

Jordan Veterinary Hospital

Camp Jordan

336-249-3991

300 Hwy 64 East

Lexington NC 27292

What to expect when boarding your pet....

Dogs are pack animals and creatures of habit, and they tend to do best when they have a consistent daily routine. Just like us, they all have their individual personalities, and some are much more adaptable and laid back than others, so they respond better to changes in their daily lives. Boarding your dogs can be stressful for them because it represents a different environment and schedule. Many will adjust beautifully after just a few hours or days, while others may experience stress-related difficulties. Following are some normal reactions that may occur with your pets while boarding, along with some tips to make it easier on them.

Stress in dogs can manifest in several ways. They tend to pant more, which can make them thirstier. Don't be surprised if your canine companion drinks a lot of water right after they return from a boarding stay. You should not take it as an indication that the boarding facility did not provide water; simply understand that they need to replenish the fluids that they lost through panting (which is a dog's way of sweating).

Another common manifestation of stress is vomiting and diarrhea. Diarrhea is frequently seen in boarding pets. It can be caused by several factors, including a change in food from what they are used to eating at home or the brand that is offered at that boarding facility. Many pet resorts and kennels will permit you to bring your pet(s)' own food from home or may recommend it just to minimize the risk of diarrhea due to food change. If your furry child has any kind of food sensitivities, be sure to mention this to the staff when booking a reservation or checking them in at the desk. You can either bring your pet's own food or we currently offer a bland diet for sensitive stomachs. Another main cause of diarrhea is related to the pet's stress reaction from being away from home. There is little that can be done to prevent this other than to work with the staff to try to make Fido's stay as relaxing as possible. Calming supplements or medications can be used if needed with owner's permission.

Another common stress-related issue in boarding pets may be poor appetite. It is common for dogs not to eat well for the first twenty-four or forty-eight hours after arrival. Particularly if you already have a picky eater. Your pet may eat even less than they normally do at home. We will try a variety of tricks to try to encourage eating and should contact you for any tips on getting Fido to eat if he hasn't done so within the first day or two.

Your pet may return home from a boarding stay and sleep more than he or she normally does for several days. As much as good pet boarding facilities try to minimize commotion, any doggie hotel stay will be more disruptive to a pet's sleep cycle than his or her normal routine. It is busier. Different pets may get excited and vocal at different times, and cleaning and potty schedules may not coincide with what he or she is used to at home. If your pet is not back to normal self within a couple of days, a veterinary visit may be in order just to make sure there is not something else going on.

Much like humans, stress in dogs can also cause weakened immune systems and make them more susceptible to a variety of illnesses. Canine cough is a common respiratory ailment that may result from a boarding stay. Although good quality facilities will require a vaccination called Bordetella to minimize the risk of contracting canine cough, it is an airborne illness much like the human cold or flu and is contagious before pets exhibit any actual symptoms. While the vaccination may not prevent all strains of the disease, it should help to minimize the severity. Different strains, coupled with lowered immunity due to stress, may result in your pet's exhibiting signs of coughing and nasal discharge within a week to ten days of their return from a boarding stay. We maintain a

rigid cleaning and disinfecting protocols, immediately isolate and seek veterinary care for any pets showing symptoms while boarding and refuse boarding to any pets who show up with signs of contagious illness. Staff cannot detect illness in asymptomatic dogs, nor can it isolate the airborne germs (which may come from blocks or miles away!). Just like children in school or daycare, any time you have several dogs in close proximity, the risk of infection increases.

So, what steps can you take to minimize stress for your dog when he or she goes for a visit to the local pet hotel? First, make sure that you are comfortable with the facility and the staff, and that they seem competent and caring. Ask if you can bring favorite toys, blankets, or bedding from home to make them more comfortable. If your pet enjoys the company of other dogs and is social, you might explore any doggie daycare opportunities at your facility. Dogs who participate in play at pet hotels on a regular basis seem to associate the facilities with fun and happy times and adapt much more easily to boarding stays. Additionally, scheduling activities (whether doggie daycare or any other offerings at that facility) helps keep them busy and less prone to stress-related ailments. Discuss different boarding options (standard kennel enclosures, luxury suite private rooms) with the facility staff to help you choose the accommodations that will best suit your pet's temperament.

Our pet resort will work with you and your pets to try to make their stay as stress-free as possible. We will contact you if there are any health concerns or prolonged stress-related difficulties during your best friend(s) hotel stay and should work with you (and a veterinarian if necessary) to seek medical treatment if indicated. Many dogs will learn to love the staff and the facility if they visit often enough, and you may find that they get excited, rather than anxious, when they figure out where they are going because they know they are going to have fun!

Vaccine Policy

For the safety and protection of your pet, all pets boarding at Jordan Veterinary Hospital are required to be currently vaccinated.

***For dogs: Rabies, Distemper/Parvo, Bordetella, Canine Influenza, & Negative Fecal test.
For cats: Rabies, Distemper, Fecal***

If your pet is vaccinated at another facility, you will need to provide proper documentation. If your pets are not current, or you cannot provide documentation, your pet will receive the needed vaccines upon arrival.

Fleas or Parasite Policy

To maintain cleanliness all pets will be inspected for fleas and other parasites upon admission. If any fleas or ticks/mites are found those pets will be treated at owner's expense.

Boarding Agreement

We welcome you to bring personal items for your pet but cannot be held responsible for loss or damage. Jordan Veterinary Hospital will use all reasonable precaution against injury or illness. The hospital and staff will not be held liable for any problems that develop provided reasonable care and precautions are followed. I understand that if a medical problem is discovered, Jordan Veterinary Hospital will telephone the owner or emergency contact to discuss the problem and determine the best course of action to be taken. *Including taking pet to an available 24-hour emergency care facility such as AETC - Animal Emergency & Trauma Center.

* If in the event the veterinary staff may not be able to contact me immediately, I authorize the attending veterinarian to initiate appropriate treatment.

****ATTENTION****

Beginning January 1, 2024 all boarders will be required to be current on the Canine Influenza vaccination.

I assume full responsibility and agree to pay all related expenses for lodging, veterinary services and any other expense incurred while my pet is boarded.

I verify that I have read, understand and given a copy of the boarding requirements and agree with the hospital policies.

Thank You

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OWNERS SIGNATURE: _____

DATE: _____

Owner: {FULLNAME}

Pet: {NAME}

Date: {CURRENTDATE[LONG]}