



### Foster Care and Day Carers

Enclosed in your pack is:-

- A copy of your Police Check (Laminated)
- A copy of your Canine First Aid Certificate (Laminated)
- Copy of Animal Handling and Healthcare Technique (Laminated)
- Copy of Company Insurance Certificate (Laminated)
- Emergency Procedure for Accident or Injury (Laminated)
- Emergency Staff contact details (Laminated)
- Emergency Procedure for Lost Dog (Laminated)
- Hot Dog care sheets
- Blank Laminated Name Tags
- Dry wipe pen
- Equipment labels
- Alert Labels
- Barrel dog tags including VIPPIES contact details
- Price List (Laminated)
- Leaflet of Services

You will of received a care plan for the dog after the meet and greet, if this has been some time please ensure you check the information is correct with the owner and that all the necessary equipment is included in their belongings.

When the owner has gone ensure all of the dogs belongings are marked with the dog's name tags, (these are the **Blank Laminated Name Tags**) use the **dry wipe pen** to write on them.

Attach the **Barrel dog tags including VIPPIES contact details**. To the dogs collar. (dogs in our care should wear a collar at all times unless agreed with the owners.)

If the dogs have medication or a food allergy ensure the appropriate **Alert Labels** are displayed prominently.

If the dog is to be collected by a friend or relative a password must be agreed with the owner, that on the owner, yourself and the person collecting knows, you can use the reverse of the label to use a hint to the password if needed.

The bulleted list in **blue** are the documents your customers may wish to see when they come to do the meet and greet, please ensure you keep these safe, these are for our use only and should not be given to customers at any time, if they would like a copy please direct them to speak to the office.

The bulleted list in **red** are documents to help you and your colleagues in the case of an emergency. Keep these handy to help you in the event of an emergency procedure call or if you need to call someone in case of and emergency.

The bulleted list in **purple** are documents we use for marketing you may find them useful to have in the event that a customer wants some information about other services we do and prices, please ensure they get a quote from the office for any services. If the customer would like a price list etc. please let us know and we will send one from the office, although you will be given leaflets along with other marketing tools but please ensure there is always a copy in your pack for your reference.

#### **In your box.**

You should have at all times a canine first aid kit, slip lead, tick remover, heavy duty poo bags, dog biscuits and triplicate books, before you run out of any of these please ensure your give the office plenty of notice to get replacements to you.

You have been given a small box which contains Leaflets, branded pens, branded dog toys, branded car fresheners, these are for you to give to your customers when they collect their dogs from you.

*Sheena Chapman*  
Director