

Pondycott Pet Care Covid 19 Policy and Procedures – as at 13.05.20

Please read this important information which is an addendum to our usual Policies and Procedures.

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.

We have specific disease prevention and control procedures which we follow at all times, to ensure we minimise the potential for cross-contamination and onward transmission of viruses between humans and pets in our care. There are no absolute guarantees, but we can practice as safely as possible.

The overall responsibility for hygiene best practice in our pet care business belongs to Amanda Taylor, but it is also the responsibility of us all, to do our best and therefore something we take incredibly seriously.

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 we have procedures in place to minimise the potential for Covid 19 transmission.

Our services are provided in a manner that supports social distancing, including avoiding all unnecessary in-person contact with clients, always maintaining a safe physical distance with humans whilst also avoiding the potential transmission of the virus from both the pet's fur and any equipment.

Our disease prevention and control policy includes:

- Health checking of pets (and their owners) both before and on arrival.
- Regulating and minimising the movement and interactions between people, animals, and equipment.
- Practicing good hygiene at all times.
- Clear procedures for cleaning and disinfecting ourselves, our premises and the equipment.



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Zoonotic disease

Covid 19 is a zoonotic disease. Zoonosis is any disease which can be transmitted from animals to humans. Several dogs and cats (domestic cats and a tiger) in contact with infected humans have tested positive for COVID-19. In experimental conditions, both cats and ferrets were able to transmit infection to other animals of the same species, but there is no evidence that these animals can transmit the disease to human and play a role in spreading COVID-19. COVID-19 is mainly spread through droplets produced when an infected person coughs, sneezes, or speaks.

Steps to reduce the spread of these types of diseases include:

- Cleaning routines
- Using personal protective equipment (PPE) and clothing e.g. gloves, disposable aprons and face mask.
- Washing hands thoroughly with soapy water, using hand sanitisers between handling pets
- Pregnant women and people with weakened immune systems should take precautions when handling animals and animal waste products.

Keeping up to date

Covid 19 – medical and scientific understanding is ever evolving. It is important to keep up to date. We will monitor and amend these policies and procedures as required based on information provided by frequently visiting the following sites:-

- <https://www.gov.uk/coronavirus>
- https://www.hse.gov.uk/news/coronavirus.htm?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=coronavirus&utm_term=covid-landing&utm_content=home-page-popular
- http://www.cfsg.org.uk/coronavirus/_layouts/15/start.aspx#/SiteAssets/Forms/AllItems.aspx?RootFolder=%2fcoronavirus%2fSiteAssets%2fSitePages%2fHome&FolderCTID=0x0120003A1C7D63FC84AF468ABB596BD7F2BB86
- We will consider each individual situation on its merits.
- We will regularly review our Risk Assessment and update as required.

Health checking of pets (and their owners)

The safety and well-being of you, your dog(s), our own dogs, staff and family members are vitally important to us. The following are examples as to how we endeavour to minimise any risks and are comprehensively covered in our approach:

Advance information to Clients

- Providing a clear statement of our policy, processes and criteria for accepting pets into our care – provided to potential customers, and as a reminder for our existing customers.
- We require 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.



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Pre-screening pet's households

- Require every customer to be provide a Heath Declaration Form prior to any pet care service.
- 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 currently?
- Has your pet been sick or unwell within the last 48 hours?
- Are your pet's veterinary vaccinations, flea and parasite treatments up to date?

Checks on arrival

- Physical health check your pet on arrival at the premises
- Check vaccination certificates are in place.

Visitors and staff

- Control of visitors and customers on-site by restricting access. For example, until we have a globally available vaccination for Covid 19, we regret pet owners will only be allowed to view videos or live feeds. of inside areas and can only use the external designated drop off / pick up areas.
- Meet & Greets to be conducted outdoors adhering to 2m social distancing measures.
- No pet owner's leads, harnesses, equipment or bedding can be permitted during the Covid 19 pandemic.

Cleaning and disinfection

Storage of cleaning material and equipment is stored in a designated area

- Regular and specified cleaning of kitchen area, animal accommodation, food and water dishes/bottles
- Choice of safe and effective detergents and disinfectants
- Use appropriate PPE when dealing with soiled bedding, towels etc
- Wash and disinfect linen: washing by machine with warm water (60-90°C) and laundry detergent (ideally using Defra recommended products) is recommended for cleaning and disinfection of linens.
- We use a broad-spectrum product suitable for use with animals. These are designed to kill bacteria, viruses and fungi and most are approved by the Department for the Environment, Food and Rural Affairs (DEFRA).



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Waste Disposal

- Refuse storage and collection is placed in sealed bags or bins, that are not accessible by dogs.
- Arrangements will be made with the Waste Collection Authority or waste management contractor authorised for the purposes of the duty of care, for removal of other wastes from the establishment under the Environmental, or as mandated by the local authority.
- Foul waste-water must be disposed of by discharge to the approved drainage system. Measures must be taken to minimise the risks from rodents, insects and other pests within the establishment.

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)
- We will consider each individual situation and how to safeguard the person we are assisting.
- We will agree the pet care process in advance including the time of arrival and collection and duration of pet care service (eg home board/day care).
- Please text us on 07866 601592 10 minutes before drop off or collection so we can have your pet ready for you.
- We will ask you to pop your dogs food and anything essential into our outdoor box just inside our entrance. All medications must come with full written instructions. This will enable us to handle these items in a safe and controlled manner once we have settled and wiped down your dog.
- We will provide free running exercise sessions in our secure paddock to ensure dogs boarding here do not come into contact with other dogs/ people.
- We will wash our hands for 20 seconds using soap and water before leaving our home and on return, and before and after every interaction.
- When it is not possible to wash our hands, we will use our own alcohol based hand sanitiser.
- Where disposable gloves are required we will dispose of them after use using a double bagged 'poo bag', securely tied and disposed of after 72 hours
- Whenever disposable gloves are not available, kitchen gloves will be worn, washed in boiling hot soapy water and pet safe disinfectant after every service and left to air dry between service rotations.
- We will wipe your pet with a disposable pet safe wipe or clean, soapy damp cloth on arrival and on completion of our service, immediately prior to your pet's return.
- We will wipe down your pet before placing it in our transport if necessary (which will have already been cleaned and disinfected)
- Should we collect or deliver your pet we will avoid any contact with the occupants of the pet's home - maintaining at least 2m distance at all times.
- We will use our own lead. We will bag and then wash the lead with soap and water once the dog has been returned.

Disclaimer: This policy may not take into account all relevant local laws, guidelines and Government laws and is not a legal document. We will not assume any legal liability that may arise from the use of this policy and procedures.

