

Dog Training Classes Begin March 10th

If you've been putting off training your pooch, spring is a perfect time to begin! Our classes for puppies and adult dogs cover topics from basic household obedience to skills for competition. Classes are one hour per week and sessions are six weeks in length. The fee is \$100 and classes are held Monday, Wednesday and Thursday evening as well as Saturday mornings. Sign up at the PetWorks front desk.

ABKA Accreditation – Good News for our Clients

We have applied for Gold Level accreditation by the American Boarding Kennels Association (ABKA). The Gold Level represents the highest level of performance.

The Accreditation (VFA) Program is a voluntary professional program which requires pet care facilities to demonstrate adherence to a comprehensive set of operational standards. These standards include over 200 detailed requirements for pet care facilities and were developed over many years by ABKA, the international trade association for the owners and operators of commercial pet care facilities.

Pet care facilities that participate in the VFA Program must submit detailed information about their facility, animal care procedures and business policies and submit to an on-site inspection by trained VFA evaluators. The Program offers pet owners the assurance that the facility has earned the ABKA "stamp of approval" and that the facility is a dedicated leader in the commercial pet care industry.

Over the next few months, you may notice slight changes to some of our policies and procedures. These improvements are part of the accreditation process and will result in an even better experience for you and your pets. A few examples of changes:

- Installation of a 90 degree shelf to the top of our outdoor fence to discourage climbing dogs
- Our outdoor area will be re-covered with canine AstroTurf
- Amend daycare policy to ban dogs who jump our four-foot interior daycare walls.
- Pre-entry exams by our staff for all boarding dogs.

PetWorks will be the one of only five accredited facilities in the state of Ohio, and the only accredited dog daycare in mid and northeast Ohio.

Lobby Etiquette

Per ABKA standards we must insist that ALL dogs MUST be on leash or in a carrier and UNDER CONTROL when brought into our lobby. They can only be taken off leash or out of a carrier by PetWorks staff behind the safety of our gated area. Likewise, we will bring all pets into the lobby on leash or in a carrier.

PetWorks Invited to Steris Employee Fair

We recently participated in an employee vendor fair for staff at the Steris world headquarters on Heisley Road. The fair gave Steris employees and selected local businesses the opportunity to meet and discuss services. We are also listed as a service provider on the Steris employee intranet.

I Spy....Dogs having a Good Time!

Our computer whiz John Biesada was in this week and we worked on locations for daycare cameras, access and so forth. We will initially have two cameras. Cam One will cover the north side of the large dog area and Cam Two will cover the small dog area on the north side of the building.

A link to the cams will be placed on the PetWorks website in the next two-three weeks.

Lake Humane Society March Madness Fund Raiser

Join PetWorks at Rock City restaurant in Mentor on March 18th for a buffet and fun to help the LHS raise funds. March 18th is the first night of the NCAA basketball tournament, and it should be an enjoyable evening for fans and non-basketball fans alike.

Tickets are \$15 in advance, and can be purchased at LHS on Tyler Blvd. or call 440-951-6122.

PetWorks is a corporate sponsor of this event, and we look forward to seeing you there!

Laura Gibson now provides Grooming Services

Laura is now our in-house groomer. Her many years of experience and continuing education courses made her the logical choice for our grooming salon. She has been receiving rave reviews on her service! Grooming appointments are available Tuesday-Saturday. Please note that we will always have qualified staff supervising the daycare dogs when Laura is busy grooming.

~Elizabeth Richards & The PetWorks Staff~