

What to Expect Now – Boarding

What to expect when scheduling

1. You may submit a boarding request via phone, email or in person.
2. Holidays and summer months are our busiest times. If you have confirmed a vacation over the summer or around any holidays, it's best to book as far in advance as you can. We maintain a waitlist in the event our boarding reservations are full. We recommend making alternative accommodations if your cat is on the waitlist.
3. We have both condo (smaller) and townhome (larger) caging available. Our condos are large enough for one cat. Up to two cats from the same home can stay together in a townhome. We will do our best to accommodate your request, but boarding space is on a first come first serve basis.

What to expect for reminders

1. The week before your reservation, you will receive an email reminder that will include a consent form, and a questionnaire if your cat is scheduled to be examined during his or her stay.

What to expect the night before

1. If possible, fill out any necessary paperwork before you arrive.
2. If your cat requires a special diet, please pack that for your cat's stay. We recommend bringing extra canned food because cats often prefer canned to dry during their boarding stay. We offer a variety of canned Fancy Feast as well as a limited variety of dry food for cats while they board.
3. Pack all medications they will need while boarding.
4. You may also want to pack a special toy or blanket your cat likes. We are not responsible for lost toys, blankets, towels or other belongings, but will do our best to keep track of any personal belongings. We do have beds, blankets, toys, litter and dishes available for them to use while here. We have scoopable, clay, and pine litter. If your cat needs a different kind of litter, please bring it with you.

What to expect the day you drop off for boarding

1. You may drop off any time during our normal business hours.
 - Monday to Thursday – 7:15 am – 6:00 pm
 - Friday – 7:15 am – 5:00 pm
 - Saturday – 9 am - 12 pm
2. Check in takes approximately 10-15 minutes. Please allow for this time when planning your arrival.
3. Please bring your completed consent forms, which were emailed to you a week earlier. You may also fill them out at the time of the drop off if needed.
4. A technician will speak with you about your cat's stay to confirm information about your cat's diet, medications or any other concerns you may have.
5. If your cat is getting services (exam, vaccines, bloodwork, surgery, grooming, etc.), the technician will ask you questions for a complete history and will review the procedures your cat is scheduled to receive.
6. If your cat has special needs (allergies, chronic illnesses, etc.), please let us know so we can do our best to provide any extra care he or she will need.
7. For cats with more than 5 medications or special instructions, it may be easier to write down any instructions on a list ahead of time. The technician will go over the list with you to confirm or clarify anything as needed.

What to expect for your cat's check-in process:

1. Your cat's weight will be checked and he or she will also be checked for fleas using a flea comb.

2. Finally, your cat will be put in the condo or townhome with their food, water, litter box and bedding.

What to expect during your cat's stay

1. Most cats do well during their stay with us without any issues.
2. Cats are fed twice daily while they are here. We also change out the litter and clean their space twice daily. During times when we are not open (Saturday night, Sunday, holidays), a kennel technician comes in twice daily to take care of them. We monitor and record how much they are eating, and how often they are urinating or defecating at each shift. We also note any unusual behavior, any vomiting or diarrhea, or other concerns. A doctor is always available for any immediate concerns or questions.
3. Being away from home can be stressful. All cats deal with this stress differently. For some, they may not want to eat on their own. Others may experience stomach upset such as vomiting or diarrhea. While your cat is in our care, it is our responsibility to make sure they are as comfortable and as healthy as they can be. If your cat is experiencing any issues, we consult with one of the veterinarians at least twice daily. All treatments are as recommended by the doctor.
 - a. For cats that are not eating, we administer an appetite stimulant tablet by mouth. Some cats need this on a regular basis during their stay. Others just need one dose to kickstart their appetite. This will vary depending on each cat's individual needs.
 - b. For cats that are not regularly urinating or defecating, we often will change the type of litter to see if there is a litter preference. Some cats prefer scoopable to clumping. For cats that are not urinating or defecating, they may have need to start on Miralax or have their bladders checked by the doctor to make sure they are not retaining urine.
 - c. Stomach issues such as vomiting or diarrhea may be treated symptomatically with medications per the doctor's instruction.
4. All cats will have the opportunity for free time while they are boarding. We have cat trees, toys and views of our popular bird feeders available in the boarding area. Your cat will be offered the opportunity to come out of their cage to play or lounge on the cat tree in the kennel area. Only one cat is out at a time, unless they are from the same household. The amount of free time they have can vary depending on the number of cats in the kennel, but it is usually about an hour at a time.

What to expect when you check out

1. You may pick up any time during our normal business hours.
 - a. Monday to Thursday – 7:15 am – 6:00 pm
 - b. Friday – 7:15 am – 5:00 pm
 - c. Saturday – 9 am - 12 pm
2. Payment for services can be processed while we are bringing your cat to the front.
3. If your cat had any services during their stay, a technician will go over any discharge paperwork with you.