

Active Animal Pet Services Covid 19 Policy & Procedures

13th May 2020

(Subject to change in line with government and industry regulations.)



WHEN A LITTLE BIT OF SANITY RETURNS



This is what I'm expecting ...

but it could all change ...

- The old way of providing pet care will change.
- The official guidance may change as time goes on.
- I can only minimise risks with your help.
- I will arrange a safe, social distance handover for your pet.
- I will always observe the 2+m rule
- I will wipe your pet down with an appropriate product before and after each service.
- I will avoid crowds.
- I will wash and disinfect my hands, home, vehicle and equipment regularly.
- I won't come into your home unless absolutely necessary and with mutual agreement.
- I will discuss and agree arrangements with you.
- Where possible, please pay by bank transfer.

*Thank you for your support.
I can't be here without you.*



Active Animal Pet Services Covid 19 Policy & Procedures - as at 13th May 2020

Please read this important information.

POLICY & PROCEDURES - AN OVERVIEW

Good health and welfare protocols are required in any pet business to prevent and control the spread of infectious diseases – and no more so than fighting Covid 19.

Good hygiene practices - keep diseases out of groups of animals where they do not currently exist, limit the spread of disease between animals and minimise the potential for transmission from animals to humans.

Covid 19 has starkly reminded mankind of how susceptible we are (young and old, healthy and sick) to an unseen, deadly and easily transmitted virus with no cure readily available.

Active Animal Pet Services has specific disease prevention and control procedures which I follow at all times, to ensure I minimise the potential for cross-contamination and onward transmission of viruses between humans and pets in my care. There are no absolute guarantees, but I practice as safely as possible.

Covid 19 – our pets and humans

“There is currently no evidence of COVID-19 circulating in pets in the UK and nothing to suggest that pets might transmit the disease to humans. However, **pets could act as fomite (carrier) of the virus on their fur for short periods in the same way that other surfaces can carry the virus from one place to another.**”

(British Small Animals Veterinary Association)

It is imperative that pet service providers have procedures in place to minimise the potential for Covid 19 transmission.

My services are provided in a manner that supports social distancing, including avoiding all unnecessary in-person contact with clients, their homes and possessions, always maintaining a safe physical distance with humans whilst putting measures in place to avoid the potential transmission of the virus from both the pet's fur and any equipment.

My disease prevention and control policy includes:

- Health checking of pets (and their owners) both on collection and drop off.
- Regulating and minimising the movement and interactions between people, animals, and equipment.
- Practicing good hygiene at all times.
- Clear procedures for cleaning and disinfecting myself, my home, my vehicle and equipment.

Health checking of pets (and their owners)

The safety and well-being of you, your pet(s), my own pets, and family members are vitally important to me. The following are examples as to how I endeavour to minimise any risks during this current situation.

Advance information to Clients

- Providing a clear statement of my policy, processes and criteria for accepting pets into my care.
- Requiring that every customer has read this important note, acknowledges it as such and consents to help us both play our parts in adopting a safe environment for us all.

Pre-screening pet's households

- Are you or is anyone in your household currently sick or unwell?
- Are you self-isolating because you or a member of your household, has been diagnosed with, or is displaying symptoms of Covid 19, or, might have been exposed to someone with Covid 19?
- Are you classed as a 'vulnerable' person?
- Are you or is a member of your household classed as an 'essential' worker?

Pre-screening pets

- Is your pet showing signs (including changes in the pet's behaviour) or symptoms of any illness currently?
- Has your pet been sick or unwell within the last 48 hours?
- Are you pet's veterinary vaccinations, flea and parasite treatments up to date?

Checks on arrival

- Physical health check of your pet on collection.

Visitors

- Control of visitors on-site by restricting access. Any pets being dropped off or collected will be via the double gated system to the side of the house, with no client entering the house at any time.
- No pet owner's leads, bowls or bedding will be allowed into the premises during the Covid 19 pandemic.

Cleaning and disinfection

- Storage of cleaning material and equipment in a designated area
- Choice of safe and effective detergents and disinfectants
- Wash and disinfect towels, beds, bowls, leads and any other equipment used using DEFRA recommended products.

Which disinfectant?

- House, vehicle and equipment disinfected with Anigene HLD4Nd or F10SC
- Dogs wiped over with Animology wipes, Leucillin or Aqueos - **please let me know if you are not happy for these to be used on your pet.**

Social distancing, hygiene & handover protocols

- 'Continuation of trade should comply with social distancing precautions and hand washing guidance that have been set out as part of the coronavirus guidance.' (Defra)
- I will consider each individual situation and how to safeguard myself and the person I am assisting.
- I will avoid any contact with the occupants of the pet's home - maintaining at least 2 m distance at all times.
- I will maintain the social distance while walking, keeping to quiet areas and not allowing other people or pets to come into contact with dogs in my care.
- I wash my hands for 20 seconds using soap and water before leaving my home and on return, and before and after every interaction.
- When it is not possible to wash my hands, I will use own hand sanitiser.
- I will wipe your pet with a disposable pet safe wipe and/or spray on collection and drop off.
- I will use my own leads which will not be shared with other dogs and will be disinfected between uses.

Payment

Where possible, please pay by bank transfer.

Walking a dog from a 'vulnerable person', shielded or infected household

Such walks will be assessed on a case by case basis with risk assessed accordingly.
If you fall into one of these categories, please contact to discuss.



What are the hazards?	Who is at risk?	How is risk mitigated?
Transmission of virus from human to human	Everyone	Adherence to government guidelines. Observe social distancing. Regular and thorough hand washing/use of hand sanitising gel. Avoid entering any other property. No visitors or clients allowed on site during pandemic.
Transmission of virus from surfaces.	Everyone	Regular and thorough cleaning and disinfecting of surfaces. Regular washing and disinfecting of towels and all equipment used. Avoid entering any other property. Wear gloves or use hand gel when using gates/stiles/poo bins. Use own leads. No items to enter the property from the dog's house (eg no beds, toys, bowls.) Ask clients to pay via bank transfer where possible.
Transmission of virus from pet's fur.	Everyone	Regular washing or wiping down of dog's coat with appropriate product. Limiting dog's contact with other pets or people when on walks. Not mixing dogs from infected households with other dogs.
Transmission of virus during travel.	Dogs in vehicle	Regular and thorough cleaning and disinfecting of vehicle and crates. Regular washing or wiping down of dog's coat with appropriate product before entering vehicle. Changing any towels/bedding used daily and between dogs.
Chemical contamination	Dogs at the property Dog being walked	Ensure cleaning products are pet safe and used in conjunction with manufacturers instructions. Store all cleaning products out of the reach of dogs. Ensure owners are happy with products used to wipe dogs down.

CFSG Pet Service Protocol Matrix.

Full details of guidelines can be found at:

<http://www.cfsg.org.uk/coronavirus/SiteAssets/SitePages/Home/11th%20May%202020%20CFSG%20Animal%20Business%20Guidance.pdf>

	CFSG handover protocols must be observed.	Mixing of dogs from other households which are not infected or self-isolating	Collection or delivery by appointment with social distancing procedure in place	When walking, seek to avoid transport in a vehicle for walks	Wash pet's items, like bowls, toys etc. upon arrival	Wipe down the pet on arrival and departure	Use a different lead to the owner's.	Don't allow other people or pets to come into contact with the dog.	Wash the lead with soap and water once the dog has been returned.	Dogs from infected or self-isolating households
Dog Walking	✓	✓	✓	✓	N/A	✓	✓	✓	✓	✓ but must be walked at the end of day after all other dogs.
Home Daycare	✓	✓	✓	✓	N/A	✓	✓	✓	✓	✓ but should not be mixed with others from non-infected households.
Home Boarding	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓ but should not be mixed with others from non-infected households



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Signed: Hannah Brindle, Director (Virtual College)

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I will not enter your home.
Dogs will be collected/dropped off following a strict 'handover policy' that we will agree on booking.

Anti viral pet-safe wipes and/or sprays will be used on all dogs before entering my home/ vehicle and before being returned home.

I will be using hand sanitiser regularly throughout the day.
All equipment used will be disinfected with a DEFRA approved product daily.



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Questions or concerns? Please get in touch.

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