

September 5, 2017

To Whom It May Concern,

My name is Charlotte Hayward. I am the owner and sole proprietor of a new dog daycare and boarding facility located at 50 Mary St W, here in Lindsay. I am writing to you to bring attention to my application for exemption to By-Law 2014-141, "being a by-law to license, regulate, and govern kennels in the City of Kawartha Lakes". I have extensive education in regards to animal health, anatomy, nutrition, training, and behaviour. I attended the Veterinary Assistant course at St. Lawrence College in Kingston, ON from 2009-2010. In raising my dog with special needs from puppyhood, I've done a great deal of personal research into dog health and behaviour. In 2014 I started working at a well-known dog daycare facility in Toronto, ON, where we managed up to 80 dogs per day at a ratio of 20 dogs per one staff member. I continued on to work at a dog daycare and boarding facility with similar daycare numbers and up to 15 boarders each night. I've worked with over 50 breeds of dogs, addressing many behavioural issues through management and redirection. Many of the techniques and protocols I learned while working at these facilities have been implemented at my own facility.

My plans for this facility here in Lindsay are to run a clean, safe daycare and boarding program that feels "like home, but better". We use positive reinforcement methods to manage dog behaviour, such as redirecting attention, time-out areas for overwhelmed or overstimulated dogs, rewards for good behaviour, and enrichment games to occupy the minds of dogs who exhibit boredom behaviours such as excessive barking, mounting, or mouthing.

At our current space we have an area for big dogs, small dogs, an outdoor area, a kennel area, a retail/reception area, and a room that is to be set up as a grooming room, pending plumbing work. The creation of such a facility in town has and will allow employment opportunities not only for potential staff, but also for tradespeople such as plumbers, carpenters, flooring installers, etc.

In the short amount of time that our facility has been open, we have gained several loyal and happy customers, a large following on our social media accounts, and have developed a partnership with a local trainer who will be renting our space for training classes.

I believe that our facility will have a positive effect on the dogs and humans in our town. I ask that you please consider our application for exemption to By-Law 2014-141. I would be more than happy to have you come by and see our facility and all it has to offer.

Thank you for your time and consideration,

Charlotte Hayward

Frick and Frack Pet Resort

50 Mary St W, James St Entrance

Lindsay, ON K9V 2N6

"Like home, but better!"

## Application for Exemption to By-Law 2014-141

Frick and Frack Pet Resort

50 Mary St W, Lindsay ON, K9V 2N6

Frick & Frack Pet Resort is requesting an exemption to By-law Number 2014-141, being a by-law to licence, regulate, and govern kennels in the City of Kawartha Lakes. We want to provide high quality day care/over-night canine care services on a 24/7 basis year-round to pet owners/parents in the Lindsay area as are available in urban centres. We believe there is a market, and we believe we will provide employment to others as well as the proprietor Charlotte Hayward.

Pet services have been expanding in the past two decades in response to social change in the greater population, particularly in North America, but also in Australia. Government of Canada Industry Statistics as of March 2017 indicate that the sector of pet services not including veterinary hospitals is an established and growing economic force, and provide employment. Social research indicates several factors impacting on this phenomenon:

- 1) Boomer families enjoy pets and wish to maintain pets at a high level of health.
- 2) Boomer families wish to travel and require pet care during absence.
- 3) Elderly people benefit from the presence of pets (established science) but require assistance to maintain pet health such as walks, grooming, and exercise.
- 4) Single people in particular are vulnerable to losing their pets if an extended stay in hospital is required. The availability of space at local shelters is variable, and veterinary hospitals are expensive and not equipped to provide good social care.
- 5) Families with children as before continue to see pets as useful and mentally healthy companions for the children, and the purchase of increasing health and care services for pets relates directly to income. The more household income the more services purchased.
- 6) Millenials (people between 18 and 35) have been found to spend more than any other group relative to income on their pets, particularly in relation to food quality. With the increased emphasis on healthy eating and lifestyle available in social media, it would appear that this age population has committed to providing that for pets, including a large proportion of rescued animals.
- 7) Longer hours of work require pet owners/parents to consider the needs of puppies, adult, and elder pets during absences, and shift work in particular challenges these families to find appropriate care. Long commutes can turn into unexpectedly long absences with bad weather or accidents along commuter corridors. These factors support the need for flexible pet-sitting services available 24/7, just as in child care.

It is our contention and observation that the meaning of the word kennel and boarding care has evolved in present day (2017) language. Kennel in the writing of this by-law is clearly referencing the style of establishment where large buildings with outdoor runs hold breeding stock and people bring their pets during absences that require over-night stays. These establishments do not necessarily include individual attention to pets, supervised play, or group encounters. Barking is tolerated in the

runs (indeed expected). Hygiene is achieved with a scoop and hose on concrete as opposed to health care facility attention with mops, cleaners and immediate response.

Kennel in current parlance in the pet service industry now refers to the actual crate in which a pet can be kept for periods of time (kenneling), and may or may not be used if an animal is in a 'sitting' service overnight. A local day-care and boarding facility like Frick and Frack pet resort caters to the needs of many families who need flexible hours, and as Lindsay continues to expand with the 407 extensions, commuters, and shift workers who purchase homes in the area will expect to find these services just as they exist in the more urban centres only an hour south.

Item by item we will attempt to address the issues we believe represent barriers to successfully implementing a needed service in the Lindsay area.

#### **4.02 - ...shall not be permitted on a property less than two hectares (5 acres)**

- Current clients have expressed the convenience of having such a place in town
- The current bylaw was passed in April 2014, but written in 2005, before the need for in-town dog daycares and kennels was anticipated
- Convenient for seniors who may need their pets taken care of while in hospital or hospice
- Does not represent the nature of the detailed attention each dog receives while attending the proposed service
- Does not represent the actual space required for the services provided (kennel being used in a different context).

#### **4.05 - ...no kennel shall be situated within one hundred and fifty metres of a neighbouring dwelling unit(s)**

- The area is predominantly industrial, with three houses and an apartment complex across the street. Day time noise from our facility is fewer decibels than the frequent large trucks that make deliveries to current businesses in the building and near-by businesses.
- Except for quick (less than 30 seconds) pee breaks, dogs are kept indoors before 8am and after 10pm
- Our kennel/crate room is sound proofed, so any late-night barking, should it occur even briefly, cannot be heard by neighbouring dwellings
- An opaque mesh screening has been put up around the fencing, to lessen the chance for barking at passersby
- We have a "no barking" rule. Dogs who bark outside are sent back inside immediately.
- Excessive barkers are dis-enrolled
- Have had visits from residential and business neighbours saying hello (not bothered by presence of kennel).

#### **4.06 - ...dogs in the kennel will be provided with adequate and appropriate:**

a) Food and water – we have a feeding schedule and feed all dogs who are on the schedule (as according to dog owners), water bowls are filled throughout the day, and washed at night and as needed.

b) Medical attention – we have a fully stocked First Aid kit on hand, staff is trained in First Aid and CPR for dogs, and there are 2 veterinarians within 2 km. Each pet owner/parent provides specific information regarding preferences in emergencies. Proof of vaccinations are required and filed on site, as well as noted in the proprietary software.

c) Care necessary for general welfare – enrichment games, toys, and appropriate play behaviour is monitored at all times by sufficient attendants. Dogs are not left alone uncrated. Crated dogs are observed.

d) Resting and sleeping area – couches, beds, crates.

e) Space for animals to move naturally and exercise – approx. 1200 sq feet of room to run and play, not overcrowded with dogs. Exact number varies with size, age and temperament of dogs. All dogs are assessed for behavioural and personality traits.

f) Sanitary conditions – all surfaces are plastic, leather, or rubber and disinfected daily and as needed.

g) Ventilation – fresh air from windows that open. AC and heating in the suite. Fans as needed for individual cooling or floor drying.

h) Light – window, door, and overhead light

i) Protection from elements, including harmful temperatures – dogs are never forced outside or left outside in any weather (AC and heating operate in building).

#### **4.07 - ...staff on site when kennel is operational**

- Staff is always on the property when dogs are in attendance
- Provides much needed employment opportunities (daycare attendants, night attendants, reception work, groomer and bathers, etc.)
- A full time receptionist and retail clerk is already in place.
- A groomer facility is being prepared and will employ one to two people.
- Training classes will begin Oct 1, supplying employment for a dog trainer and a possible assistant.
- If the 24 hr exemption is allowed for over-night care, other attendants will be required.

Industry statistics indicate that salaries in this industry provide annual incomes of \$30,000 for full time employment. We have the potential for 3 full time positions and up to three part-time positions, not including groomers, bathers, or trainers.