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It's a Dog Fight: Videos Question Validity of NH Canine Kennel

Written by Avalon Lustick on July 12, 2018 2:05 pm.

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MERRIMACK — A woman's online post against a local dog kennel sparked controversy.

On July 9, Becca L'Heureux posted to Facebook several videos of the alleged conditions in Superdogs Daycare dog kennel in Merrimack.

[THESE 2 'NAUGHTY DOGS' STOLE THE MAILMAN'S LUNCH AND THEY DON'T LOOK SORRY \(/NEWS/ANIMALS/THESE-2-NAUGHTY-DOGS-STOLE-THE-MAILMAN-S-LUNCH-AND-THEY-DON-T-LOOK-SORRY\)](#)

L'Heureux claims she is a former employee of the kennel. In the post, she claims that the dogs were kept in conditions she wouldn't feel comfortable putting her own dog in.

According to her post, at several points in time, she witnessed over 100 dogs to a room (when only 100 dogs were permitted in the building), multiple dogs being kicked in the face, or hit with the paddles supplied by the owners, employees break policy and give the dogs attention, water deprivation for the dogs, irresponsible outdoor dog safety, and witnessed the manager and others doing hard drugs to “keep themselves awake” on the property.



Becca L'Heureux

July 9 at 6:52 PM · 🌐

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There are very few things that make me upset enough to take a personal stand, but I love animals and have for years. Somewhat recently I was in the employ of Superdogs Daycare for a little under a year. When I began it seemed to be a decent environment for dogs. Some things I certainly did not agree with but that happens at many places you work dog related ESPECIALLY boarding and daycare. While I was there I witnessed over 100 dogs to a room when only 100 dogs were permitted in the building. I witnessed multiple dogs being kicked in the face, or hit with the the paddles supplied by the owners. I witnessed innocent puppies that were bully breeds or looking like one not be allowed out back simply because the way they looked and I also saw aggressive dogs be allowed when they shouldn't have been. I witnessed dogs who should never have been allowed with such large group of dogs who bit other pets and the employees there but the owners stated "they know a lot of people and can give bad reviews" and completely disregard the safety of pets and employees. I saw the few employees who loved the dogs and give them the attention they deserved and craved get yelled at because the owners said we are here to "discipline" them not bond with them. I spent a day in a room with 100 dogs with the heat/AC broken and it being 80 degrees in a room and the owner coming in to comment on the "well behaved dogs" who were in fact way to hot to move let alone play. Water is taken up at random times if the employees feel they pets are urinating too much and it taken up during nap time which is from 1-2. The outside is EXTREMELY small, and full of small rocks which many dogs ingested or had their pads burned from how hot and how rough they were on the pups poor feet. We had a senior girl named Samantha who had her pads ripped apart bleeding everywhere and unfortunately it was missed until inside because the outside is so packed with dogs you cannot tell who is in pain. The dogs are hit with paddles, punished in timeouts for hours, screamed at, overwhelmed with too many other pets around them and ON TOP of that I have witnessed the manager herself along with a select few others either doing hard drugs to "keep themselves awake" on the property with your loved pets. I have picked up cigarettes, dealt with the use of other hard drugs, I have dealt with pets being left outside on accident for hours. And don't get me started on how awful their conventional boarding is! They sit in a kennel and are brought out to a kennel even smaller to potty for 5 minutes ever two hours. No exercise no love no nothing! It's worse than a shelter. I can go on and on about how awful this place is. They even blocked me from writing a review to try and lie more about what they really do. Please please please listen to me and the other ex-employees who were never comfortable bringing our own dogs and who beg you not you bring your dogs. This place is terrible. Do not put your poor pets in danger this way.

The videos appear to show dogs crowded in small enclosed areas.

L'Heureux said in the post the owners of Superdogs Daycare have blocked her, preventing her from writing a review.

Superdogs replied to the statement on its Facebook page.

In the post made July 11, Superdogs claimed that what L'Heureux's videos depict are out of context.



Some points Superdogs made are that the footage does not show the size of the room the dogs are in, that one of the videos appears staged and contradicts the type of dog handling Superdogs trains its employees to do, and that the employees speaking out have not been working for the company for quite some time.



Superdogs Daycare

Yesterday at 12:46 PM · 🌐

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Dear Customers and Concerned persons,

Some of you may be aware of recent facebook posts by a group of disgruntled ex-employees which depict Superdogs Daycare in a way that is untrue and contrary to what we believe in. The post is libelous and some of the videos showed dogs crowded into corners, etc. In one video the dogs are all laying in a corner during nap time, which they love to do, but a photo was taken deliberately that does not show the size of the room and all of the wide open space that could be used by the dogs, but is not used by their choice.

Another video shows the person who actually posted the FB post opening the door to bring in a group of dogs, and using the sorter in a harsh manner while the other employee who has also complained is videotaping with her phone. This appears to be a staged video and does not reflect how they were trained to manage the dogs here at Superdogs. Both of the employees in the video are no longer employed with Superdogs. One has been gone for four months and the other has been gone for three and a half months. Some of the other employees have been gone as long as two years. If they felt there was a problem, why did they not speak up?

The video of the dogs in the winter showing they are all crowded into a single yard is taken out of context, there are actually two yards and the gates to both yards were to be open so the dogs have both yards, however, the video shows the dogs have been moved into a single smaller yard and a video of them was made to appear that there was overcrowding.

Many of you have been customers from the very beginning and we have known your dogs since they were puppies. I am sure you can attest to the fact that your dogs have not been injured here and we make every effort and spare no expense to provide for their comfort and safety. It warms our hearts to see your dogs excited to come to daycare and drag you into our building.

Also, every employee here, both past and present has been told repeatedly, if you see something, say something and to give me a time and a location in the building or yards for me to look up any questionable behavior among staff members on the video cameras.

Anytime we have witnessed any employee acting outside the scope of their training, the employee is brought into the office and spoken to privately about their actions. Sometimes we will send the employee home the rest of the day or the employee is written up or asked to leave. All disciplinary matters are strictly between the employee and the business owners.

Employee law prohibits us from sharing the disciplinary action that was decided upon or sharing that information with other employees. Employee Law also prevents us from divulging any information about our accusers.

This has been very upsetting to us and to our employees as well who put in 100% effort in loving and caring for your dogs and keeping a clean building for them to play and relax in. Many of our employees have cried and expressed concern that our Customers would think that they have acted in this manner when they have not or that any of us would allow this to happen to your dogs.

We appreciate the trust each one of you have given us over the many years we have been in business. If you have any further questions or concerns about this or any other issues now or at any time in the future please contact me directly at judy@superdogsd daycare.com

Sincerely,

Mark and Judy Threlfall

One woman claimed in a comment on Superdogs' post that she is a former employee and agrees with L'Heureux's claims.

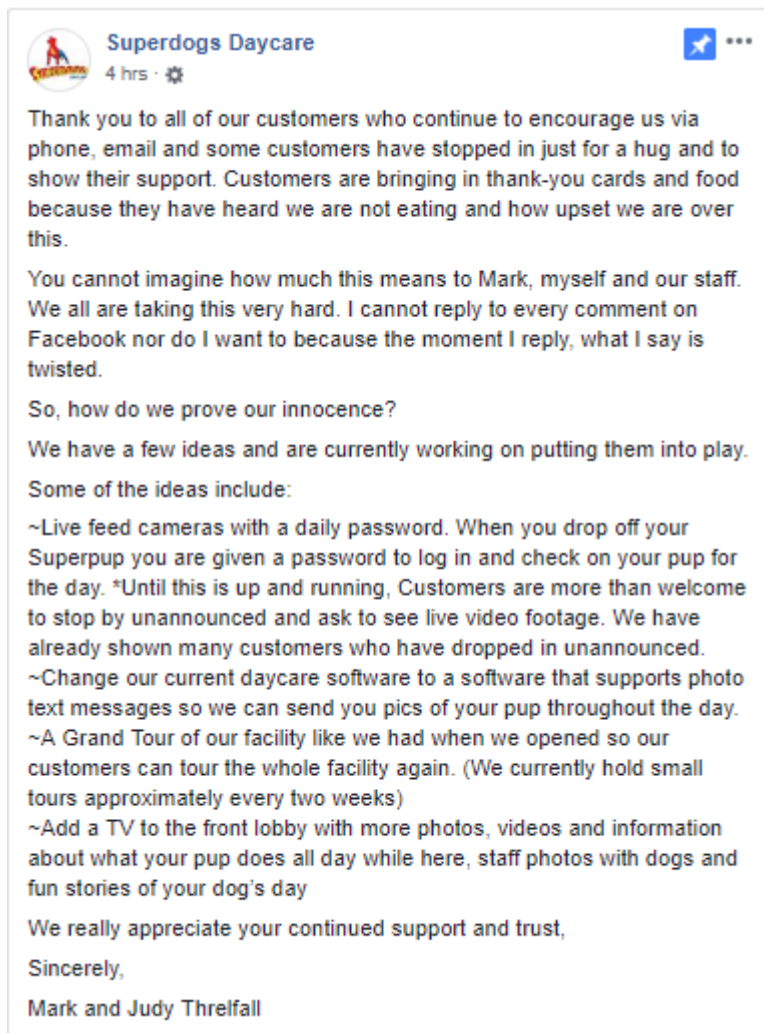
JennaLynne Johnson said, "I got scorned for giving a dog attention. Yes, you would crowd 60 plus dogs in one room! Then we had to keep the dogs quiet? What?? I did witness the girls throw dogs into the kennels for being annoying, not return water bowls cuz (sic) they were peeing too much. I would

come in at 11 a.m. and the downstairs dogs in 'the dungeon' haven't been out since 4 a.m.?! I left cuz (sic) due to poor management, and the mistreatment of your paying customers' dogs."



Superdogs also stated their protocol for when an employee misbehaves in the post, but due to Employee Law, they cannot divulge any information.

Even though the original post sparked outrage against the dog daycare, tons of supporters have come out and declared their admiration for Superdogs.



The image is a screenshot of a Facebook post from the page 'Superdogs Daycare'. The post is dated '4 hrs' and has a blue star icon and three dots in the top right corner. The text of the post is as follows:

Thank you to all of our customers who continue to encourage us via phone, email and some customers have stopped in just for a hug and to show their support. Customers are bringing in thank-you cards and food because they have heard we are not eating and how upset we are over this.

You cannot imagine how much this means to Mark, myself and our staff. We all are taking this very hard. I cannot reply to every comment on Facebook nor do I want to because the moment I reply, what I say is twisted.

So, how do we prove our innocence?

We have a few ideas and are currently working on putting them into play.

Some of the ideas include:

- ~Live feed cameras with a daily password. When you drop off your Superpup you are given a password to log in and check on your pup for the day. *Until this is up and running, Customers are more than welcome to stop by unannounced and ask to see live video footage. We have already shown many customers who have dropped in unannounced.
- ~Change our current daycare software to a software that supports photo text messages so we can send you pics of your pup throughout the day.
- ~A Grand Tour of our facility like we had when we opened so our customers can tour the whole facility again. (We currently hold small tours approximately every two weeks)
- ~Add a TV to the front lobby with more photos, videos and information about what your pup does all day while here, staff photos with dogs and fun stories of your dog's day

We really appreciate your continued support and trust,

Sincerely,

Mark and Judy Threlfall

"My Akita Lexy goes here and she LOVES it. I've never had a bad experience. My girl can be a handful and the staff seems to love her," wrote Kim McKay O'Brien. "She doesn't usually take to strangers and at Superdogs her tail wags and she gets so excited just turning onto the street! An angry employee will try to deter customers but those who see the smile on their fur babies faces won't be deterred. No company or employer is perfect and there can always be better ways! You guys are awesome! Thank you for treating Lexy like one of your own."

In another post, Superdogs announced its plan to clear up the ambiguity surrounding the treatment of the dogs in their care.


Superdogs plans to prove their "innocence" by installing live feed cameras, adopting software with photo text capability, offering grand tours, and adding a TV in the lobby with photos and videos of the dogs.

2ND TIME AROUND, OWNER OF GREAT DANES FOUND IN FECES-FILLED MANSION GETS JAIL TIME
(/NEWS/CRIME/2ND-TIME-AROUND-OWNER-OF-GREAT-DANES-FOUND-IN-FECES-FILLED-MANSION-GETS-JAIL-TIME)

The New Hampshire Department of Agriculture, Markets, and Food said that according to the state, kennels have no requirements for their property. Some towns may have guidelines for the kennel property though.

The state does advise kennel owners to adhere to the minimum standard required for breeders and shelters stated in law [AGR 1700](#) (http://www.gencourt.state.nh.us/rules/state_agencies/agr1700.html) but does not hold kennel owners responsible to uphold these standards.

If you are suspicious of animal cruelty violations, contact your local law enforcement agency.

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Posted in [New Hampshire \(/news/new-hampshire\)](#)

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