

KENNEL STANDARDS (10-KEN)

Description - Kennel standards include dog and cat boarding. Boarding times vary in length from hours to days.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Facility – Exterior	
1	<u>Building Structure</u> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	<u>Landscaping/Grounds</u> - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan.	C
3	<u>Parking</u> - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
4	<u>Pathways, Sidewalks, Ramps, Steps, and Stairs</u> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
5	<u>Lighting/Illumination</u> - Lighting is adequate and appropriate. Light fixtures are well-maintained and operational.	B
6	<u>Public Signs</u> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B
7	<u>Utilities</u> - Service areas are neat and well-maintained. Utility lines are neat, protected from slack and foot or vehicular traffic, and hidden from view as much as possible. Electrical panels are secured and unobstructed.	B
8	<u>Trash/Recycling</u> - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B

9	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
10	Smoking Policy - No smoking is permitted inside the or within 25' of any doors, windows or intake ducts; and current Service requirements are enforced. Outdoor smoking areas are appropriately located and weatherproof ashtrays are provided.	A
Public Areas – Interior		
11	Sign-In Area - Kennel entrance and furnishings are clean and well-maintained.	B
12	Windows, Doors, Walls, Ceilings, Floors, and Screens - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B
13	Public Restrooms - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B
14	Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
15	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
16	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
17	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
18	Storage - Storage areas are clean, orderly, and inspected for animal intrusion.	B
19	Employee Areas - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
Safety		
20	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
21	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
22	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
23	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B

24	Animal Pest Exclusion - Facilities are inspected for animal pest (rodent, bat, and other animal pest) access according to the park-approved program schedule, and animal exclusion is implemented.	A
25	Chemical Storage - Chemicals and supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to employees.	A
	Kennels	
26	Pens - Dog pens are adequate, clean, and well-maintained. Wood treatments and cleaning materials are non-toxic to pets. Pens are sanitized after each use.	A
27	Pet Carriers - Shelves for pet carriers are clean, well-maintained, and sturdy enough to support small animal pet carriers. Size and weight restrictions are adhered to. Small dogs are separated from cats.	A
28	Animal Waste - Waste is appropriately collected, stored, and removed from the park in accordance with the park-approved schedule. Waste storage containers and systems are adequate, well-maintained, and water and wildlife proof.	A
29	Lighting - Lighting is adequate to see the entirety of pens and carriers.	B
30	Security - Pens, carriers, and carrier areas are secured.	A
31	Food and Water - Food and water bowls are clean, well-maintained, and sanitized after each use.	A
32	Feed Rooms - Pet food is labeled and neatly stored. Veterinary supplies are stored at required temperatures. Feed rooms are inspected for animal intrusion.	B
	Runs	
33	Fences - Fences are adequate, secure, and well-maintained. Gates are operational and well-maintained.	B
34	Floors - Run floors are free of clutter and tripping hazards. Floor cracks are filled to prevent seepage.	B
35	Landscaping - Landscaping is non-toxic to pets. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan.	B
	OPERATIONAL STANDARDS	
	Services	
36	Hours of Operation - Facilities and services are operated and provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility.	B
37	Drop-Off/Pick-Up - Staff is available when pet drop-offs and pick-ups are expected. Overdue pick-up procedures are approved by the park. After-hours contact information is posted.	B
38	Health - Proof of immunization is provided prior to accepting board animals in accordance with state regulations.	A
39	Licensing and Insurance - Licenses and insurance are current and posted according to state and local laws.	A

40	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
Personnel		
41	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	B
42	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
43	Employee Appearance - Employees wear apparel or a name tag identifying them as concession staff. Employees present a neat appearance.	B
44	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	A
Rates		
45	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.