

The Night Life

By Stephen Biles

Ah the stories we could tell you about our very unique 24 hour a day service! When Gilbert Dogs 24/7 opened 4 years ago, we were the first (to our knowledge) dog boarding facility in all of Phoenix that took care of the dogs at night without cages. Take a moment to imagine the scheduling challenges of staffing a place 24 hours a day 365 days a year! Gilbert Dogs opened on October 27, 2009 and has been open 24 hours a day since. That is over 1,500 consecutive days! Chandler Dogs 24/7 opened on November 3, 2011 and has been open 24 hours a day since. That's over 750 consecutive days! **How is that done?**

It is done with very dedicated staff, very good scheduling and a series of back up plans up to and including me! I'll never forget my shift on December 24, 2011 at Gilbert Dogs. Urgent life events sometime happens with staff and I needed to handle that night shift with virtually no notice. But me and about 40 dogs cuddled up for the night and had a good Christmas Eve together. When Chandler Dogs opened, I did most of the overnights for about 4 months. I would pack up my dogs and head to my second home every night in Chandler.

Doug in Gilbert was a fixture as the overnight guy for 3 and a half years. In those early days when we first opened, Doug would often have just 1 dog or no dogs stay with him at the shop. He would still be there faithfully just in case someone wanted to drop off or someone called. After I ended my early stint at Chandler, Joe became the night guy fixture for a year and a half afterwards. Joe and Doug have both moved on to new challenges and promotions, but they set the standard for all other night people to follow.

The phone calls we get at night can be from the amusing to the serious. Since we are open all the time, we get a lot of emergency related calls thinking we are a vet or that we could help. We do our best to help them contact the proper authorities. I remember one night at Chandler Dogs, I got a call from a concerned gentleman at 1am. A bird had flown into his house and injured itself. He had two concerns: First, he wanted to know if we could help rescue this bird with emergency services. Second, he was very worried about his child catching the bird flu from this incident. For months, Doug had a gentleman that called from Southern California wanting to schedule a reservation. When Doug tried to explain to him that we were in Phoenix, he asked Doug to be more understanding and to help him out. We believe he was a little intoxicated. :) The stories can go on and on!

All of us at Chandler Dogs and Gilbert Dogs love dogs as our foundation and we believe in our business model of a 24 hour a day cage-free environment. It is challenging to staff and it inevitable leads to tired dogs, but we firmly believe it also leads to dogs with less stress from a cage.

No cage + loving supervision + physically/mentally exercised dog = a happy dog!