



RESIDENT PET POLICY

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PURPOSE

Baldwin Living is dedicated to enhancing the quality of life for our residents, recognising the positive impact pets can have on their well-being. This policy aims to ensure that the presence of animals in our Village does not adversely affect other residents' well-being.

SCOPE

This policy applies to all residents of Baldwin Living villages who wish to keep pets on the premises. It outlines the guidelines and procedures for responsible pet ownership within our communities.

PROCEDURE

Pet Eligibility

- Only small dogs (less than 12kg and no puppies), cats, birds, or fish are allowed in the Village, except for assistance animals.
- All pets must be approved by the Village Manager before settlement and occupation.

Pet Limitations

- Each resident may keep only one (1) pet in their unit. The sole exception is 2 (two) small, caged birds.
- Upon the death of an approved pet, it cannot be automatically replaced, even with the same species or breed.
- A new application must be submitted for a new pet before it is purchased or gifted to a resident. Families should be aware of this restriction to avoid purchase of a replacement pet that may not be permitted to reside in the Village.

Health Requirements

- Residents must provide current immunisation certificates for their pets.
- Flea and parasite control must be maintained using veterinarian-approved products.



- All pets must be registered, and the registration number must be provided to the Village.
- When a pet is facing health challenges that result in pain or suffering, we encourage responsible and compassionate decision-making. In consultation with a qualified veterinarian, owners are encouraged to consider what is in the best interest of their beloved companion. We understand that this can be an immensely difficult decision, and we offer our support to assist owners through this process if necessary.

Contingency Planning

- Residents must submit a contingency plan to Village Reception outlining procedures for their pet's care and welfare during hospitalisation, absence from the Village or their own mental decline resulting in the animal not being cared for properly (this may include over or under feeding, toileting issues and grooming).
- Responsibility for maintaining this plan rests with the resident. In case of failure, arrangements with the RSPCA will be made at the resident's cost.

Pet Behaviour

- Pets must remain under the direct control of the resident and should not be allowed to escape or wander off.
- Clean up all pet waste immediately, placing it in a plastic bag and disposing of it in a general waste bin.

Common Areas

- Pets are not allowed in the community centre or food preparation areas or in communal areas during meal service (except for registered assistance animals).
- Pets must not climb on communal furniture.

Pet Care

- Regular exercise, bathing, and grooming of pets is required.

Respect for Others

- Pets should not disturb or interfere with other residents or visitors.
- Upon management request, pets may be asked to leave the Village.

Visitor's Pets

- Visitor's pets must be on a leash and are allowed temporarily. Their care remains the responsibility of the resident hosting them.

Conflict Resolution

- If a pet disturbs another resident's peace and well-being:
 - The Village Manager will discuss the issue with the resident or family member.
 - A timeframe for resolving the situation will be established and documented.
 - If the problem persists, a written warning will be issued to the resident, and an action plan with a target resolution date will be developed and signed by both parties.
 - If the issue remains unresolved by the target date, the resident will be required to remove the pet from the Village.



The CEO of Baldwin Living holds the final authority on whether a pet or animal can stay in the Village.

REFERENCES

Village Rules
Pet Application Form

DEFINITIONS

Small dogs: Dogs weighing less than 12kg, excluding puppies.

Assistance Animals: a trained support designed to facilitate the participation of people with disability in accessing various aspects of personal and public life. Also called service animals.

NAMING CONVENTION

Use the following naming convention when saving this policy in the G Drive:

Baldwin Living – Resident Pet Policy – EXPIRY (Date)

POLICY STATEMENT

Baldwin Living reserves the right to modify this Policy at any time in its sole discretion to adapt to changing circumstances and business needs, consistent with its commitment to maintaining a workplace which adheres to best practices.

SIGNATURE

I received and read a copy of Baldwin Living Resident Pet Policy and understand that it is my responsibility to understand and abide by the terms of the Policy.

FULL NAME:

SIGNATURE:

VILLAGE



Baldwin | RETIREMENT VILLAGES
LIVING & HOMESERVE

DATE:
