



Frequently Asked Questions

What do the dogs do all day in daycare?

The dogs spend most of their time playing with us and each other. We celebrate birthdays, holidays and plan activities for the dogs. Check out our Facebook page for all the pics! We have custom built play structures built for dogs. We also have a large play area in the back which is great during summer when we bring out the doggy pools. We have tunnels for the dogs to run through which helps build confidence!

Do you have an outside area?

Yes! It is extremely important to choose a daycare/boarding facility with an outdoor play space. Regular access to our fenced in yard reduces/eliminates potty accidents inside our facility, which keeps our high level of cleanliness possible. Bottom line is when you have a large number of dogs in a room, someone ALWAYS has to pee so constant access to an outside, fenced in area is very important.

What type of flooring do you have?

We have rubber flooring throughout! Rubber floors are durable and provide better traction, increased joint protection, and important shock absorption as they run, jump and roll.

Do all dogs like daycare?

No. Daycare is not for all dogs. There are many dogs who benefit from the exercise, fun, and socialization that is doggy daycare but it's not for all dogs! At Pooches you will receive honest feedback on how your dog did and if daycare is the appropriate environment for him/her.

Why do you prefer new dogs to start Monday or Tuesday?

Currently our busiest days of the week are Wednesday, Thursdays and Fridays. Monday and Tuesday are the quieter days so if you have a dog who's never done daycare, or who may be fearful, timid or unsure, we feel it's better for the dogs to come on quieter days so they don't get overwhelmed! If you can't make it on a Monday or Tuesday give us a call and we can come up with another day that works for you!

What is time is drop off?

We prefer daycare dogs are dropped off before noon. The large majority of dogs are dropped off between 7am-9am. If you cannot drop off before noon please call ahead to make sure the time you are wanting is available.

Why are tours available by appointment only?

During the day our staff is busy watching the dogs currently in our care. Our facility is set up so you cannot see the playrooms unless you walk through them. For obvious safety reason we don't allow anyone than staff in the play rooms during the day.

We set up tour appointments at 6pm or 6:30pm on certain days of the week so we can meet you, your dog, walk you through and answer any questions you may have.

How old does my puppy have to be?

There is not an age restriction as long as your puppy has had their first 2 sets of puppy shots (usually 10-12 weeks).

My dog isn't spayed/neutered can they still come?

Puppies can attend daycare before they are spay/neutered. Once they reach the appropriate age (6-8months) they must go for the spay/neuter and are welcome to come back after they are healed from surgery.

We do not accept adult dogs who are unaltered for various reasons, mainly safety.

What vaccines are mandatory? Recommended?

Your pooch must be up to date with vaccinations for Rabies, Parvo, & Distemper. Proof of vaccinations is required. The Bordetella vaccine is recommended for all pooches coming to play or stay, but not mandatory as your dog can still catch a doggy cold even with the Bordetella vaccination.

Do I need to commit to coming for a certain number of days a week in order for my dog to attend daycare?

No we do not require commitments.

How often should my dog come to daycare?

For most dogs, attending daycare 2 to 3 days a week is a maximum. More than that is simply too much stimulation for most dogs. Varying your dog's activities with daycare and walks or training classes on alternating days is ideal for the majority of dogs.

Will you feed my dog while he/she is at daycare?

Yes, you can bring food if your dog eats during the day. We feed the dogs in a room alone away from the others to avoid any arguments over food! PLEASE NOTE: WE DO NOT FEED DAYCARE DOGS BREAKFAST. We feed daycare dogs at lunch and dinner only. Please feed your dog breakfast before coming to daycare. Boarding dogs are fed breakfast, lunch and dinner.

What if my dog doesn't eat while he/she boards with you?

This is not uncommon. In our experience a dog WILL eat when they are hungry enough. If you suspect that your dog won't eat, bring a high quality wet food or something new and different to entice him or her to eat. We will try pouring broth over the kibble, pumpkin, anything we can to get the dog to eat; however we cannot force them to.

Why is my dog thirsty after daycare/boarding?

Your dog has access to water 24/7 while at Pooches Playhouse. There are several large bowls of fresh water in each playroom that are freshened up several times throughout the day. But as with being tired, the increase in activity may also increase your dog's water intake. Don't be alarmed if they want to drink more water than usual when they get home. (Though, you should encourage them to drink slowly and small amounts at a time to prevent vomiting.)

My dog is an older, senior dog. Will he/she enjoy this environment?

It depends on the temperament of your dog. There are many older dogs that are active and can fit in anywhere. Please consider discussing your dog's personality and level of activity with our management staff to decide what is best for your pup. Some older dogs simply do not enjoy daycare.

What is your policy on aggression?

If your dog has shown any aggression towards any other dog or person, your dog is not permitted to attend daycare or board at Pooches Playhouse. We also have a no bite policy, if your pooch bites, he/she will not be allowed to return.

What is Kennel Cough?

Kennel cough is a fairly common ailment in dogs. People tend to associate it with dogs who have recently been boarded (or "kenned"). However, your dog could contract kennel cough anywhere they come into contact with other dogs; such as, the Groomer, the Veterinarian's office, in dog obedience class, at a dog show or any other dog related event. Any time your dog is in the vicinity of an infected dog, the potential exists for infection. Kennel cough is caused by an airborne virus, which is highly contagious. The incubation period is about 7-10 days, meaning your dog will not display symptoms of illness for about 7-10 days following exposure to the virus. Be aware that your dog can still contract the Kennel Cough virus even if he or she has been vaccinated. There are many strains and mutations of the virus, making it a hit or miss whether the vaccine used on your dog will be the right one for the strain with which your dog comes in contact with. This is similar to the "flu shot" for people; each year a vaccine is developed based on which strain(s) are suspected to be most prevalent. Simply put, having the flu shot does not guarantee you won't get the flu and when your dog has a Bordetella vaccination it doesn't guarantee he or she won't get kennel cough. A strong immune system is best defense against viruses. This is why several dogs could be exposed to the kennel cough virus but only one may actually contract it. It may be beneficial to provide your dog with immune boosting supplements on a regular basis. Check with your local pet store or veterinarian on supplements that will aid in boosting your dog's immune system. Unfortunately, due to the 7 to 10-day incubation period, dogs may come into and leave our care before ever showing symptoms, exposing other dogs to the virus. Unfortunately, Kennel Cough is one of the risks of dog socialization.

How do I know my dog has Kennel Cough?

The most common symptom of Kennel Cough is a cough that sounds as if there is something stuck or caught in the dog's throat. One way you can "test" for Kennel Cough is to press the throat gently, right in the collar area. If the dog has Kennel Cough, this will probably trigger some coughing. Other triggers include, exercise, drinking water and change of temperature. Other symptoms could include sneezing and conjunctivitis. Most dogs with kennel cough will act normal except for the cough and will have a normal appetite. It is also important to note that the Bordetella vaccine can cause sneezing and coughing for several days, just as the flu shots will sometimes give humans flu symptoms.

What do I do if my dog gets Kennel Cough?

Kennel cough generally will be gone in seven to ten days. In some cases, an antibiotic is warranted. Contact your veterinarian for their recommended treatment plan. **DO NOT BRING YOUR DOG TO DACYARE OR FOR BOARDING IF THEY HAVE KENNEL COUGH. THANK YOU ☺**