



Emergency, Isolation & Disease Control Policy

The Dog Nook at Cranbrook does everything we can to prevent emergencies and illness - but if something does happen, whether it's a health scare, injury, or early signs of illness, we act quickly, calmly, and with your dog's wellbeing as our top priority.

Disease prevention & control measures

Keeping all dogs safe and healthy starts with prevention. We take the following daily steps to reduce the risk of illness spreading:

- All dogs must be up to date with core vaccinations before joining us.
- We ask owners to ensure dogs are regularly wormed and flea-treated.
- Dogs are monitored closely for early signs of illness, such as coughing, vomiting, diarrhoea, or lethargy.
- Group interactions are managed carefully, and dogs with even mild symptoms are separated as a precaution.
- Shared areas, bowls, toys, and surfaces are cleaned and disinfected regularly using pet-safe products (see our Cleanliness Policy).

Daily monitoring of health & welfare

- Every dog is checked regularly throughout the day for signs of illness, injury, or discomfort.
- We observe changes in behaviour, appetite, toileting habits, energy levels, and social interaction.
- If we notice anything unusual - even if mild - we will contact you promptly and take appropriate steps.
- Notes are recorded if needed to track any concerns, changes, or recoveries, ensuring consistent and personalised care.

If a dog becomes unwell

If a dog shows signs of illness (vomiting, diarrhoea, coughing, lethargy, etc.), we:

- Isolate them from the group to prevent spread, using a calm, quiet area in the home where they can rest comfortably.
- Contact you straight away to discuss symptoms and next steps.
- Monitor closely and seek veterinary advice if needed.

In the event of an emergency

- If urgent vet care is needed, we will take your dog to the vet immediately and contact you (or your emergency contact).
- If you or your emergency contact is unreachable, we will act in your dog's best interests and follow any permissions

given in your induction form.

- Accident forms will be completed and shared with you for full transparency.

Isolation set-up

Our home allows for peaceful, separate space if a dog needs quiet time or is showing signs of illness. They'll still get love and supervision - just at a safe distance from others until we know more.

Aftercare & cleanliness

If a dog has been unwell:

- Any areas they've used are thoroughly cleaned and disinfected with pet-safe products.
- Bedding and toys are washed or removed, and surfaces disinfected.
- Other dogs are observed closely for any similar symptoms.

Working together

- We ask that you let us know in advance if your dog has had any recent illness, vet visits, or possible exposure to contagious conditions (e.g. kennel cough, vomiting/diarrhoea).
- Dogs who are unwell should not attend daycare or boarding until cleared by a vet or symptom-free for at least 48 hours.
- Honest, open communication helps protect all dogs in our care.

Why it matters

Emergencies are rare - but being prepared means we can act fast, stay calm, and protect all dogs in our care. It's part of the trust you place in us, and we take that seriously.