

## General Business Questions

1. Muddy Paws is open 7 days a week. We are open from 6am-7pm Monday-Friday and from 7am-6pm Saturday-Sunday. Although staff will always be there on holidays we have unique hours on Christmas, New Year's Eve, and Thanksgiving as well as any other holiday deemed necessary in the future. Holiday hours will be notified to the public in advance as we will either be closed to the public or have specific hours for pickup/drop off. Thought has been put into drop-off/pick-up options outside of core business hours yet will be something we will need to consider down the road.
2. The soon to be co-owner of Muddy Paws, Olivia Lefto, has a double major in marketing and sales along with a minor in accounting. There are no required credentials for the employees at Muddy Paws. The positions at Muddy Paws include Manager, Shift Manager, and Kennel Attendant. We require that shift managers are at least 18 years old. The majority of staff is either in high school or college. Throughout the school year you will see many staff members working part-time whereas in the summer they are able to work full-time. In the summer we have roughly 4 full-time workers and 4 part-time workers.
3. The current parking lot has been more than adequate for our current flow of customers as well as employees. We are open to the public all day throughout our operating hours to allow more flexibility when it comes to dropping off and picking up. Between 6:30pm-8:30am a majority of the dogs are dropped off while their owners are heading to work. Between 4:30pm-7pm most of the dogs are getting picked up during this timeframe. Similar to a children's daycare, you will not see more than 5 customers parked in our parking lot at a time as our drop-off and pick-up procedures are efficient. We do have customers coming in throughout the day but this is typically 1-2 cars at max.
4. We have asked the seller to provide for a portion of the expenses related to city sewer and water hookup (33% +/-). The biggest issue is our ability to contract for this work to be done and expect completion. Contractors are extremely busy right now, we do not have a close date established for this business yet. We think it is very reasonable to allow us the timeframe we have asked to complete this work.
5. In general, I have no concerns with the adoption of St. Paul's community definitions. I would ask that you rephrase outdoor facilities (#8) to state: "If utilizing outdoor facilities as part of a boarding or daycare operation, access to shelter from excessive sunlight, rain, snow, heat, wind, heat, cold or other elements shall be provided." In our facility, we do not need to "construct" any form of shelter for these purposes as the dogs are not kept outside. They can enter and exit the building at will (subject to weather and supervision).

## **Animal Health and Safety Questions**

1. Working on floor plan which would house cats in office that is very separate from the dogs (don't plan to introduce cats to facility until operations are running back to normal once the transfer of ownership has occurred and funds have been made for this introduction)
2. There are 26 kennels in the kennel room constructed with metal siding and wooden doors. All kennels are 5 feet high but the specific sizing per kennel is listed below:
  - 15 kennels - 4'x5'
  - 10 kennels - 4'x6'
  - 1 kennel - 5'x8'
  - 6 folding crates - XL size 42"x28"x30" (used for those dogs who are more comfortable in a crate). We do have a few families who prefer to bring in their own crate when boarding and we gladly accommodate this. Anything that will ensure the comfort of their dog while boarding.
3. Grooming services will only be provided to dogs. There is an average of 5 dogs per day on days that grooming is offered. Grooming appointments can be as simple as a toe nail trim. Grooms are not typically offered on weekends unless they are already boarding with us and have a service scheduled out ahead of time so we can be properly staffed.
4. The maximum of 60 boarded animals was assigned by the city. With the current kennel configuration, we can operate closer to 45 dogs today. Our smallest kennels (4'x5') can accommodate a dog up to approximately 80lbs (a large lab), our medium kennels (4'x6') can accommodate a dog up to most giant breeds of 175lbs (large St Bernard) or a family of 2 dogs (lab sized) or a family of 4 small dogs (jack russel terriers, we have one of those families who boards often), our largest kennel (5'x8') can accommodate even the largest dogs up to 225lbs+ or a family of 2-3 large dogs (lab sized).

With the current set up we have 32 spaces to board dogs with the combination of kennels and crates. Since many families do have multiple dogs, we have been able to easily accommodate 45 dogs for overnight boarding.
5. See "Sanitation and Wellness of Pets Plan." The runs are not hosed down but rather hand mopped and cleaned with an electric scrubber.
6. See "Waste Management Plan"
7. When looking at the daycare space and number of dogs it can accommodate it is much more important to look at the temperament of the dog rather than the size of the dog. It would be a piece of cake to have 60 St Bernards at daycare. They are large but very lazy so they really only take up the amount of space needed for their body to lay on the floor. Now, 60 mini Australian Shepherds would be a nightmare! They are small and

need a lot of space to run so having 60 of them in one group would be a lot of work. Definitely doable, but it would be a lot. Every day does bring a different variety of breed, size, age, temperament and energy. We have easily accommodated 60 dogs in daycare before. It does require a staff who can read body language and are attentive to maintaining the group dynamic. No matter the size of the group, we do make changes as needed to the play groups (the play area is split in half) by switching out a dog here or there when the excitement gets too high or if there are any other issues that might come up. By making small changes as needed throughout the day it makes managing a group of 60 dogs quite easy.

8. See "Sanitation and Wellness of Pets Plan." No intestinal parasites testing requirement
9. See "Sanitation and Wellness of Pets Plan."
10. We will take a dog as young as 8 weeks as long as they have their Bordetella and first distemper vaccine from a veterinarian.
11. If a dog is injured and an owner is not able to come and pick them up then we will transport them to the vet. We do first try to bring them to their regular vet if that is an option. If not, then we generally contact Blue Sky Animal Hospital or South Shore Animal Hospital. The current owner has worked with both of them in the past and they have both been very good about seeing patients when needed. If it is an emergency and their regular vet is not available then they will be taken to Paws Emergency Hospital or Blue Pearl Emergency Hospital.
12. See "Fire Emergency Plan."
13. Nutri Source lamb and rice formula is provided for dogs that have not brought their own food. We also have refrigeration available for dogs that come in with food that needs to be either frozen or refrigerated (wet food, raw food, meds, etc.). Water is available to dogs 24 hours a day both in their kennel and in the play area. Medication is given as instructed by the owner. Each dog has a score card that is used to keep track of feeding and medication administration. Staff is required to initial off and provide any notes about the dog so that their owner, as well as other staff, are aware of each dog's eating habits and behaviors throughout their stay.
14. The kennel room has 3 small windows that provide natural light on a small scale. However, all of the boarded dogs attend daycare during the day so they have hours of unlimited access to the outdoor play yard which provides fresh air and lots of light. The indoor play area is fully lit throughout hours of operation.
15. All daycare and boarded dogs have access to the outdoor area. This is used for elimination and also for playtime. Whether the dogs are in the indoor play area or outdoor play area they are supervised 100% of the time by staff members. This does mean that there is always someone physically with the dogs when they are in daycare. During the months of about March/April until October/November we have the doors open so that the dogs can go in and out as much as they want. It is only in the winter months that we keep the doors shut. The dogs are let outside routinely in order for them to use the restroom but majority of playtime is held indoors due to low temperatures. But, we still go outside a lot and let them play in the snow!
16. Confirmed.

## Fire Emergency Plan

### Daycare Dogs and Staff

- All dog play spaces along with the boarding room have an exit leading outdoors
- If fire is present, staff will lead dogs outside into an outdoor play area
- Located throughout the building are accessible slip leads for staff to use if the size of fire requires removal of dogs to the parking lot.
- Removal of dogs to the parking lot would be through the east side fence which is attached to the outdoor play area.
- There are 3 fire extinguishers located in the building that are easily accessible to staff.

### Boarding Dogs

- Smoke detectors are present throughout the building and are monitored through Sentry Systems.
- Sentry Systems provides immediate notification to the Fire Department along with the owner of the building.
- The Fire Dept has installed a master key box on property giving them access to keys into the building. (Box located near door outside of kennel room)
- Inside the kennel room, there is a posted white board near the door indicating to firefighters which kennels have a dog in them. This is done through a visual layout of the kennel room along with an "X" marking which kennels are occupied at that time.

## Sanitation and Wellness of Pets Plan

### Medications and Feeding

- Staff members must be trained in administration of meds in order to give a dog prescribed medication that has been provided to us from their owner.
- Both medication administration and feeding of meals is documented via a report card that the owner receives upon pickup to ensure that the dog is receiving the proper care that they need.
- Meals that have additives such as wet food or yogurt are monitored and replaced after a given amount of time to ensure there is no consumption of bad food.
- Both water and dry food are provided in the kennel for dogs staying overnight.

### Cleaning Process

#### *Cleaning Kennels (snippet taken from staff handbook)*

- Remove all dishes from kennels from the previous night and wash them with dish soap
- Remove all beds from kennels of dogs who are departing for the day and clean with dish soap
- Vacuum all kennels and walk areas with the shop vacuum
- Mop all kennels and walk areas with mop water solution (water, bleach, Odoban)
- Wipe down Kennel walls and doors from top to bottom (Odoban)
- Clean the vacuum cleaner/attachments and allow to dry for future use

#### *Cleaning the Play Area (snippet taken from staff handbook)*

- Sweep up all hair and dirt (into trash and not swept outside)
- Mop around all edges, corners, and the intro area using fresh mop water
- Use the scrubber to clean the entire floor
- Wipe down intro area fence using kennel cleaner and towel
- Make sure the table is clear of all trash and wiped down
- Wipe down beds and ramps with kennel cleaner and towel
- Clean all dirty dishes/ water buckets
- Refill spray bottles
- Remove pet waste and bring to dumpster outside of the building

#### *Cleaning of Grooming/Feeding Room (snippet taken from staff handbook)*

- Sweep main area with push broom
- Vacuum entire area including behind and under everything as hair gets everywhere
- Mop/Use Scrubber on entire floor
- Clean grooming tub wiping down walls and cleaning any hair out of the drain
- Ensure feeding table is wiped off and clear of food

### *Cleaning of the Front/Lobby Area (snippet taken from staff handbook)*

- Sweep the entire area in the front
- Vacuum all areas up front including bathroom, hallway, reception area, and office making certain to get all remaining hair. Paying close attention to edges, corners and behind doors.
- Mop/use scrubber on all floors (any area that the scrubber cannot reach must be hand mopped)
- Wait to mop the very front reception area until 7pm, or until all dogs have gone home for the day to ensure safety of customers
- Take out all garbage (office, reception, restroom, hallway, kennel room, and grooming room)
- Replace with new garbage bag as needed
- Wash any water dishes/buckets from up front
- Make sure the front counter is clean and clutter free

Every 6 weeks a deep cleaning is done throughout the entire facility that is required to be signed off by staff members who have completed each task stated on the list. Should there be an outbreak of kennel cough or any other illness, the public is made aware and the dogs showing symptoms are moved to isolation until the owner is able to pick them up. Once there is a confirmed case, the entire building is deep cleaned and sanitized.

### **Wellness of Pets**

- Pets entering the facility for any service must be up to date on their Bordetella, Distemper, and Rabies vaccinations. Proof is required and must be entered into our system.
- Posted throughout the office are educational posters on procedures to be done in medical pet emergencies.
- Pet profiles are flagged for dogs that have special medical conditions, and concerns about the dog can be noted within these profiles for other staff members to see.
- Information received from the owner upon drop-off is noted and provides insight for staff on what this particular pet needs to succeed at daycare/boarding.
- Dogs are monitored by staff at all times and are never left alone to ensure safety of all dogs staying at the facility. This includes the time that the dogs are outside in the play yards both when relieving themselves and playing. The maximum capacity for the outdoor play area is 60 dogs.
- Freshwater is accessible to dogs all day. Staff are required to switch out water buckets at least 2 times and at any time that the water levels become low/dirty. The overnight kennel suites that the dogs stay in overnight have a water bowl in them as well.

## Waste Management Plan

- While dogs are in daycare, they have the ability to relieve themselves at any time outdoors given that the doors leading to the outdoor play area remain open for them.
- Dog waste is routinely picked up outdoors by staff throughout their shift. A picture is placed below of what staff use to pick up waste. If a dog urinates inside, then it is mopped up. If a dog poops inside, it is picked up with a paper towel and then mopped.



- Halfway through the day, waste designated garbages are brought to the dumpster and then replaced with a fresh bag.
- Waste removal process has been confirmed through the ACE Garbage company and is in compliance with how pet waste should be disposed of.



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<b>Address:</b> 15120 W FREEWAY DRIVE COLUMBUS, MN 55025	<b>Phone:</b> 612-226-5688
<b>Project Name:</b> MUDDY PAW DOGGY DAYCARE	<b>Fax:</b>
<b>Project Location:</b> 15120 W FREEWAY DR, COLUMBUS, MN	<b>Bid Number:</b>
<b>Attachments:</b> DOGGY DAYCARE PARKING LOT (updated).pdf	<b>Bid Date:</b> 6/16/2021

**Item Description**

**REMOVE & REPLACE PARKING LOT**

- 4" Bituminous Pavement Replacement ( 990 SY )
- Remove Existing Bituminous Surface To Accommodate A 4 Inch Pavement Section. Dispose Of Off Site.
- Shape And Compact Existing Aggregate Base.
- Furnish And Install A 2 Inch (Compacted Thickness) MN/DOT 2360 Type SPNWB330B Bituminous Base Course.
- Furnish And Install A MN/DOT 2357 Bituminous Tack Coat.
- Furnish And Install A 2 Inch (Compacted Thickness) MN/DOT 2360 Type SPWEA330B Bituminous Wearing Course.
- Furnish And Install Parking Lot Striping To Match Existing.

**Total Price for above REMOVE & REPLACE PARKING LOT Items: \$23,700.00**

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**Notes:**

- All work to be completed in 2021.
- Proposed Work Does Not Include: Landscape Restoration, Irrigation Repair/Restoration, Private Utility Locates/Repairs, Sub-soil Corrections, Erosion Control, Towing Charges, Permits and Fees, Multiple Mobilizations, Surveying or any Unforeseen Conditions, Guarantee on drainage or ponding of water on lots with less than 1% slope.
- Noted Addn: None
- For more information: www.bitroads.com

**Payment Terms:**

This proposal is subject to credit approval and is valid for 15 calendar days, after which time price quotes may be withdrawn without notice. This quote is based on standard AGC subcontract language and shall become a rider to any contract.

Payment due upon receipt of invoice. A finance charge of 1 1/2% per month (18% per year) will be charged on any balance over 30 days past invoice date, unless otherwise agreed upon in writing. We gladly accept Visa, Mastercard, Discover & American Express.

<https://bitroads.com/About-Us/75th-Anniversary>

<p><b>ACCEPTED:</b> The above prices, specifications and conditions are satisfactory and are hereby accepted.</p> <p><b>Buyer:</b> _____</p> <p><b>Signature:</b> _____</p> <p><b>Date of Acceptance:</b> _____</p>	<p><b>CONFIRMED:</b> <b>BITUMINOUS ROADWAYS, INC. - MENDOTA HEIGHTS</b></p> <p><b>Authorized Signature:</b> _____</p> <p><b>Estimator:</b> Omar El-omar Omar.El-omar@bitroads.com</p>
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