

# Dean Williford, owner of Paws and Claws Pet Inn

Paws and Claws Pet Inn in Rougemont opened on Nov. 1, 2004. We have many wonderful customers and their pets. Our operating philosophy has always been to offer our guests a safe, comfortable, and home-like stay at our "pet hotel." We pride ourselves on cleanliness and our strict adherence to vaccination and sanitation protocols.

Our pet owners tell us frequently that they feel comfortable leaving their pets with us, and that their pets come home happy. We greatly enjoy seeing our repeat guests come in our door with their tails wagging and ready to go into the kennels.

Our doors are always open for tours at all hours, and we try to meet the individual needs of our customers and their pets. We have convenient hours seven days a week, and special arrangements are often made for pickups and dropoffs outside our regular business hours.

We have been fortunate in having staff that genuinely care for animals, and consequently give our guests much attention and pampering.

Additional information, directions, and contact numbers can be located on our Web site at [www.pawsandclawspetinn.com](http://www.pawsandclawspetinn.com).

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7:30: Rise and shine! Time to wake up, sleepy heads! Say hello to all the dogs, open all the guillotine doors, and get everyone outside for their morning walking time. "Hello, Dooley. Did you sleep well? Mom called to say hello yesterday."

7:45: Let all the pampered pets out of their TV suites. "Hello, Smokie, Precious, Reba, and Earl."

7:55: Helped Heather, a kennel tech, get everyone back inside and ready for their breakfasts. It's fresh water, a clean cage and breakfast for



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everyone. Make sure all the medications are given and everyone gets their breakfast. Made sure Heather checks all cage charts to make sure all are marked off and initialed for breakfasts, medicines, and fresh water given.

8:05: Check on the pets in the TV suites. "What channel would you guys like to watch today? How about Animal Planet?"

8:10: Time to put in a new load of laundry and dishes. Everybody gets clean towels, bedding and clean food bowls daily.

8:20: It's up front to help with a check-in. "Hello, Bandit." Yes, we can give him several nature walks. "How about a spa treatment with a bath and nail time while he's here? Any special shampoos?" Took Bandit to the walking yard, and then got him tucked into his suite, complete with a cot, blanket, his favorite toy and some fresh water and his breakfast from home. What a life!

8:30: Time to supervise Heather washing cages. Daily

sanitation is important, and she has to do it right.

8:40: Caught the phone. It's a boarding customer for Memorial Day weekend. Got the dates, vet's name and relayed this information to the receptionist.

8:50: Another check-in. "Hello, Wolfie!" It's our favorite Husky coming for his gentleman's spa treatment. He's going traveling for a while with his dad, and Dad wants him clean and handsome. "Any special shampoos this time? Is cologne OK?"

9:00: Time to brush out Wolfie. "Sorry, boy, but Dad wants you raked out well." Spend about 45 minutes brushing out Wolfie.

9:15: Answered question from the receptionist about a vaccination on a dog coming in to board. "Yes, we'll need proof of the vaccination, even if the owners did it themselves".

9:30: Stopped Heather as she walked by the grooming room to make sure the harness was on tightly for a nature walk.

9:45: Time to get Wolfie in the bath tub." Sorry, old boy,

but we've got to do it."

10:00: Got soaked by Wolfie! One big shake and that did it!

10:30: Got Wolfie all rinsed off, dried off, and put in his cage to dry.

10:45: Checked on the laundry and dishes. Checked with receptionist about dogs coming in on Thursday and Friday. "How many cages do we need to have ready?"

11:00: Another check-in. Hello to two of our favorite dachshunds. "Yes, we'll put their crate in the cage. We know Gidget feels at home with her own crate. What about putting a sleeping bag in there? They love to snuggle under it. Sure! No problem".

11:15: Made sure Heather has the dachshunds in from their outside walking and their cages all set up. It's time to check all the water bowls and cages. Make sure all cages are clean and dry.

11:30: Time to help Heather give the dogs their noon walking time. All the cage doors are opened and everyone gets outside in their runs. All the dogs get taken into their own

Dean Williford returns Holly to her kennel at Paws and Claws Pet Inn on May 15.

separate walking yard to exercise.

11:50: It's time to help Heather get everyone back inside, tucked in their cages, and lights out. It's naptime until later this afternoon. All the yards are picked up, cages are sanitized if needed, and everyone is told "goodbye".

Noon: Chatted with receptionist about boarding and grooming sheets now posted for Thursday. She verified all the files were in order and ready for drop off and pick up for the next day. Thanked her for finishing the laundry and dishes and for helping to get everyone out this morning.

12:10: Checked all the kennels and TV suites to make sure everyone was inside and comfortable, then I left for lunch and a supply run to Costco.

12:30-3:30: Grabbed some lunch, then went to Costco for dog food, cat litter, and paper goods for the kennel. Stopped by Home Depot to check on fencing material, also.

3:40: It's back to the kennel to feed, walk, and tuck the dogs in for the night.

4:00: Time for a little rest for me! It's been a busy day. Watched a bit of news, put my feet up, and waited for Heather to come back for the evening shift.

4:30: Helped get the dogs fed, watered, medicated, and walked for their evening walks outside. All the yards were picked up, and trash was collected.

5:30: Wolfie's dad came to pick him up. He thought he looked very handsome!

5:45: Checked all the dogs, made sure all the cage doors were shut and secure, everyone had water, a soft bed, and a bedtime snack.

6:00: Said "goodnight" to everyone, turned out the lights, and went home to visit my little dog.