

# Welcome to Day School

We are excited to have you and your dog as students here at Crossbones Dog Academy! To help you transition smoothly into our program, here is an overview of our school policies and procedures.

## Pick Up, Drop Off, & Attendance

Morning drop off is 7-9AM. Afternoon pick-up is 3:00-6:30PM. Requests to pick-up/drop-off outside of these hours must be requested and approved in advance by a staff member, not just requested. We need to plan nap time around any special requests.

Late pick-ups (after 6:30PM) are assessed a fee of \$30. Late drop-offs (after 9AM) will be accepted only at the discretion of our staff as they are extremely disruptive to the schedule of the program. If the door is locked, you are too late. Late drop-offs to accommodate scheduled vet appointments are not permitted.

When dropping off and picking up, you must stay in the lobby. Please use your leash to prevent your dog from jumping on the front desk, gate, or other people. Be sure to give your dog an opportunity to relieve themselves outside immediately before dropping them off in the morning, and immediately after picking them up in the afternoon. Playful puppies drink a lot of water!

If your dog will not be attending Day School on a particular day, we can reschedule your dog's attendance with 1 week's notice given in writing. Requests made with less than 1 week's notice, or "no-call no-shows," will not be rescheduled and your dog will lose that day from his/her program.

## Breakfast

Do not feed your dog prior to bringing them to Day School. We will feed your dog breakfast (and lunch, if applicable) as part of their training program throughout the day. On your puppy's first day of school, please bring two gallon-sized Ziplock bags full of dog food for us to store. We will inform you when we are getting low. Dogs will not be accepted for Day School without food.

## What to Bring

Each day, bring your dog's collar (no flea collars), 4' leash with no attachments or extra handles, and a Freedom harness. Please don't send other items like bowls, toys, or bedding unless a trainer has specifically requested it for training purposes. In inclement weather, remove dog blankets/jackets at drop-off.

# Daily Routine

Puppy Day School runs from 9AM-3PM. We run multiple playgroups each day with a 1 hour crated nap time in the middle of the day. Young puppies generally play for approximately 45 minutes at a time, followed by a nap and meal break in their crates. Older puppies may play for longer stretches of time depending on their activity level. If your dog needs a break from playgroup, we will crate them with a snack and check on them regularly to see if they are ready for more playtime.

Much of the training takes place during playgroup, but each dog also receives at least one daily individual training session, too. These one-on-one sessions are done throughout the day, all day long.

# Potty Training

Small puppies (under 25 pounds) are trained to use our indoor dog toilet system. Larger puppies use our outdoor potty area. Please note that this process may take a few days for your dog to learn. Your dog's playtime may be limited until they start using these designated areas.

Please be sure to give your puppy an opportunity to relieve themselves outdoors before coming into the building. If they have not gone recently, please tell the attendant at drop-off.

# Symptoms of Illness

As part of our Day School contract, you have agreed to not bring your dog to school if they are showing signs of illness. This includes sneezing, coughing, gagging (as if your dog is trying to hack something up or has something stuck in their throat), green discharge from the eyes or nose, diarrhea more than twice in a 24-hour period, vomiting more than once in a 24-hour period, or diarrhea/vomit/urine that contains blood. If you knowingly send your dog to school while ill, your dog may be expelled from the program without refund.

If your dog has been seen by a veterinarian for any of these symptoms, and they are confident that your dog's condition is not contagious, get a letter that specifically says your dog is cleared to play off-leash with other dogs, and have them fax it over to us. You may be turned away at morning drop off if a member of our team thinks your dog may have a contagious illness.

If your dog has an upset stomach and you drop off a fecal test, keep your dog home until the fecal test result comes back (usually 1 business day later).

# Inclement Weather Policy & Holidays

Our inclement weather policy is simple: if Providence public schools are closed for weather, so are we! As soon as we get the news that Providence schools are closed, we'll share it on our Facebook page, too.

In the event of inclement weather during school holidays/vacations, stay tuned to our Facebook page for updates. (You do not need to be a Facebook user to view our page, located at: [www.facebook.com/xbonesdog](http://www.facebook.com/xbonesdog)) Under those circumstances, we will also send out an e-mail. Make sure [woof@crossbonesdog.com](mailto:woof@crossbonesdog.com) is added to your address book to make sure you receive it.

We are closed on all federal holidays. Schedules around Thanksgiving and Christmas vary year-to-year, and updates will go out regarding any additional closures.

## Continuing Education

The resources included with your Day School program include printable info sheets on the behaviors that we teach and videos for you to follow along with on our YouTube channel. We are also happy to answer specific questions via e-mail at [woof@crossbonesdog.com](mailto:woof@crossbonesdog.com).

Your first Puppy Day School program includes access to our Flex Classes during your pup's enrollment in the program and weekly Puppy Teacher Conferences. PTCs are "use it or lose it" - if you are unavailable during a particular week, you cannot make up that PTC later. Our appointment slots are in demand and fill quickly, so we recommend booking early.

When your pup's initial four-week Puppy Day School program is coming to an end, you have the option to select a Basic or Full renewal. A Basic renewal does not include report cards, class attendance, or Puppy Teacher Conferences. A Full renewal includes all of these things.

We have a "3 Strikes" policy for no-shows and last-minute cancellations of Flex Classes and PTCs. If you cancel with less than 24-hours notice (including a no-show) 3 appointments during your Puppy Day School program, the rest of your appointments will be cancelled, and you will not be allowed to book anything else until your puppy's next program starts. We have a limited number of appointment slots and seats in classes. Please do not sign up for appointments you are not certain you can attend.

If you are more than 10 minutes late to a private appointment, or more than 5 minutes late to a group training class, you will be turned away and that appointment will count as a no-show.

# Contacting Us

E-mail or text is the fastest way to get in touch with us. We can check these quickly “on the fly,” whereas we have to wait for a quiet moment to check voicemail - and puppies aren’t always quiet!

**We do not answer the phones during morning drop-off time (7-9AM).** Our priority is making morning drop off as smooth as possible for the clients in our lobby. If you need to reach us during this time, you have three other options: call and leave a voicemail, e-mail us, or text us. Our voicemails are instantly transcribed to e-mail. Our text messages are accessible to most of the morning team, allowing multiple team members to read them & get back to you. We can easily reply to an e-mail or text in between drop offs. If you leave a voicemail, it will be returned once all dogs are settled in and playgroups have started, which is generally between 9:30-10AM.

If you have questions about training, please e-mail them to [woof@crossbonesdog.com](mailto:woof@crossbonesdog.com) or text us at 401-330-5892. Pick up and drop off are hectic times, and training staff is not always available.