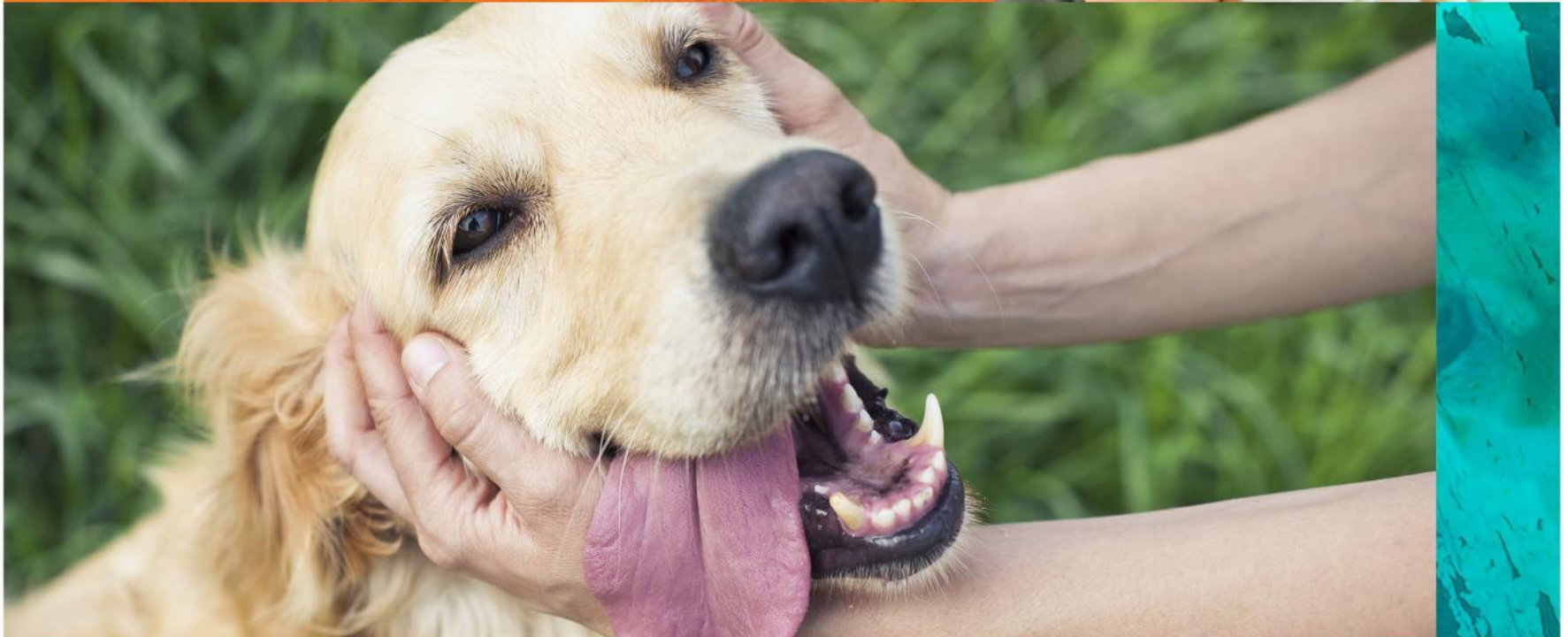


**DOGTOPIA – Arlington Heights**  
It's the most exciting  
day ever!



The following presentation is the written response to the Village of Arlington Heights Department Comments.

Catherine Barnes  
Christopher Barnes  
Owners, Dogtopia of Arlington Heights



That said special use is deemed necessary for the public convenience at this location.

- *Kennel. Any lot or premises or portion thereof on which more than four dogs, cats, and other household domestic animals, over four months of age, are kept, or on which more than two such animals are boarded for compensation or kept for sale.*
- Dogtopia of Arlington Heights is a specialized business for dog daycare, spa, boarding and training. Our services, at full capacity, would be for up to 100 dogs a day. All dogs will be over four months of age and will be of age to receive all necessary vaccinations. 65% of the business is for daycare services with 22% to be boarding overnight.



# DOGTOPIA IS A NEEDED SERVICE

## DOGTOPIA OF Arlington Heights

We will love and care for your pup like they are our own. With our award winning daycare, boarding and spa services, pets will be treated to their most exciting day ever

**50K** DOGS

within 5 miles of the  
Arlington Heights Location

**20K** DOGS

within 3 miles of the  
Arlington Heights Location

**40%**

of households in the area  
own a dog



That such case will not, under the circumstances of the particular case, be detrimental to the health, safety, morals or general welfare of persons residing or working in the vicinity.

- As highlighted in this presentation below, Dogtopia of Arlington Heights policies and procedures are built around the safety of our team members, customers, and neighbors.
  - Prior vetting for every dog is performed to ensure the dog is fit for daycare. The evaluation for every dog includes temperament, adjustment to noise, and play stimulation with other dogs and our Canine Coaches.
  - The exterior play area is surrounded by a secure privacy fence to prevent unnecessary distractions or interruptions to the canine play.
  - Dogs are not free to roam or interact with the public.
  - All dogs are required to have up to date vaccinations for Rabies, Bordetella, and Canine Influenza for the protection of our pets, pet parents, team members, and neighbors.
  - Canine coaches are certified with extensive training to understand behaviors and changes in temperament during playtime. Our goal is to prevent play time from turning volatile to protect our pets and team members.
  - All dogs are required to be on leashes when entering or leaving our premises.
  - Exterior cleanliness best practices are built into the morning and evening routines to ensure the exterior remains free of waste.



# 10

## COMMITMENTS TO SAFETY



Certified Canine Coaches

Safety Experts

Extensive Evaluation Process

Room Assignment by Size & Temperament

Home-style Crates

Dog-Safe Cleaning Products

Rubberized Flooring

Climate-Controlled HVAC Systems

Webcams

Village of Knowledge





# Odor Control

- Playrooms on separate HVAC systems. Each system has an outside air intake requirement.
- Steril-Aire UVC Emitters Installed
- Temperature & Humidity Controlled
- Walls extended to the deck to avoid smell and sound transfers
- Rooms cleaned 3x daily
- ScentAir System Installed
- HVAC Filters Replaced Quarterly (vs. Annually)

## Health Technology Product Descriptions:

### Triple Two:

Disinfectant, Cleaner, Deodorizer (1:64 or 2 oz/gal)



- Use for the room closing buckets at the end of each shift daily
- Use to sanitize and disinfect all hard surfaces
- Leave Triple Two on surface for 3 mins to clean and 10 mins to sanitize
- Use to sanitize dog bowls in 3 min. with dilution of **1:256 (0.5 oz/gal)**
- This is considered a "Quat" Cleaner (it is lower in toxicity and less corrosive than bleach)
- \* **Don't use Triple Two when dogs are in open play.**

### Eliminator:

Odor Digester, Bio-Enzymatic (1:64 or 2 oz/gal)



- Use in mop buckets for playrooms and spot cleaning
- Use on artificial grass with the approved HT Econo-foamer hose and sprayer
- Safe to use when dogs are present
- Effectively eliminates odors by digesting bacteria, viruses, & other organic matter

### Cage & Kennel:

Degreaser, Deodorizer (1:128 or 1 oz/gal)



- Use as part of a weekly, deep cleaning protocol to remove grease, grime, and oil buildup
- Use to reduce odors
- Use regularly to keep drains clean

### Glass Cleaner:

Streak-Free Glass Cleaner (1:64 or 2 oz/gal)



- Use on all glossy and reflective surfaces including windows, mirrors, stainless steel, chrome, laminates, plastics and vinyl

### Four Product Mixing Unit:

Cleaning Product Dispenser

- Stainless steel for durability
- Auto-calculates and distributes the correct dilution of the 4 cleaning products
- This 1 unit will be used to fill mop buckets, spray bottles, etc.
- Your specific unit will look like the picture to the right; though if your location orders larger pails, the unit will have hoses similar to the inset picture (Your unit may be a slightly different size depending upon where the unit is installed.)

- \* The **only** time you will need to calculate your own dilution will be sanitizing dog bowls with a far less concentrated version of Triple Two (from 1:64 to 1:256)



Example: Hose to a larger pail of cleaning solution ->

Updated: June 2016

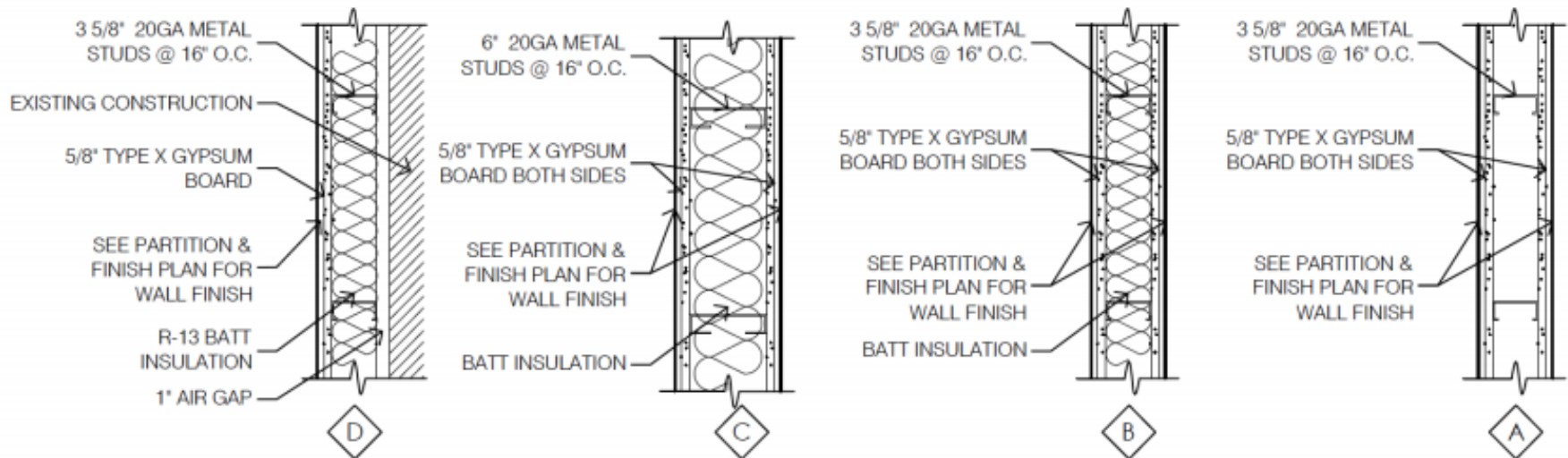
# Cleaning Best Practice

- The approved cleaning chemicals do not pose any environmental hazard to wastewater streams when diluted as directed and used properly
- Our sanitation cleaner (Triple Two) is a standard cleaner
  - Less concentrated than veterinarian hospital grade
  - Effective at eliminating germs.
- Our spot cleaner (Eliminator)
  - Bio-enzymatic cleaner
  - Environmentally safe for municipal wastewater systems.



# Wall Sound Control

- Special Wall Type at Demising Wall(s) that Extend to the Roof Deck
- Special Wall Type Between Playrooms and PeopleSpace that Extend to the Roof Deck
- Air Gap at the Demising Wall
- Type A: Walls for Bathrooms, Dog Food Prep Area, etc (Non-Dog Rooms)
- Type B: Walls Between the Dog Playrooms.
- Type D: Demising Walls (Adjacent/Shared wall with Neighboring Tenant(s))
- Type C: Wall Between Playroom and People Spaces (i.e. – Hallways, Restrooms, Spa/Grooming, etc) Extends to Roof Deck



# Ceiling Sound Control

- Suspended ceiling system fitted with School Zone<sup>®</sup> lay in acoustical tiles used to absorb and prevent sound from escaping the rooms.
- Tiles have a noise reduction coefficient (NRC) of .70
- Ceiling attenuation class (CAC) of up to 40.
- Above the suspend ceiling - existing building roof system and typically an R-30 insulation.

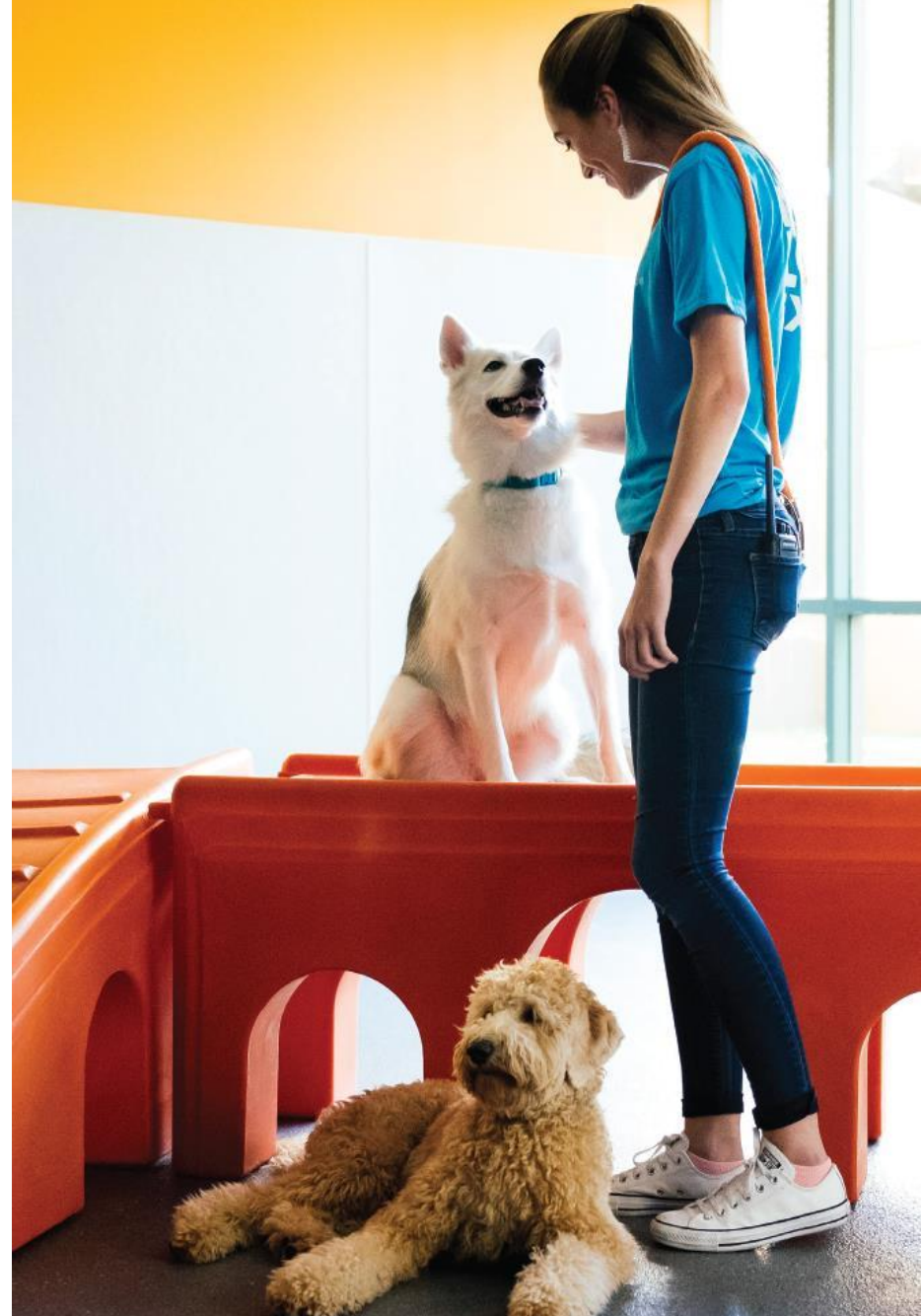
**NRC:** A measure for rating the overall sound absorption of a material when used in an enclosed architectural space where sound is reflected at many angles of incidence. A ceiling system with an NRC < 0.50 is low performance, **an NRC > 0.70 is high performance.**

**CAC:** A measure for rating the performance of a ceiling system as a barrier to airborne sound transmission through a common plenum between adjacent closed spaces. A ceiling system with a CAC < 25 is considered low performance, whereas one with **CAC of 35 or higher is high performance.**



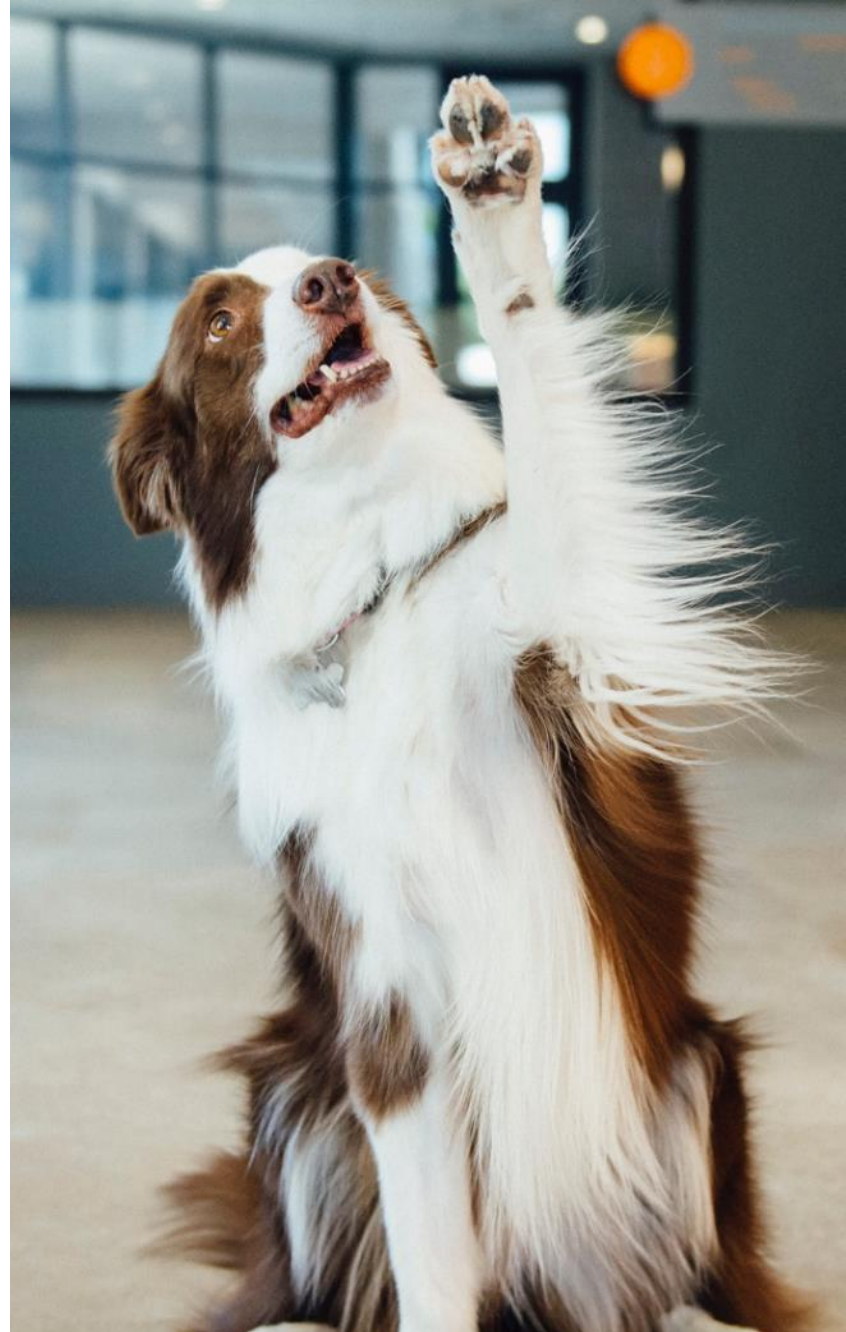
# Waste Management

- Pick up solid waste immediately using plastic bag
- Securely tie the plastic bag
- Place in a tightly lidded bin lined with 2<sup>ND</sup> plastic trash liner
- Empty the trash bin at the end of each day, double bagged waste
- Waste picked up 2x weekly
- Sealed external container



# Controlled Playrooms

- To maintain a controlled playroom, **Certified Canine Coaches** are required to pass training classes in order to perform the following:
  - Decrease barking with mood shifting play and engagement
  - Proactive measure to deescalate incidents (altercations, rough play, etc)
  - Manage the room with fun activities to keep dogs engaged
  - Provide timeouts for tired or agitated dogs
- **All Dogtopia playrooms are monitored and controlled by a certified Canine Coach**



# Security Systems

- Commercial security system to include access control, intrusion, video, motion and sound.
- Monitored 24/7/365 by third party commercial monitoring service.
- Professionally installed and maintained.
- Owner and Assistant Manager alerted after hours
- Phone app allows remote access.
- Combined with professionally monitored commercial fire and sprinkler systems.



That the proposed use will comply with the regulations and conditions specified in this ordinance for such use, and with the stipulations and conditions made a part of the authorization granted by the Village Board of Trustees.

- Dogtopia of Arlington Heights, and its owners, will comply with the regulations and conditions specified in this ordinance. At no time will our business deter from dog daycare, boarding, spa, or training. The business will not exceed company guidelines for total number of dogs per day per play room. Dogtopia of Arlington Heights will not allow dogs under the age of four months.