



ARE YOU A FIRST TIMER WITH ELEVATION DOGS?

Is this your dog's first time at the kennel? Have you had a bad experience in the past? Does your dog suffer from separation anxiety? Please talk to us about your concerns as we would love to help you and your dog to make this a positive experience for both of you! Here are some guidelines.

In Advance - Prepare Well!

- Come for a kennel viewing with your dog. Bring your dog for a meet and greet. Feel free to ask any questions you may have while you are here. Hopefully, seeing how we run things and seeing other dogs here and how happy they are will put you and your dog at ease and help you build trust in us.
- Book in advance if possible. Make an appointment for drop off and pick up.
- If your dog suffers from separation anxiety it's a good idea to book him/her for some walks during his/her stay with us. Walks are the best remedy for anxiety. They are calming and distractive.
- Make sure your dog is up to date on all required vaccines (Annual, Bordetella and Rabies) and have a copy of the vaccination records ready for us.
- Fill out the registration/personality form and the waiver. Please let us know of any concerns you may have with your dog's stay.

What To Bring?

- Paperwork! Filled out registration form & waiver and a copy of the vaccination records.
- A well fitted collar on your dog.
- An adequate supply of your dog's food. Raw diets are welcome! Or, we can supply our quality house kibble RedPaw for \$1/cup. One less thing to bring...
- Any medication or supplements your dog is getting.
- A comfort item if you like – a blanket, pillow, toy, etc... please note that we don't take responsibility for those items. Your dog, a neighbor/playmate may chew/destroy them.
- Please don't bring a bulky dog bed – we provide each guest with a top notch, elevated Kuranda dog bed. Those are made to support the dog's joints and all our guests love them.
- A dog coat if it is winter and your dog gets cold easily.
- Your dog's shampoo if you want your dog to have a bath and require a special shampoo.

At Check-In Stay Calm!

- Your behaviour at drop off can make this either good or bad for your dog as your dog is very connected with you and can sense your level of stress. Your dog can even sense if your blood pressure is higher than normal. So try to calm yourself in your dog's best interest. Try some breathing techniques and yawning if needed. Show your dog that there is nothing he/she needs to be worried about. You got this!
- Be confident – you are the energy and security source for your dog. The type of energy you are sending to your dog will determine your dog's energy and security level. Some dogs will deal with this very easily as they have a greater natural level of security, others might get very anxious. If you think your dog is more on the anxious side of things it's especially important that you show confidence. Again, breathing techniques help enormously. Your body language is key. Have a good posture. Shoulders back, head up, chest out and hold your leash as relaxed as your dog allows. Have a calm and firm voice when you address your dog or us. Avoid excitement!
- Make this drop off look like it is the most normal thing in the world – your dog will believe you and know that you will come back.
- Let us take your dog to the kennel without a big goodbye and most importantly, before you leave the room. Not seeing you leave will make a big difference. It's like he/she is leaving you versus the other way around and will have an impact on the rest of your dog's stay with us. It will be more voluntarily than forced onto him/her.

At Check-Out Stay Calm!

- Again, avoid excitement! By having the same calmness and confidence as at pick up you show your dog that there was nothing wrong with being at the kennel and that you never questioned coming back to reunite with your dog.
- We understand that you have missed your dog – but we suggest that you don't show your excitement and that you ask your dog to stay calm at pick up. Once you have left the kennel and have spent some calm minutes with your dog then you can show him/her how happy you are. Have a rewarding playtime, a big cuddle moment and/or take him/her out for a walk.

The general rule is: you are the source for security and confidence for your dog and you can show that to him/her with your body language – speak “dog”! Anxiety in dogs is often a “man-made” thing in and we can help them overcome it, too.

We hope this will help you and your dog!!

Elevation Dogs Team