

Dog Care Policy Design Development Implementation and Review

Practical Dog Management

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In This Unit...

- Look at ...
- What is a policy?
- What should a policy contain?
- How to write a good policy
- What policies should dog care businesses have?

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What is a Policy

- A policy is a principle that your business stands by. It sets the decision that the business has made and allows for clients to understand the rules that your business adheres to.
- Policies and procedures make for a great business.
Whether your own, or interviewing for a job, the ability to produce a manual of p and p will show a superior level of professionalism
thinking about it now - know your policies!

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Policy or Procedure

- Policy – your rules
- Procedures – how policies, and operations, are implemented
- McDonalds – Policy may be “Burgers must be served within 5 minutes of making” Procedure is how the burger is made.



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Why do Policies Matter?

- A business with clear, public policies and procedures is a business that is well run, and can give quick and consistent answers to “Is x y z allowed”
- Clear, well distributed customer policies avoids awkward situations for staff.
- Clear, accessible policies allows staff gain information about where they stand quickly and clearly

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What should a policy contain?

- Name of Policy
- Created Date
- Updated / Reviewed Date
- Policy Description
- Policy Purpose
- Policy Monitoring
- Refer to Procedure to implement policy
- Refer to appeals procedure

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How to write a good policy

- Clear to all
- Gets to the point
- No ambiguous language
- Easy to access

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Policy Categories

- Business policies
- Staff policies
- Customer policies
- Dog care policies

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Business Policies

No Show / No one Home Policy	Training Equipment Policy
Work Experience / Volunteer Policy	Training Approach Policy
Refund Policy	Equal opportunity policy
Cancellation Policy	Workplace health and safety
Data Protection Policy	Ethics policy
Restricted Breeds Policy	Inclement weather policies
Reservation Policy	Workplace security policies
Social Media and the Internet Policy	CCTV Policy
	Health and Safety at Work Policy

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Staff Policies

Code of Conduct Policy	Employee complaint policies
Equality Policy	Work schedule and rest period policies
Overtime Policy	Substance abuse policies
Interacting with Dogs Policy	Compensation and benefits policy
Property On Site Policy	Employee fraternization policy
Dress code Policy	Employee face mask policy (during COVID-19)
Smoking Policy	Remote work policy
Employee code of conduct policy	Employee disciplinary action policy
Attendance, vacation and time-off policies	

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Customer Policies

Late Collection Policy	Missed Class Policy
Interacting With Other Dogs Policy	Additional Needs Policy
Complaints Policy	Aggressive Customer Policy
Property On Site Policy	Multiple Dogs Policy
Late Payment Policy	Children in Attendance Policy

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Dog Care Policies

Stressed Dog Policy	Dog Under Medical Care / Stitches Policy
Excessive Barking Policy	Dog Neutering Policy
Aggressive Dog Policy	Brachiocephalic Policy
Bite History Policy	Animal Health Policy
Parasites Policy	Unacceptable Behaviour Policy

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Applying Policies

- Using your policies
 - should be readily available – website or emailed out
 - clients should be allowed cancel booking in timely manner if disagree with policies

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Reviewing Your Policies

- When first Applied
- Monthly
- Annually

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Absence at Home Training Policy

Created: 01/01/2010

Revision Date: 25/09/2012 – Include Emergency Events

Policy Description

The company will assign a set period for an at-home training session. When booking the name of the attendee must be stated. If the attendee is not present during the set period, the training session will not be refunded. If the person(s) return home during the period, then the remaining time can be used for training.

Similarly, if the person being trained leaves the session early the remaining time will not be refunded.

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Policy Purpose

The time of the trainer is valuable. If the trainer attends a booked training session and the dog owner / person for whom the training is for is not present, then the trainer will not be able to carry out the training session. However, the trainers time has still been used so there will be no refund of payment made. A repeat booking can be made at full cost.

How is the Policy Monitored?

This policy will be reviewed annually and when activated upon by the business and through feedback from clients.

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Procedure Steps

If you are aware that you will be unable to attend the session and you notify the company 7 days prior to the session you will be fully refunded.

If you are aware that you will be unable to attend the session and you notify the company between 7-1 days prior to the session travel costs only will be refunded.

If you are unable to attend the session and notify the company within 24 hours of the training session, there will be no refund.

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If you do not notify the company, the trainer will travel to the address the session has been booked for. If there is no answer to the door the trainer will phone the number, you have provided.

If you are going to return home within the period of the training session the trainer will wait at the address.

If there is no answer to the call the trainer will attempt to make, contact via phone call and or text. The trainer will wait at the premises for 15 minutes (beginning at the scheduled training session time).

If after 15 minutes the trainer has been unable to make, contact with you the trainer will leave and the session will be terminated.

The company will contact you in writing via email explaining that the session was

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The company will contact you in writing via email explaining that the session was terminated and will provide you with a copy of this policy.

Appeals Procedure

- 1) If you are unhappy with the policy of the company, please write via email to the company via email to info@trainingclasses.ie, stating the grounds on which you wish to appeal, and provide any additional evidence.
- 2) The company will reply to you within 48 working hours with a final decision.

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What to do now?

- Imagine your future career - List out potential obstacles you will face or rules you wish to follow
- Create policies and procedures to minimise any confusion of unhappy customers
- Talk to friends and families about your policies
- Continue to grow your policies and procedures as you begin working in the dog care industry.

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