



FURRY LITTLE RASCALS

“COVID-19 SECURE” PROCEDURES (13.05.2020)

(this guidance is subject to change depending on Government advice)

Dear All,

We have today been provided with the following guidance from NarpsUK (National Association of Pet Sitters & Dog Walkers) in relation to safe practice during the Covid-19 pandemic. These guidelines are based on official guidance from the Canine and Feline Sector Group, which has been written with DEFRA and updated in the light of revised Government advice (11.5.20)

Whilst there are no confirmed instances of transmission of Coronavirus (COVID-19) from pets to people, the virus could be passed from person to person via a surface such as the dog's fur, collar and lead.

We will therefore be taking extra precautions to minimise the risk of transmission both between individual client households and between clients and ourselves.

As we're sure you will appreciate, contact with an infected or self-isolating household carries a higher risk, so we must all take steps to protect ourselves and the households of shielding or vulnerable people.

It is inevitable that the status of a household can change, **so it's really important that you notify us if you or another family member is suffering from Coronavirus symptoms**. This will allow us to carry out a risk assessment and act accordingly. Similarly, we will notify you immediately if we are feeling unwell and try and arrange cover where possible.

If you, or anyone you know, is **vulnerable**, having to shield themselves and therefore struggling with their dog's daily exercise, please get in touch and your dog can join us on a walk. If you are a **key worker** needing assistance due to long shifts, we're here to help and will offer you priority bookings.

We appreciate that in these times of uncertainty, many of you are facing unprecedented challenges and we'd like to help where we can. Unfortunately, we cannot currently provide our pet sitting service, but are able to offer safe dog walking and pet feeding services.

We hope you find the attached information helpful but should you have any questions or concerns, please don't hesitate to get in touch with Sarah on 07870 698210.

Stay safe. Stay well.

With best wishes from
Furry Little Rascals



KEEPING YOU AND YOUR PET SAFE

In addition to frequent handwashing/sanitising, we will be carrying out the following measures:

- Dogs will be wiped down with a pet safe disposable damp cloth on collection and before entering our vehicle. After the walk, your dog will be wiped down again, before entering your home. All cloths will be disposed of properly afterwards.
- Social distancing rules will be observed during the handover. If you are at home, this means a 2m distance between each individual. If at all possible, and if it is safe to do so, any handovers should take place outside or in a hallway where a safe distance can be maintained.
- Please ensure your dog has their collar or harness on before we arrive. We will be using our own leads to further minimise the risk of transmission. All leads and any equipment will be disinfected appropriately after use to avoid cross-contamination.
- We will be wearing protective gloves to prevent transmission by contact and if you are at home when we call to collect your dog, or return them after a walk, we will wear face masks to protect against possible transmission to yourself.
- Social distancing rules will be observed whilst we are out on our walks and we will be following current Government and local council guidelines by keeping your dog on a lead in busy areas, or if preferred by yourself, throughout the walk.
- Payment by cash should be avoided where possible. We are looking into being able to accept payment by card machine, but in the meantime may we ask that you make payment by bank transfer.
- We are permitted to provide group walks (up to 4 dogs), but only for dogs from households that are not infected by Coronavirus or self-isolating due to suspected infection.
- We recommend solo walks for all households with members who are shielding and are happy to carry out solo walks for other customers at their request.
- We will always give priority to dogs from households of key workers, or shielded and vulnerable people who are unable to make alternative safe arrangements for their dog.
- We will take care to ensure that dogs from "clear" households or those with members who are shielding do not come into contact with dogs from households with Coronavirus or suspected Coronavirus infection (i.e. self-isolating).
- Dogs from Coronavirus infected or self-isolating households may be walked, but where possible after dogs from all other households and from home.
- Any equipment, including our vehicle, will be cleaned/disinfected as necessary between dogs.

Thank you for your understanding and support at this difficult time x

