



1000315573 Ontario Limited o/a
Pawtherapy K9 Aquatic & Massage Centre
560 1st Street
Hanover, Ontario
N4N 3X5
(519) 364-4454
info@pawtherapy.ca
www.pawtherapy.ca

Policies & Procedures

Please note: The following policies and procedures are applicable to, but not limited to, the parking lot, reception/front lobby, massage room and pool area.

1000315573 Ontario Limited operating as Pawtherapy K9 Aquatic & Massage Centre (hereinafter "Pawtherapy") adheres to these strict rules, policies and procedures. These are in place for everyone's safety, especially our canine clients. Clients and/or visitors who continue to disregard these policies and procedures, will no longer be permitted to visit our facility or partake in the services we provide. Thank you for your cooperation.

Safety Rules (Pertaining to Clients):

- Pawtherapy enforces and adheres to strict guidelines and safety measures associated with COVID-19, and do multiple cleanings throughout the day in order to reduce the risk of exposure to COVID-19. Pawtherapy cannot guarantee 100% safety from the virus and as such, the client/visitor assumes all risk when attending an appointment. You are not required to wear a mask, but are strongly advised to wear a mask and/or stay home, if you are feeling unwell and experiencing associated symptoms.
- To ensure the safety of all staff, clients and their dogs, it is essential that you knock at the facility entrance before entering. We are often working with injured/recuperating dogs and as such, it is extremely important that they not become over excited or in contact/altercations with other dogs. Our front reception/pool areas are relatively confined spaces, which do not allow for multiple visitors/dogs at one time.
- **Under no circumstances is an owner to be in the water. A trained Hydrotherapist is always on site, in case of an emergency.**
- No more than 3 people can attend a swim session. **Under no circumstances are children under the age of 12 permitted in the fenced pool area, and as such are advised not to partake in the sessions.** We understand that watching their dog swim can be very exciting, but unfortunately it is too great of a liability and can also be a distraction for your dog. Often swim sessions will be video-taped and can be provided to those who are unable to attend.
- All dogs and children/visitors are to be accompanied and supervised by an adult 18+ years, as they might not be familiar with hazards or safety procedures in place at Pawtherapy.
- No running, jumping or rough play is prohibited on the pool deck, or in any part of the facility. In order to prevent slips and falls, it is recommended that bare feet or non-slip footwear (such as water shoes), be used when in splash zone areas. Under no circumstances is outdoor footwear permitted beyond the gated areas. We have installed foam matting and a slip resistant membrane that could be damaged.
- Food and Drink are strictly prohibited within the pool deck area.

Safety Rules (Pertaining to Dogs):

- All dogs must be on leash upon entering and exiting the facility (please no retractable), along with a safely secured collar or harness. We understand the importance of your dog becoming familiar with the facility, and as such will be asked to remove the leash when appropriate. If you would like assistance with leading your pet or controlling them in the facility, please inform a staff member before entering the building. **In order to prevent slips and/or injuries it is essential that dogs not be allowed to run loose on the pool deck. As such, dogs should be securely leashed when on the pool deck and only allowed off leash when it is time to enter the pool.**
- Dogs should be allowed approximately 10-15 minutes before their scheduled session, to relieve themselves out in the designated grass area, on the West side of the parking lot. To prevent spreading of parasites and transmittable diseases, all waste is to be cleaned up with the poop bags provided and discarded in the waste bin.
- Food should be withheld from your dog for a minimum of 2-3 hours before a swim or massage session to prevent elimination during their session. If at any time you feel as though your pet requires time outside, please do not hesitate to inform a staff member or usher your dog outside.
- To help with the cleanliness of the pool, paws are to be thoroughly washed/wiped before entering the gated areas (with wash basin and drying mitts provided), All dogs should have well trimmed and rounded/filed nails, to prevent injuries to yourselves, our staff and pool equipment.
- **Dogs must be at least 16 weeks of age and fully vaccinated** upon arrival for their scheduled session. In order to prevent the spreading of disease, Pawtherapy has strict cleaning protocols in place, however in addition to the **routine vaccines (i.e., Distemper, Corona, Lepto & Rabies)**, it is strongly recommended that your dog also be vaccinated with the Bordetella (Kennel Cough) vaccine.
****Proof of vaccination is required****
- **For clients who wish to have their dog(s) participate in the recreational swim program -**
Please be advised they will not be allowed to swim, if: they are limping, have had an Orthopedic surgery in the past 9 months, recovering from a recent surgery (i.e., spay/neuter), appear to be lethargic/running a fever, experiencing vomiting or diarrhea, has a skin condition, ear infection or open wound. If at any time a staff member is suspicious of any of the following circumstances, you will be asked for a referral to be completed by your veterinarian, before your dog(s) will be able to participate in the pool as a recreational swimmer.
- Gates in waiting area and on pool deck must be securely closed at all time, when areas are in use.
- Upon their initial visit, all dogs are required to wear a fitted K9 life jacket/flotation aid (either supplied by yourself or Pawtherapy). Only once the dog's physical fitness/behaviours in the water have been thoroughly assessed and confirmed by a trained Hydrotherapist, can these pieces of equipment be eliminated from the swim sessions. Although your dog might be able to swim without a flotation device, it is highly recommended that you use one at all times. Swimming is far more physically and mentally stimulating than other forms of exercise and as such your dog can experience normal side effects, such as: increased respiration/heart rate, fatigue and muscle weakness during their session. Constant supervision, frequent rest periods, and additional safety aids are required to ensure everyone's safety.
- Improper or unsafe usage of these aids (i.e., lifting/carrying the dog by the handle of the life jacket or swim harness), are strictly prohibited. The safety and comfort of your dog is our main concern and priority. If at any time we are concerned for the wellbeing of your dog, you may be asked to leave the premise.
- Anyone seen mistreating, throwing their dog in the water, or not allowing their dog to have times of rest, will be asked to leave the premise immediately.

- Female dog(s) in heat around/during their scheduled swim sessions are kindly asked to be re-scheduled to avoid contamination of the water.
- Dogs that have frequent accidents or are unable to control their bowels due to a medical condition, are asked to wear a waterproof swim diaper during their swim session.
- On occasion, dogs will become over excited and accidentally eliminate themselves in the pool. Although we understand this is mostly out of your control and could be the result of a medical condition, this does significantly impact others pool time, as well as the cleanliness of the pool and safety to both the dogs and Hydrotherapists in the water. Precise cleaning, calibrating of the chemicals and often draining of the pool is required and as such can cause the pool to be out of commission for multiple days. **Unfortunately, a fee of \$300.00 will be incurred in the event of pool contamination.**
- All packages purchased for recreational swimming, Hydrotherapy or Massage Therapy sessions or any combination thereof, shall expire within 1 year from the purchase date. Any outstanding amounts or sessions will not be refunded after said expiry date.

Appointments:

Cancellations – If you are unable to make your scheduled appointment, we ask that you please provide us with 24 hours of notice, otherwise **a session fee of \$25.00 will be incurred.** Please notify us by phone or email.

Missed Appointments – Defined as appointments, whereby you neglect to give any notice of cancellation and/or do not show up for your scheduled appointment time. **An individual session fee (pertaining to whichever service your dog is participating in) will be applied to your account, or an individual session will be deducted from your pre-purchased session package.** We understand that emergencies occur and as such Pawtherapy – K9 Aquatic & Massage Centre reserves the right to waive this policy.

I, _____ (Please print), have read the Policies and Procedures of Pawtherapy and agree to abide by them accordingly. I understand that users of this facility do so that their own risk. I understand that I am solely responsible for the safety and supervision of myself, my dog(s), as well as any guests/family members that might accompany me to this facility.

By signing below, I hereby agree to the following terms and conditions of my dog’s participation in the services offered by 1000315573 Ontario Limited operating as Pawtherapy K9 Aquatic & Massage Centre.

Owner’s Name(s): _____ (Please Print)

Owner’s Name(s): _____ (Please Print)

Owner’s Signature(s): _____

Date Signed: _____

Pawtherapy Staff Member: _____

Date Signed: _____