

K9 Creche Covid-19 Customer Procedures

The K9 Creche will reopen on 1st June 2020. Any customers or staff with symptoms of Covid-19, or living in the same household as anyone showing symptoms, must NOT attend the K9 Creche for at least 14 days.

Anyone who may drop off or collect your dog MUST be made aware of these procedures.

Anyone failing to comply will no longer be able to attend the K9 Creche.

Following all of the guidance laid out by Defra and the CFSG the K9 Creche has carried out a covid-19 potential transmission risk assessment at the premises which must be read alongside the new operating procedures set out below which comply with CFSG guidelines:

Customer Handover for Drop off:

- Upon arrival you MUST REMAIN IN YOUR VEHICLE until the person in front of you has safely dropped off their dog and got back into their own vehicle
- Please use the automatic hand sanitising dispenser at the gate BEFORE touching the gate latch and entering
- Once inside the gate, close it behind you
- If you need to attract staff attention ring the brass bell on the wall to the left and wait behind the white line
- Remove collar, harness, lead and let your dog run to us at the cabin.
- Do NOT pass the white line marked on the ground
- If your dog is unsure of running to the cabin please exit the gate taking care to not let your dog follow. Once you are a safe distance from the gate a member of staff will approach your dog
- We will put a K9 Creche collar on your dog for the duration of the day
- We will spray your dog with Leucillin on arrival
- We recommend you take all collars, leads and harnesses with you. If someone different is collecting your dog we recommend you have duplicate equipment rather than leaving it at the creche gate for the day

Customer Handover for Collection:

- Upon arrival all customers MUST REMAIN IN THEIR VEHICLE until the person in front of them has safely collected their dog and got back in their own vehicle
- Please use the automatic hand sanitising dispenser at the gate BEFORE touching the gate latch and entering
- Once inside the gate, close it behind you.
- If you need to attract staff attention ring the brass bell on the wall to the left and wait behind the white line
- We will spray dogs again with leucillin and remove our collar
- Dogs will be left to run to you at the gate where you will then put on your collar, lead, harness inside the closed gate. Please do NOT pass the white line

NB Any dog that does not run directly to staff will be tied at the halfway point whilst the owner retreats two metres and the staff move forward to attach the business collar & lead and take the dog. Once the staff have moved back the owner then retrieves their lead. The reverse procedure is used to return the dog. Please see CFSG handover protocol;

<http://www.cfsg.org.uk/coronavirus/SiteAssets/SitePages/Home/Pet%20Business%20Handover%20Protocol%20May%202020.pdf>

PLEASE BE PATIENT WHILST OTHERS ARE DROPPING OFF AND COLLECTING. ALLOW MORE TIME IN CASE OF HAVING A SHORT WAIT.

Feeding your dog whilst at the creche:

In order to minimise the contact with dog lunch boxes on a daily basis we request that where possible dogs are fed at home.

Those that require a lunch whilst in our care must provide a month's worth of food in one go. It must be clearly labelled with name, quantity and a measuring cup included for dry food. Laura will be solely responsible for washing down the monthly supply of food on arrival, as well as having sole responsibility for daily feeding.

For those fed on raw food we would suggest looking at products already put together as a balanced feed which can be easily stored by us. If you wish to provide home-made raw food then we will require it in wipeable tupperware, portioned into individual feeds with at least a 2 week supply (but ideally 4 week) provided at any one time. We have fridge and freezer space so Laura will defrost 24 hours in advance. We are used to dealing with raw diets for dogs that stay in our boarding facility for upto 3 weeks.