improvements are required, please make your recommendations in the comments section at the end. You will need to visit the facility again with the Boarding Kennel/Day Care Facility permission to ensure your recommendations have been implemented.

Once you have completed your final report, the Boarding Kennel/Day Care Facility will submit it to the PIAA and retain a copy for their own record so that the Boarding Kennel/Day Care Facility can qualify as compliant with the PIAA membership standards.

If you have any questions or concerns about this report, please contact the PIAA on 02 9659 5811 or info@piaa.net.au

REPORT AREA	FACILITY CHECKLIST (to be completed by the breeder)	VETERINARIAN'S CHECK
1.0 COMPLIANCE My facility is compliant with my relevant State Legislation and Code of Practice or failing that the National Code of Practice.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> N/A
2.0 FACILITY & GROUNDS Kennel structures are in good repair.	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> This is not applicable for my facility	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
3.0 WORK AREAS & FOOD PREPARATION Animal food preparation area is neat and clean. Food is stored in appropriate containers and labelled accordingly.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
4.0 ANIMAL MEDICATION Any animal medications are stored appropriately and where necessary have an appropriate veterinary prescription label attached.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
5.0 FIRST AID (HUMAN) First aid kit is easily accessible and can be located by all staff.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
5.1 ENVIRONMENTAL CONTROL Boarding Kennel and Day Care facilities must be designed, constructed, serviced and maintained in a way that provides for the good health and well-being of the animals. Animals must be provided protection from rain, wind, direct sunlight or other adverse weather conditions. Primary enclosures are sturdy, impervious to moisture and do not injure the animal or humans.	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
5.2 Animal sleeping areas must remain clean, dry and sufficiently insulated from the floor, with suitable bedding appropriate to the breed or species.	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> This is not applicable for my facility	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.

<p>5.3 Kennel interiors are adequately lit and easily visible during daylight hours and easily visible for after-dark emergencies or identification of distressed animals.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>6.0 SANITISATION Written policies are in place to ensure occupied enclosures are cleaned and sanitized daily. Excretory and waste odours are managed at all times.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>6.1 Animal waste is removed as required to minimise contamination & odour minimisation.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>6.2 Animals are kept dry and protected during enclosure cleaning.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
<p>6.3 Water receptacles and feed bowls are clean and fresh on inspection. Written policies are in place for daily cleaning and refilling.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>7.0 FIRE AND ELECTRICAL SAFETY If kennels are free standing and separate from the home they should have fire equipment on hand and smoke detectors.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>7.1 An evacuation plan should be in place.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>8.0 KENNELS Primary dog enclosures enable dog to stand, turn around comfortably and lie with limbs extended and/or complies with the relevant state codes of practice.</p>	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> This is not applicable for my facility	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A

<p>8.1 Exercise areas and runs allow for all dogs to trot.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>8.2 Isolation facilities should be isolated from all other dogs to ensure that the introduction of disease to other pets in care is minimised.</p>	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> N/A	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
<p>8.3 Primary enclosure materials are sturdy, impervious to moisture and do not injure the animal.</p>	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> N/A	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.
<p>9.0 COMMUNITY PLAYTIME Procedures in place for community playtime and human socialisation.</p>	<input type="checkbox"/> I believe my facility complies <input type="checkbox"/> This is not applicable for my facility	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req. <input type="checkbox"/> N/A
<p>10.0 RECORD KEEPING Records should be kept for each individual pet including date of birth, vaccinations, regular weights, medications, client contact details etc.</p>	<input type="checkbox"/> I believe my facility complies	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Improvements Req.

