

May 3 2015

To Whom It May Concern

The revised Town of Georgina Kennel and Boarding Bylaw should go a long way in reducing the occurrence of abuse and exploitation of animals within Georgina. However, it also may force some legitimate businesses that offer valuable services to close.

One such business is owned by Tricia Soulier. She offers a unique boarding experience for her clients' family members. These pets are sick and old. She offers a place where they can have love and compassion as they make the journey from this life to the next. These pets are comfortable and at peace in their twilight days. It would be a shame if this valuable service were forced to close because it did not meet all the requirements of the new Bylaw. Helping to keep this service in Georgina would be of great benefit.

Yours truly,

A handwritten signature in black ink, appearing to read 'L. Woodley', with a long horizontal flourish extending to the right.

Dr. Lawrence Woodley



To Whom it May Concern:

Re: Pawsitive Approach

At Present Pawsitive Approach is caring for one of our special needs patients. Patches has a very complex medical issue which requires multiple medications and constant monitoring. This is not something that would be available at a boarding facility. The owners of this patient are very fortunate to have Pawsitive Approach caring for their pet!

Sincerely,

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

Dr. Don Mclean DVM.



Sasan Haghighat, D.V.M., Cert. Vet. Acupuncturist
Holistic Veterinarian
987 Davis Drive, Newmarket, ON L3Y 2R7



North-East Newmarket Veterinary Services
petsbewell@holistic-vet.ca
905-830-1030 fax: 1-866-278-1658

To Whom It May Concern,

I came to know Tricia and her dog sitting services through one of my clients about 5 years ago. She was taking care of a small dog with severe separation anxiety that needed individualized, one-on-one interaction in a home setting. My client was very grateful to have had that service provided by Tricia. Since then, I have referred a few of my clients that had special medical needs and having them boarded at a kennel facility or veterinary clinic would have proved very stressful for my patients. Tricia was able to provide her services for them. I have had nothing but positive feedback from my clients about her services, who have found her to be very responsible concerning the services that she provides. Indeed, when I am personally away, she provides her dog sitting services for my own dog and from personal experience; I can tell you that I could not be happier with the service that she provides.

If you have any questions or concerns, please feel free to contact me,

Regards,

Dr. Sasan Haghighat, DVM, CVA

A handwritten signature in black ink, appearing to read 'S. Haghighat', is written below the typed name.

June 13, 2015

Re: Kennel License Exemption Application for Tricia Soulier

Dear Georgina Council and Staff,

I have known Tricia Soulier for several years now and we have shared some of the same clients. As a Professional, trained as a Veterinary Technician, certified in Canine Rehabilitation, Canine Massage, Acupressure and Osteopathy, I feel that this service is tantamount to providing care for our aging canine clientele. Tricia provides in home boarding services for dogs with special needs such as the ones aforementioned.

This is a unique service, one that you will not find many people can or will offer in their homes as it requires special skills and often round the clock care. Some of these dogs are incontinent, requiring bladder expression. Some dogs have had amputations, have "dead" limbs, and use a wheelchair for accessibility while others are in palliative care, preparing for death.

These are dogs that require far more than what a kennel or doggy daycare can provide. Even a Veterinary clinic is often unable to accommodate these animals as there is no one there overnight to provide the care that is needed. Also many of these dogs can not tolerate the additional stress of being in a Vet clinic.

With few options for these dogs and their owners I hope that Council and Staff will consider allowing Tricia to continue with this unique professional service.

Sincerely,

Tania Costa

VT, CCRP, CMT, CAAP, CNT

Canine Wellness Centre Inc

Nicole Zimmersmann
351 Annshiela Dr.
Keswick, ON
L4P 3A6
289-231-7708

April 13, 2015

Kennel Bylaw Exemption Application, Tricia Soulier
349 Annshiela Dr., Keswick

To whom it may concern:

I have lived at the above address, directly next door to Ms. Tricia Soulier, the owner of Pawsitive Approach Pet Services for 6 years now. During this time she has had many dogs come and go from her home. Some with carts, some missing limbs, some blind, some very old and yet others very nervous of people, sounds or other typical surroundings. Often the dogs in Tricia's care do not have visible challenges at all and run and play in the yard just as any other dog would. The fence is tall and secure and they have done what they can to ensure the dogs will not get out of the yard and remain safe.

In the summer we can see several dogs in the yard. Some play ball, others rest under the big tree or in the garden and another will dig a hole to keep cool. There is something for everyone in the yard and Tricia and Glenn, her partner, treat the dogs as members of their own family. The dogs are with them in all that they do. It is Tricia's life.

They do not cause a nuisance to the neighborhood. There is no excessive barking as Tricia and Glenn do not permit this. The back yard is kept clean of dog waste so there is no unsightly view or odor. The lawn is always mowed and well maintained. We have never had a traffic issue with clients coming to the house. Tricia has strict rules about drop off and pick up times and the driveway is big enough to accommodate the one client at a time that arrives by appointment only.

This letter serves as testimony that I have no objection to Tricia Soulier continuing to board and care for the dogs in her home as she has for many years now.

Sincerely,

Nicole Zimmersmann

To whom it may concern,

Tricia Soulier was my neighbour for approximately 3 years. Her backyard kitty corners my backyard. I own two dogs and they run in my fenced yard. During playtime and regular hours her own pet and pets that she is taking care of have never been a nuisance or disturbance. In fact, I would never be able to identify the difference between a day she is caring for a pet or not home at all because she has been such a pleasant and quiet neighbour.

Sincerely,

Mrs. H Ballantine

(905) 896-3647

Sent from my iPhone

Diane Thomas,
2521 Mt. Albert Rd.,
Queensville, Ontario
L0G 1R0

June 15, 2015

To Whom it May Concern: Re: Trish Soulier, Pawsitive Approach Pet Services

I have lived in East Gwillimbury for 29 years. During that time I have owned a Dog Training School and 2 Dog Boarding Kennels - one in Newmarket and another in Whitby. I currently own a dog daycare and in-home dog boarding business that does not accept special-needs dogs.

When handling all different sizes, temperaments and breeds of dogs my number one concern has always been for the safety of myself and the dog.

A major component of safe handling is to keep the stress level of the dog to a minimum.

Different breeds of dogs, and also different temperaments within the same breed, can have very different reactions to boarding in a kennel environment.

Dogs that may do well in a kennel would be:

Dogs that are properly introduced to a kennel environment and board in a kennel on a regular basis.

Dogs that are very social and enjoy the company of other dogs.

Dogs that do not have separation anxiety issues with being away from their owners.

Dogs that may not do well in a boarding kennel environment may include:

Dogs that are very old and/or becoming senile

Dogs that have hearing/sight problems

Dogs that are not socialized with other dogs or may be dog aggressive or fearful of other dogs

Dogs that are prone to seizures or need medical injections or take medications very early in a.m. or late in p.m.

Dogs that cannot have a full set of vaccinations due to medical reasons

Dogs with mobility problems

This is not an exhaustive list, however dogs that are not suitable for a boarding kennel can become very stressed in a kennel environment.

Stress can bring on under-lying medical conditions in the same way that stress in humans can bring on underlying medical conditions.

Also, dogs can get bloody diarrhea

They can refuse to eat and drop weight

They can continuously bark and/or whine which is upsetting to other dogs around them

Dogs can become hard to handle if they respond to a high level of stress by becoming fearful or aggressive and may threaten to bite if not handled properly.

When I owned my boarding kennels we would not accept special-needs dogs and would recommend that they be boarded at an in-home facility that has experience in handling these types of dogs.

There is a great need in Newmarket/Keswick and surrounding area for qualified in-home boarding for special-needs dogs. I have referred clients to Trish for over 8 years as I know that her knowledge and experience enable her to offer qualified and compassionate care to these special-needs dogs and to provide the extra care that is required beyond what these dogs would receive in a boarding kennel environment.

Also, the owners of these dogs are relieved that a choice is available for them to ensure that their pets are getting the type of care that is most suitable for their dog's health and safety. My clients that have used Trish's services have told me that they know that they can leave on their holiday or business trip and be confident that Trish will give their dogs all the special care that is required.

Best Regards,

Diane Thomas, CPA, CGA

Owner: Thomas Training Classes, Family Dog Obedience
Prev. Owner: Brooklin Kennel, Newmarket and Whitby
Owner: Dogs at School

March 2, 2015

Home Alone Pet Cottages
262 The Queensway N.,RR1
Keswick, Ont. L4P 3C8

To whom it may concern:

RE: Pawsitive Approach Pet Services

As owner of a boarding kennel for dogs and cats, I have often referred pets to Tricia Soulier's business, Pawsitive Approach Pet Services. I have known Tricia personally since she started her business many years ago. Tricia is able to provide an environment more suited to special needs pets, such as those with serious medical conditions or behavioural issues. I have found from past experience that these pets do not do well in a kennel environment and when I am contacted to care for such a pet, I recommend Pawsitive Approach.

For instance, a pet may require insulin shots and close monitoring to ensure diabetic shock does not occur, which is difficult when I am caring for 25-30 other pets at the same time. I have had pets with mobility issues, making it very hard for them to access the kennel's outdoor run without assistance. Separation anxiety has also been a problem and boarding is extremely stressful for pets with this condition. They may injure themselves trying to escape the kennel, bark constantly in this environment, refuse to eat and/or experience stomach upset. In addition, pet owners may not feel comfortable leaving elderly pets in a kennel and prefer a home environment, especially if their pet is not used to a boarding kennel.

Fortunately, Tricia is able to provide pet care for these "special needs" animals who would otherwise do poorly in a kennel situation. Often pet owners do not have family members or friends who are willing to take their pet while they are away or do not have experience needed to care for them properly. Tricia is able to provide a much needed service in the comfort of her own home. If you have any questions, please feel free to contact me.

Regards,

Kathy Carter, B.Sc., Owner/Operator
Home Alone Pet Cottages (905) 476-2287

March 9, 2015

Town of Georgina

26557 Civic Centre Road, RR2

Keswick, Ontario

L4P 3G1

To Whom It May Concern:

It is my understanding there are new kennel bylaws that will soon be passed that may prohibit us from boarding our dog at Pawsitive Approach. Needless to say should this bylaw pass it would cause us great concern for several reasons.

We have been residents of Keswick for 24 years, and agree it was the best decision we had ever made in order to raise our family in such a great community. We were very involved in the community while raising our family, and once we became empty nesters, life became too quiet, so we made the decision to get a dog.

Our Chloe is a golden retriever and just turned 8 years old. We have utilized the services of Pawsitive Approach since she was 3 months old. Chloe has never been cared for by anyone other than Tricia and her wonderful staff. There is no other in-home boarding available for dogs with "special needs" in the Town of Georgina and this truly makes the service that Tricia provides unique and in demand. We have referred countless friends and neighbours to Tricia because of the specialized service she provides.

Our Chloe is a "special needs" dog in that she suffers from anxiety issues, has difficulty in dealing with sudden movements and loud noises, and was diagnosed with Von Willebrand's disease. This is similar to hemophilia in humans, and this condition can lead to excessive bleeding following an injury, due to the lack of clotting. Additionally, Chloe has an allergy to bee stings and she was diagnosed as a puppy when her curiosity got the better of her one summer. It was only through the quick and

knowledgeable actions that Pawsitive Approach took that she was able to recover from her multiple bee stings.

Chloe is able to get the special attention she requires at Pawsitive Approach since she is boarded in the house, and not in a kennel, or in a doggie cottage where she would have minimal human interaction. Chloe is treated with the same love, attention and affection that she receives at home.

As we travel frequently for both business and pleasure we require the services of Pawsitive Approach on a regular basis, and do not know what the alternative for us would be if under the new bylaws they are no longer allowed to operate.

We would likely seek out this type of care for Chloe outside of the community of Georgina, and thereby impacting the livelihood of Pawsitive Approach and their staff. Our preference would be to continue supporting a local business that services the community in which we live, and provides employment opportunities for other individuals within the community.

I would trust that a compromise can be reached to enable Pawsitive Approach to continue providing this unique and exceptional service to their current and future customers.

Regards,

Rob & Wendy Ward

38 Hadera Place

Keswick, Ontario L4P 3N6

March 6, 2015

Georgina Township Council

Regarding By-law Exemption status for Pawsitiveapproach's Specialty Care Services

Our cocker spaniel Patches is a perfect example of a dog that cannot be kenneled and cannot be provided for with overnight services in our home. He requires constant, specialized supervision that a kennel could not provide.

For example, Patches has a congestive heart problem and limited use of his back legs. Unless he was living with Trisha she would not be able to recognize the coughing when he gets up or when his lungs are gurgling or when he has trouble walking and he requires veterinary care.

He absolutely could not handle the stress and loneliness of a kennel with the constant barking of strange dogs. Also, kennels do not take dogs for extended periods of time. She is able to see if he becomes disoriented requiring one-on-one TLC like rubbing his back when he is stiff and sore and carrying home from a walk when he gets too tired.

I have to travel extensively for business and my husband frequently accompanies me. Currently, we are both absent on a 6 month project.

Trisha administers his multiple medications on a daily basis. She takes him to our vet regularly, makes all of his arrangements, takes him to the groomer, and grooms him between appointments. Because he is an older dog (15 years) with multiple health issues he has accidents which are cleaned up and his bed washed. He is loved and this year spent Christmas as part of her family and even got presents. He follows her everywhere, sleeps beside her desk during the day, and beside her bed at night. She is his surrogate mom while we are away and I know she loves him as much as we do.

This is how it should be when an old dog's mom and dad are away. People need to be able to travel on business or vacation regardless of the age of their pets and know their pets are accommodated appropriately and well cared for.

For us, it is a blessing to have someone like Trisha available that can accommodate dogs with special needs like Patches. I know she does it every day, all day. Her life revolves around the animals in her care. There is no one else that provides this kind of service and with the compassion so many dogs need.

Leslee and Bryan Bowen
39 Kelsey Crescent
Sutton West, Ontario
L0E 1R0

Nancy Wolfe <mmewolfe@hotmail.com>

Mon, Mar 2, 2015 at 3:24 PM

To: Tricia Soulier petservices@pawsitiveapproach.ca

To The Town of Georgina Council:

This letter is in support of Pawsitive Approach Pet Services, owned and operated by Tricia Soulier.

Tricia Soulier cared for and boarded our dog three times over a period of two years when we needed to travel, and we could find no other suitable care for her. Our dog was elderly and had a degenerative disease that affected her ability to climb stairs, and walk, as well as other problems that were not predictable. During these years my husband and I had commitments that involved travel. We were very concerned about where to go to find care for our pet. Since Holly (our dog) had multiple problems, she needed to actually live with someone and with someone who had experience with her health issues and time and patience to deal with them. It is interesting to note that the woman with whom our dog had boarded since she was a puppy declined to continue looking after her when she was diagnosed with her illness.

Tricia was the answer. In my research I found no one else with her credentials, with her style of boarding a few animals right in her home, and with her experience. Tricia created a second home for our dog, removing all the worry that comes with leaving a pet with special needs behind. Holly could absolutely not be left in a kennel, a vet clinic, or at home with a visitor popping in throughout the day. She needed a home setting where the caregiver treats each dog as if it is her own pet. Tricia did that for us.

When we learned about Tricia's services through a company that sells pet wheelchairs, we were hopeful that some travel would be possible for us. Then, after meeting Tricia, and seeing that she only boarded only several dogs at a time, based on their needs, and that she provided specialized care available no where else, we were relieved and thankful. Honestly, if we had not found Tricia's services, I do not know where we could have gone or what we would have done.

We no longer have Holly and therefore no need to take advantage of Pawsitive Approach services. However, my husband and I are concerned that other pet owners, finding themselves in a similar situation will have no where to turn. We want these people to have the same wonderful care we had for our dog.

We strongly urge you to exempt Pawsitive Approach Pet Services from a new proposed by-law that would prohibit this business.

Sincerely,

Nancy and Alan Wolfe

Feb 25, 2010

Regarding Tricia Soulier and the Bed and Breakfast for Special Needs Dogs:

Our golden retriever was originally boarded at a local kennel and we were impressed with their cleanliness and efficiency. Unfortunately, our puppy had to have a rear leg amputated and a regular kennel was no longer an option. Due to his cancer and subsequent treatment, Rowley could not stay in a kennel, as he needed around the clock care.

Rowley needed daily massage of his legs and chest to ease his pain and discomfort. He also had a special diet that had to be prepared daily. Rowley also has extreme anxiety and stress with thunderstorms, fireworks, motorcycles and various other loud noises.

Tricia Soulier came into our lives at the end of 2004. She would massage Rowley a couple of times a week and also teach me how to help him myself. When I mentioned to Tricia that we had to go away in the spring and I had no idea how to find someone to look after a special needs dog, she mentioned she would be more than willing to take in Rowley and all of his issues.

A ramp was built outside her sunroom to assist Rowley into the backyard. It was a huge relief for us to know that Rowley had around the clock care when we couldn't be there. As a family, we much prefer our dogs to go to a dog sitter's house than to have someone come into ours.

Tricia agreed to board our 2nd golden retriever as he finds it difficult to be left alone for extended periods and is very attached to our 3 legged dog. Now that Rowley is gone it is even more difficult for Kobe to cope being alone.

Over the years, our 2 dogs have loved to spend time at Tricia's and we are happy to have found somewhere where they are cared for and have their many needs attended to.

Sue Wood
80 Carrick Ave.
Keswick, ON



March 1, 2015

Town of Georgina

ATTENTION: Mayor & Council

RE: Tricia Soulier & Pawsitive Approach's
Application for Exemption to Kennel Bylaw

Dear Honourable Mayor & Council,

If I may share with you a short story, it will say more in a few seconds than I could in a lifetime.

My husband and I had decided to head out of town for the weekend a number of summers ago. We had a friend, Carol watching our two fur babies of the canine variety, Rambo & Sparky. Sparky was generally healthy but Rambo had epilepsy as well as COPD.

Unbeknownst to us, part way into our weekend get-away Rambo had started having seizures but Carol couldn't get in touch with us because we both had our phones off. Her rising panic was paralyzing for her as the seizures continued one after another for what seemed like hours. She had no idea what to do. We were out of town and out of touch and she didn't have the money nor the transportation to get Rambo to a vet.

Then she remembered the slip of paper we'd left her on the fridge. Tricia Soulier at Pawsitive Approach had been a support for our boys in the past and Carol knew that she specialized in working with dogs with special needs. She was the perfect person to leave as an emergency contact for Carol when we went away. By this time, Carol was a basket case and had no idea where she was going to turn if Tricia couldn't help.

On the contrary, Tricia went straight to Rambo's side, took Carol & Rambo to the vet, and even covered the costs for us until we could get home. Tricia's customer service has always gone above and beyond. And her dedication to the health & safety of her pet care clients is of primary importance during every stay.

Finally, my husband and I would like to say that there's no other pet care service in north York Region like Pawsitive Approach. Our dogs could never spend the night in a cage at a kennel – it would be too traumatic for them. Having Tricia care for them in her home is the only way my husband and I would ever leave our dogs. We're so grateful for this in-home service because with Rambo's complicated health issues, specialized care is almost impossible to find. Rambo's illnesses became more challenging as he aged, his arthritis worsened and he developed Cushing's disease, Tricia continued to accommodate his needs in her home when needed.

Please consider granting Pawsitive Approach an exemption from the new Kennel Bylaw so that they can continue to offer this much-needed specialized animal health care support.

Respectfully,

A handwritten signature in black ink that reads "Trish Robichaud". The signature is fluid and cursive, with the first letter of each word being capitalized and larger than the others.

Trish Robichaud
trish@changingpaces.com or
905-967-3014

From: Sean McCleverty <smccleverty@hotmail.com>

Date: Tue, Mar 3, 2015 at 7:13 PM

Subject: Pet Services

To: Tricia Soulier <petservices@pawsitiveapproach.ca>

Dear to Whom it may Concern

I am writing this letter on behalf of Tricia Soulier of Pawsitive Approach. Several years ago my mother was diagnosed with Alzheimer's , at the time she had lost my father and was living alone in her longtime rural home in Markham. She was still somewhat independent and did not want to move into a residence she had her two faithful companions , her cat Hurley and her loving dog Joey. Being single and caring for what I thought best for her I moved her into my home along of course with Joey and Hurley.

At first it took some adjustment, I work full time but as I mentioned mom's condition was fairly mild. As time went on I realized I needed some help as mom couldn't be left alone all day on her own. The Alzheimer's Society offered care during the day at a local centre Keswick Gardens , wonderful but Joey couldn't be left for long hours without a walk and some TLC. The local Veterinary Clinic Yorkwood that I took Joey and Hurley to for care mentioned a company called Pawsitive Approach, I spoke to the owner Tricia and it seemed like a good solution. So began Tricia's visits during the day to care for both Hurley and Joey, I could tell she had a genuine love for the animals. All ran smoothly for a couple of years until Joey developed diabetes , he required special food and insulin twice daily and constant monitoring. The decision to treat Joey was simple as my mom had lost so many things recently in her life, my dad , her home even her church I couldn't bear to see her lose any more things she loved. We were unable to regulate Joey's diabetes. Again Tricia at Pawsitive Approach came to the rescue, she provided Joey with round the clock care in her home as by this time I needed to get a break and vacations with my son. I could go away for short stays and not worry about my mom or Joey.

In closing I would like to personally thank Tricia and her helpers at Pawsitive Approach for being there , without their help and dedication our lives particularly my mom's would not have been so comfortable and enjoyable. Tricia has a honest and truly caring friendship with her customers and a remarkable attachment for all their four legged companions.

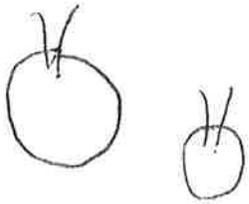
Best Regards

Sean McCleverty

48 Metro Rd. S.

Keswick On.L4P 3K8

198 From front
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Driveway

Driveway

Driveway

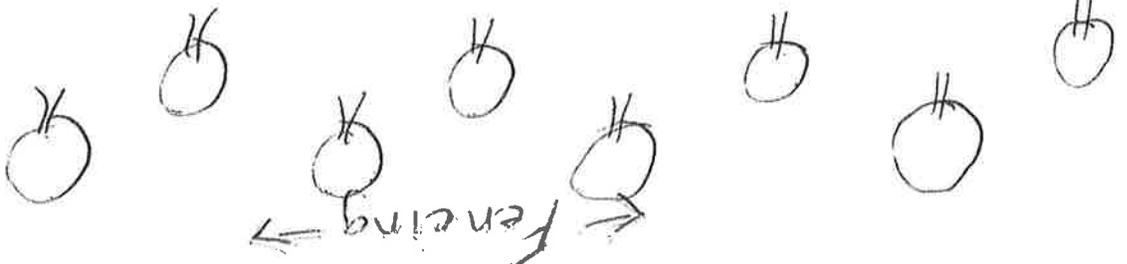
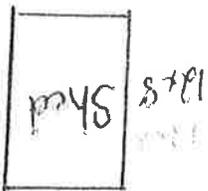
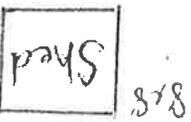
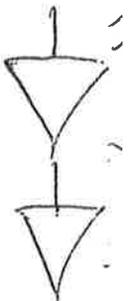
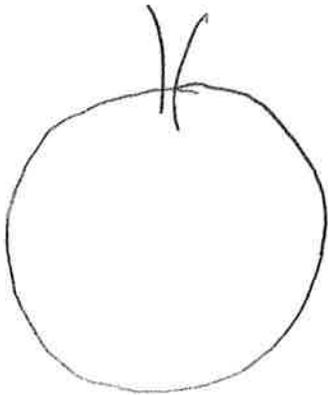
House

Fence

Gate

Screen room

120
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K9 Bed and Breakfast (for special needs and geriatric dogs) Policies

- **BED AND BREAKFAST/Daycare Drop off and pickup** - Pick up and Drop off Monday thru Friday is between the hours of 8am-10am or 2pm and 5pm, by **pre-arranged appointment only**. Saturday, Sunday and holidays between 8am and 3pm, by **pre-arranged appointment only**. There is no pick up or drop off on Christmas Day. All business, animal care and personal activities are scheduled around drop off and pick up appointments. In this intimate setting it is important to work on a schedule to reduce the stress of the dogs coming and going. It is imperative that you be on time for these appointments. If unable to drop off dog on time please call ahead to let us know and we will try to accommodate. A fee of \$10 per 30 minutes late will be added to your bill, payable at time of arrival. Pick up after closing hours will be subject to a full day fee. Please note that if you are late arriving for either pick up or drop off there is no guarantee there will be someone available when you arrive. **Please respect our privacy.**
- **FEES:** 24 hours of boarding is \$50.00 with additional daycare at \$20.00. For extraordinary needs there may be additional fees. Insulin injection is \$8.00 per occurrence. All fees are subjected to HST.
- **PAYMENT:** The client shall pay **50%** of the total service amount at the **time of the initial booking** with the remaining **balance due prior to receiving service**. In emergency situations payment is due in full **prior** to client's departure. For your convenience payments can be made in cash, by cheques, through email transfer, Visa or Master Card. Any additional fees will be payable at time of pick up.
- **CANCELLATION:** can be made up to 7 days prior to scheduled stay. After this, the deposit will be retained.
- **LAST MINUTE/EMERGENCY BOOKINGS:** Will be subject to a \$10.00 fee. Last minute is considered 2 days prior to requiring service.
- **INSULIN AND GLUCOSE LEVELS:** You must have proof your dog has had a Veterinary glucose test within 1 month of attending the B&B.
- **VET CARE** - Pawsitive Approach Pet Services Inc. is authorized to perform care and services as outlined in the accompanying service agreement. Pawsitive Approach Pet Services Inc. is also authorized to approve medical and/or emergency veterinary care with release from all liabilities related to transportation, treatment and expenses. Should the specified veterinarian be unavailable, Pawsitive Approach Pet Services Inc. is authorized to approve medical and/or emergency treatment (excluding euthanasia) as recommended by an alternative veterinarian. The client understands that Pawsitive Approach Pet Services will not pay for medical expenses or veterinary care and agrees to reimburse Pawsitive Approach Pet Services Inc. for any expenses incurred while seeking treatment for client's pet(s). Pawsitive Approach Pet Services Inc. agrees to make every attempt to notify the client as soon as possible, of any possible need for emergency or veterinary care, and if the client is unavailable, every effort will be made to contact the Trusted Friend named on the Veterinary Release Form. **The client must ensure that Pawsitive Approach has valid credit card information on file** in case of emergency. We do not perform services unless we have this pertinent information Pet Services Inc. will NOT be responsible for obtaining this information nor will we be responsible for paying the veterinary expenses.
- **SPAY/NEUTER:** All dogs of age must be altered.
- **VACCINES or TITERS:** All pets are to have **proof** of current immunizations or titers. This is in the best interest of the client's pet(s). We will not provide any service to pets without this information. It is recommended that dogs have up to date Bordetella vaccination. Please advise if you have chosen not to inoculate your indoor animals and the reason.
- **MUNICIPAL LICENSE:** ALL dogs must have a current **municipal license**.
- **PARASITES & CLEANLINESS:** All pets **must be on a flea prevention** program in order to attend the Bed and Breakfast. In the interest of all pets attending, your pet must be **parasite free and clean upon arrival** at the Bed and Breakfast. Dogs that are filthy and/unmaintained or unreasonably smelly will be taken to a groomer for grooming. All fees will be the responsibility of the owner. Should a dog arrive with parasites all expenses incurred will be charged to the client be it grooming or treating the Bed and Breakfast. **Please have your dogs on a flea program from April until October when being boarded.**
- **DESTRUCTION** of our home for any reason is not acceptable. The client agrees to pay for any and all damages incurred by their dog.
- **BEHAVIOR:** Dogs that consistently mark in our home will not longer be permitted to vacation with us. All dogs must be house trained to vacation at the K9 Bed and Breakfast. Please be sure to let us know of any bad habits we need to be aware of for the safety of your dog and others. We will do our best to provide optimal care and supervision of the dogs in our charge. In consideration to our neighbors excessive barking is not permitted.
- **PET SHUTTLE:** For your convenience, arrangements can be made for pick up and/or drop off of your dog(s). This is a free service within Keswick.

Please keep in mind your pets are not staying in a kennel. This is our home and we are welcoming your dog to vacation with us. Every effort will be made to provide the best in quality care for each individual need. Our goal is to provide a loving, personalized "home away from home" for your dog's vacation. Safety, health and happiness are our main concerns.

Feel free to telephone or email us while you are away. We understand how you must miss your beloved dog(s) during your vacation. Know that he/she is in loving hands and a loving home. We are **The Next Best Thing To You**.

Name: _____ Signature: _____ Date: _____

Medication/Remedy/Supplement Instructions

Please Print

Client's Name: _____

Pet's Name: _____

Vet's Name: _____

Vet's Phone: _____

If medication is to be given by Pawsitive Approach Pet Services Inc. staff, we require the following information and agreement:

Name of Medication(s): 1) _____ 4) _____ 2) _____ 5) _____ 3) _____ 6) _____	Amount to be Given: 1) _____ 4) _____ 2) _____ 5) _____ 3) _____ 6) _____	Time(s) to be Given: 1) _____ 4) _____ 2) _____ 5) _____ 3) _____ 6) _____
Where do you store this medication/remedy /supplement?	How are the medications administered? (Syringe, pill popper, special technique...)	
Have you ever had difficulties in administering this medication to this pet before? If so, please explain.		
Have you found a way around these difficulties? If so, please explain.		
Please explain what condition(s) this medication is used to treat?		
Is this a necessary medication (i.e., will pet experience medical emergency if dosage is not given)? <i>We ask this only to determine the severity of the situation should your pet refuse to take medication.</i>	If pet will not reasonably take medication, should Pawsitive Approach Pet Services Inc. seek help from your veterinarian? <input type="checkbox"/> Yes <input type="checkbox"/> No _____ (please initial)	

Client agrees that Pawsitive Approach Pet Services Inc. is to administer the medication above for the pet, as indicated. If Pawsitive Approach Pet Services Inc. is unable to administer the medication (i.e. struggle or refusal from pet), Pawsitive Approach Pet Services Inc. is hereby authorized to transport the pet to your veterinarian for aid in administering the medication, only if authorized in the above information. Otherwise, Pawsitive Approach Pet Services Inc. will continue to provide all other services, as outlined, and Client, or other indicated person, will be notified using emergency contact method. Should a pet need to be transported to a veterinarian for help, Client agrees to pay all charges for veterinary services and pet taxi services, as indicated in the Service Agreement.

If your cat/dog is Diabetic and on Insulin when was the last time your Veterinarian saw your pet for a Glucose test?

Date: _____ Initial _____

Pawsitive Approach Pet Services Inc. agrees to administer the medication above, or seek help if unable to do so, and is hereby held harmless from any injury or death to pet relating to administration of medication while performing duties as outlined by Client in table above Pawsitive Approach Pet Services Inc. is not responsible for accuracy of information provided by client. If you are unsure in regard to any information regarding medication and if the medication is 'necessary,' please consult your physician before completing this form.

Client Name (printed): _____ Client Signature: _____

Date: _____

Bed and Breakfast Checklist

In order for Pawsitive Approach Pet Services to provide the best possible care for your pet(s) while you are away, it is important that we are provided with the proper tools to do so.

Please bring the following items with you:

- Food and Treats
- Leash/Collar/Tags
- Medications, dosage and instructions
- List of Food restrictions
- List of Allergies
- List of recent injuries, changes in medical treatments
- Veterinarian records/Proof of vaccinations or titers
- An article from home that smells like you i.e. t-shirt
- Pet coats, sweater
- Wheels, visor, stroller or other accessibility items
- Diapers, belly band if used
- Anything else you think may make your pet more comfortable in your absence.

Important:

- Provide extra food, medication etc. in case needed.
- Be sure dog is clean/ bathed/brushed and free of parasites.
- Ensure we are aware of your household rules regarding your dog, to ensure that the same are followed during your dog's stay with us.
- Inform us if there are any commands that will assist us in the care of your dog
- Inform your Veterinarian that Pawsitive Approach Pet Services will be taking care of your pet and make emergency financial arrangements. Please note that your Veterinarian is no longer able to keep credit card information on the computer so they may not have it on file.
- Ensure your Trusted Friend information is current and up to date, contact information is up to date
- Notify your Trusted Friend EVERY time you will be away to ensure they are available
- Be sure we have your credit card information on file in case of emergency

Veterinary Care Procedures at Pawsitive Approach Pet Services K9 Bed and Breakfast Boarding

It is very important to leave current contact information with us and/or a reliable contact person who can make decisions for you and your pet in case veterinary care is required. The cost of veterinary care can quickly escalate and although many conditions (ie. minor ear infections, skin irritations, etc.) can wait until a local vet is open, some conditions (ie. bloat, auto immune disease, heart problems, seizures, anaphylactic shock, etc.) can develop extremely quickly and require emergency care.

If your pet requires Veterinary care and your Vet is in York Region we will contact them for an appointment, while at the same time notifying you and/or your Trusted Friend. If we cannot reach anyone at this time, we will proceed with obtaining veterinary care and continue our attempts to contact you or your contact person. If we cannot obtain an appointment at your local Vet, we will then try your alternative Vet listed on the Vet Release Form. All costs for Veterinary services will be billed to your Credit Card. Our expenses to take the dog to the Vet will be added to your final bill. Due to our responsibilities at the B&B, it is difficult to co-ordinate appointments at out of town Vets but we will do our best to see your Veterinarian of choice.

If your pet is experiencing a Veterinary emergency outside of the regular Vet hours, we will use one of the emergency Clinics in Newmarket. If your pet requires specialized care, we may be referred to emergency clinics in the city.

Costs for emergency Veterinary care can escalate to several thousand dollars, so it is imperative that we are able to contact you or your Trusted Friend in order that you are aware of and approve of the measures being taken to help your pet. We must be informed prior to boarding your pet of special instructions (monetary or otherwise) that would affect the care your pet receives.

If you have any questions or concerns regarding the above information, please discuss these with the owner of Pawsitive Approach's K9 Bed and Breakfast, Tricia Soulier.

I have read the above and agree to these procedures. I have added special instructions to the Veterinary Release Form.

Owner's signature _____ Date: _____

Pawsitive Approach Pet Services Inc.

Veterinarian Care Release Form

Client Name: _____ Home Phone: _____ Work Phone: _____
Address: _____ Cell Phone: _____
Trusted Friend: _____ Home Phone: _____ Other: _____

Pet Name(s): _____

Veterinary Information:

Veterinarian Name: _____
Clinic: _____
Address: _____
Phone: _____

Backup Veterinary Information:

Veterinarian Name: _____
Clinic: _____
Address: _____
Phone: _____

To the Hospital:

During my absence, a representative of **Pawsitive Approach Pet Services Inc.** will be caring for my pet(s) and has my permission to transport them to your office for treatment. I authorize you to treat my pet(s). This individual also has my authorization to use the credit card number provided for all and any Veterinary fees. Financial limit: \$ _____

Hospital may require the following information. Please provide your veterinarian's office with this information prior to your departure. *Pawsitive Approach Pet Services Inc. will not be held responsible for obtaining this information.*

Credit Card Information:

Credit Card Number: _____ Expiry Date: _____ Name on Card: _____
Three Digit Number on back of card _____

Please file this form with my records.

I, _____, (client) hereby give **Pawsitive Approach Pet Services Inc.** my express permission to transport any of my pets for care to the above-mentioned veterinarians in event of emergency. In the event that the veterinarian specified above is unavailable, I hereby authorize **Pawsitive Approach Pet Services Inc.** to obtain veterinary care from another veterinarian at the nearest facility for my pet(s) and agree to complete reimbursement of any and all medical/veterinary costs. I give permission for the hospital/clinic/doctor to administer whatever care/medications necessary to care for my pet(s), with the exclusion of the following:

Euthanasia (unless authorized by the assigned "Trusted Friend" noted above.

Trusted Friend: _____ Trusted Friend Signature: _____

Client Name: *(please print)* _____ Client Signature: _____

Pawsitive Approach Pet Services: _____ Date: _____

Summary of Boarding Experience

(completed by Tricia Soulier and Pawsitive Approach)

Owner's Name: _____ Date: _____

Dog's Name: _____

Dropped off on time? Yes No Picked up on time? Yes No Contacted? Yes No

Behavior upon arrival: _____

Eating habits: _____

Food protective? Yes No Food Aggressive? Yes No

Solution to any eating problems: _____

Barking? Yes No When? _____

Crying? Yes No When? _____ Solution found: _____

Nervousness? Yes No Reason: _____ Solution found: _____

Separation Anxiety? Yes No Exhibited how? _____

Messing in house? Yes No Reason? _____ Was solution found? _____

Sleep through night? Yes No Time of waking? _____ Reason? _____

Takes medication well? Yes No Solution: _____

Comments on general health, mobility, etc. _____

Behavior with other dogs/cats/people: _____

Other comments and/or recommendations for subsequent boarding: _____
