

FAQ

Our pets are our children, and our loving staff will do everything we can to make sure you feel confident and secure while they stay with us! Below are some FAQ that you might have when using our boarding and/or daycare services.

I just dropped off my dog for boarding and they haven't been eating, why is that?

When dogs are boarding it is very common for them to not eat for the first few meals. Boarding at a facility is a very stimulating environment with new sights, smells, and interactions. This change can also cause a shift in your dog's appetite. Each dog is an individual and adapts to the new routine at their own speed. If one or two meals go by and your pup still doesn't have much of an appetite, with your approval the kennel staff will gladly add some water, wet food or treats to make it even more enticing!

My dog(s) was boarding with you for a few days, and when I brought them home they seem very tired and lazy, is there something wrong?

Upon returning home it is also very common for your dog to be tired for a few days as they return to their normal routine. The constant activity and stimulation of being in a new environment is a good mental workout for your dog. Returning home with you is very similar to humans coming home from a busy day at work and just wanting to relax.

Why does my dog seem so thirsty after I pick them up from boarding/daycare?

Every dog who visits Paws Crossing has access to water at all times of the day. This includes when they are day boarding in a run, out in daycare, or spending the night. Many times when you reunite with your dog after being away they can get *very* excited, bouncy, and overstimulated causing them to be extra thirsty when they get home. Also, if your dog is active in daycare or private plays, it can be a very physical workout. Just like people, they need more water the more active they are.

I bring some of my dog's belongings when I drop him/her off for daycare. Why don't you give them any of their toys or bedding?

It is very important for daycare to be a safe and enjoyable experience for all of the dogs. In order to ensure this, we do not allow dogs to have toys in daycare or their own bedding because it can create competition between other dogs. The less there is to compete over, the less stressful the play time is. During the hour break (in the middle of the day and at the end of the daycare day) your dog can have access to their bedding or toys in the run they will be relaxing in.

I noticed the handlers don't interact or constantly pet/hold my dog while in daycare. Why is this?

Daycare is very much focused on making sure your dog can develop their social skills with other dogs, have an outlet for energy, and learn to trust the handlers working with them. We do not constantly pet or play with the dogs in daycare as to not create competition for attention and to allow the dogs to interact with others at their

own pace. The humans are there as play monitors to make sure your dog's experience is pleasant and safe. If your dog is shy or new to daycare, we give them space to adapt to the new experience naturally so when they are ready to play and interact it isn't a forced experience.

I just picked up my dog from boarding and they seem to have an upset stomach?

A change of a dog's diet may cause some diarrhea as their body adjusts. Even though we offer an in-house bland diet of a chicken and rice formula, every dog's body is different and this sudden change can cause their stomach to act up. If you feel your dog's tummy is on the sensitive side we would encourage you to provide the diet your dog is used to eating.

I don't see anyone outside with the daycare dogs and all of the dogs run to the window; does that mean they are left alone?

We have a very strict protocol that no daycare groups are to be left alone. The cameras that are outside only cover about 60% of the outside play yard. On occasion, attendants may be standing or cleaning outside of the camera view. Kennel attendants and sometimes front desk staff are also walking by the outside daycare window. Some dogs like going up to the window to say hello especially if they see a favorite or someone with a leash!

I'm bringing my dog/cat in for boarding for the first time. What should/can I bring?

You can bring any bedding or food you would like to make your pet feel more comfortable and secure, with the exception of raw food for sanitary/health reasons. The food can be separated in individual baggies, or if it's easier for you, just give us a large bag and our attendants can measure it out for you. We also have food and bedding available here at the resort. We offer Purina Pro-Plan E/N chicken and rice wet and dry food. If your dog or cat is on any medications we can administer those for you as well.

Are there any breed restrictions for daycare?

No breed restrictions. Here at Paws Crossing we recognize every dog for having a unique personality and do not discriminate against breeds. Each dog in our daycare groups has gone through a strict evaluation process to ensure that they are going to have a safe and fun time, as well as the other dogs they meet while in daycare. Also, every day is a new day, and we are constantly monitoring each dog while they play to assure they do not get too overstimulated or overwhelmed. If you are curious how your dog is doing in daycare or who they like to play with we can give you a full report on their progress!

My dog isn't spayed or neutered. Can he/she be in daycare?

We allow young puppies to be in daycare until six months for males and before the first heat for females (approx. 6-7 months). We do not allow adult intact males or females to be in daycare because the other dogs respond to them differently and all those hormones create more of a competitive mind state. However, your unaltered dog is more than welcome to board here and sign up for one-on-one playtime with animal care staff member!

If there are any questions you have that are not on this list, please feel free to ask any one of our attendants and we will be more than happy to help you!