

# BROOKWOOD NEWS

December 2025



## Santa Is Coming to Brookwood!

### When?

- December 19<sup>th</sup>, 20<sup>th</sup>, & 21<sup>st</sup>

### Can I book a photo for my dog?

- Please call or email us if you would like a photo taken. You can also let us know when you drop off for day camp Friday or for boarding over the weekend.



## Lobby Hours

- Pick up & drop off for boarding & daycare typically fall within our lobby hours. Lobby hours are Monday - Friday 7-9am & 4-6pm as well as Sunday from 4-6pm.
- We can also schedule appointments at specific intervals for drop off & pick up in between lobby hours, Sunday mornings, & most of the day on Saturday.

## Booking Reminder

If you haven't booked your Christmas & New Years boarding reservations please do so as soon as possible. February vacation week is right around the corner, too. We fill up quickly with last minute requests!

We are closed on Christmas Day, so no drop off or pick up times will be available. Exceptions may be made at our discretion.

# BROOKWOOD NEWS

December 2025



Buddy



Oakley



Blue & Josie

## Holiday Safety

The holidays bring excitement, visitors, and festive decor, but they can also create hazards for dogs and cats. Here are a few simple ways to keep pets safe this season:

- **Decorations:** Ornaments, tinsel, ribbon, string, and lights can be tempting toys. Keep fragile items higher on the tree and secure any cords to prevent chewing or swallowing.
- **Santa's Cookies:** Place cookies and milk for Santa in a spot pets cannot reach. Many holiday treats contain chocolate, sugar, or other ingredients that can make pets sick.
- **Wrapped Food Gifts:** Avoid leaving food items wrapped under the tree. Pets can smell what's inside and may tear them open.
- **Holiday Plants:** Poinsettias, holly, lilies, amaryllis, and mistletoe can cause stomach upset or be toxic. Keep them out of reach or choose pet-safe alternatives.
- **Fire Safety:** Keep pets away from fireplaces, candles, and wax warmers. Curious noses and tails can lead to accidents.
- **Holiday Foods:** Chocolate, xylitol, grapes/raisins, cooked bones, fatty scraps, and many desserts are unsafe for pets. Offer only pet-approved treats.
- **Guests and Activity:** With visitors going in and out, watch doorways to prevent escapes. Give pets a quiet space to rest away from the noise.

# BROOKWOOD NEWS

December 2025

## Report Cards

### Why Your Dog's Report Card Matters (& Why We Sometimes Cannot Send One)

- Many of our boarding families tell us that the report cards we send during their dog's stay are one of their favorite parts of our service. These updates include notes, observations, & photos (when possible) to help owners feel connected while away. We are proud to offer this level of communication.
- What most people don't realize is the hours spent by staff every day writing individualized report cards. This is a significant investment of time & care, & we do it because we understand how important it is to our customers.



#### How did it go?

Pretty calm

#### Additional note

Moxie is having a great stay with us. While out in the yards, she is very quiet and usually keeps to herself. Moxie only occasionally plays with her brother, or one of the other dogs in the yards. When she isn't playing, she is watching the others from a distance. She is good about eating her meals, and seems to be very happy- enjoying her time here at Brookwood. When Moxie isn't outside, her and her brother are always snuggled up in their pod. It's so cute watching those two cuddle and patiently wait to come outside! We look forward to the rest of her stay.

#### Mood

#Happy 😊 #Well behaved 💖 #Calm 😊

### Why a Report Card May Not Be Sent

- Our goal is to have every pet receive at least one report card during their boarding stay. There are days when everything runs smoothly, & we complete every report card as planned. However, there are also days when operational demands increase - holidays, vacation weeks, weather, staff illness etc.
- When this happens, our priority must always be direct care: safety, supervision, feeding accuracy, medication administration, & maintaining a clean, well managed environment. On particularly busy days, it may not be physically possible to complete every report card without compromising the level of care we expect from ourselves.

### If You Would Like an Update

- You are always welcome to call, text, or email us at any time during your dog's stay if you would like an update. We are happy to provide information on how your dog is doing. At pick up, you are also welcome to speak with our staff about your pet's stay, behavior, eating, & any other details you would like to know.

### What You Can Always Expect

- Regardless of whether a report card is sent on a given day, you can expect:
  - Safe, fun, & supervised stay
  - Accurate feeding & medication routines
  - Clean & safe accommodations
  - Consistent communication of any important issues
  - Report cards, when possible, written thoughtfully & honestly
- We appreciate your understanding that the animal's care must always come first. We are committed to transparency, providing clear expectations, & maintaining the highest standards of care for every pet who stays with us.