

DEVELOPING DOGS

CORONAVIRUS POLICY OCT 2020



KEEP KEY
WORKERS SAFE
PAWSOME
HAND WASH



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A WORD FROM SIAN AND THE TEAM AT DEVELOPING DOGS

Firstly, let me take this opportunity to say a huge thank you to everyone that has supported us and continues to support us during this period. If it were not for your support of our online classes, the kind words and emails we've received, and seeing so many of you and your dogs during our online chats then the tone of this letter could be very different. We have seen many small businesses close over the last few months, and there will be more to come, and we are truly grateful for all your support and kind words from day one.

As lockdown eased, and more of you were able to go back to work, we adapted and amended our online classes, started to re-introduce 1:1 lessons in person, and to offer some outdoor classes. We intend to maintain this mix of online, solo lessons, and group classes for the foreseeable future. There will inevitably be periods where we move to majority / totally online again, and periods where we can offer more face to face classes. At all times, safety is our number one priority.

If this is your first lesson with us, thank you for choosing and trusting us during these difficult times. We are passionate about providing the best education and activities for your dog; we hope it shows.

The details of how things will work in practice are outlined in this document; by joining us for training you agree to abide by the precautions we have introduced for all our safety.

Thank you, take care, stay safe.

Sian



CHANGES TO THE TRAINING CENTRE SINCE MARCH

1. A new Sanitation Station at the entrance including alcohol gel, wipes, access to sink, hot water, soap and paper towels if preferred.
2. Rearrangement of the training centre equipment and environment to allow for better flow in and out of the centre.
3. New learning stations, giving each class participant a dedicated space of over 10sqm (107sqft). This is more than the guidance given to gyms to allow for their safe use by clients and much larger than standard industry guidance for dog training. All within a well-ventilated training centre of over 200sqm.
4. Continued online training platform to allow for self-isolation / training at home as necessary.
5. Increased outdoor sessions with social distancing in place.



OUR COVID-19 PLAN

GENERAL - APPLIES TO ALL SESSIONS (INDOORS, OUTDOORS, 1:1)

ANY CLIENTS FEELING UNWELL, DISPLAYING SYMPTOMS, AWAITING THE RESULTS OF A COVID-19 TEST, OR ASKED TO SELF ISOLATE FOR ANY REASON ARE REQUESTED TO STAY AT HOME

We are displaying a QR code for the Test and Trace App and request that you use it when arriving at the centre. As a business we are obligated to provide your details to Test and Trace if asked.

Social distancing will be in place and you are asked TO ADHERE TO THESE RULES.

You are asked to park considerately and leave at least 2m between cars in the car park.

If waiting for your class, or while going back to your car at the end of the class, remember to maintain 2m distance from anyone else.

We will continue with our small classes, as we have done from the day we opened, with no more than 6 participants in a standard class. Only 1 person per household can attend a session - you are welcome to alternate who comes each week.

All participants will be given a learning station for the class - whether indoors or outdoors - and you are asked to remain in your station unless expressly asked to move by the instructor.



We have a No Touch policy in place, meaning we will not be able to interact with your dog as we may have done in the past, no stroking, handling etc. Nor will we allow interactions between you and other people's dogs, or between dogs from different households.

INDOOR SESSIONS

Our cleaning regime remains largely unchanged - we have always done an anti-viral and anti-bacterial deep clean of the training centre weekly since we opened and washed all equipment used by puppies / dogs between clients. We will wipe down learning stations and chairs between classes, using anti-viral cloths and spray.

We will monitor and guide entrance and exit from classes; please follow our guidance as to where to stand, walk, and which station to use in class.

Please wear a face mask (if you are able - if not please let us know in advance of the class so we don't embarrass you by asking you to put one on) until you are seated in your learning station. You may remove your mask once seated but will need to replace it if you leave your station for any reason.

There is an additional hand sanitation station at the entrance to the training centre and you will be asked to sanitise or wash your hands upon arrival, and as you leave.

We will be increasing ventilation by keeping air flowing through the space by opening doors and using ceiling fans to help circulate fresh



air. We will not be heating the space as we would normally so you will need to dress appropriately for the colder weather.

Please bring your own treats (more than you think you will need), your own dog bed, water bowl, toys and chews to minimise the risk of cross infection by borrowing equipment from us.

We will wear a mask while teaching indoors.

OUTDOOR SESSIONS

We will maintain social distancing during outdoor sessions.

Please sanitise your hands on arrival at the centre, and again as you leave.

You will have a learning station for the class as appropriate to the lesson topic.

Please do not touch any outdoor equipment unless asked to do so by the instructor.

If the weather changes and the session must be completed indoors, the rules for indoor sessions will apply.



MANAGING A CASE OF COVID-19

If we are made aware that there has been an occurrence of COVID-19 at Developing Dogs or that a client has been in contact with someone else who has tested positive then we will work through the following steps:

1. Suspend in person training classes immediately.
2. Conduct a deep clean.
3. Communicate with all clients who have visited Developing Dogs in the last 14 days and request to follow current government guidance on self-isolation.
4. Call all clients who were in the same session as the client who has reported positive.
5. Request that all instructors who came into contact with the client have a COVID19 test.
6. Reopen for in person classes once instructors have been tested negative and the deep clean has been conducted.

By following our policy on maintaining social distance, staying within your learning station, and wearing a face mask you minimise any chance of needing to self isolate or take a Covid-19 test should a person in your class test positive.



IMPACT OF CHANGES

We believe we are all in this together, and we would request you air any concerns that you may have.

We want to make everyone at Developing Dogs feel safe and have the best possible training experience. With the simple changes we have put in place and with a real community effort we can maintain the centre as a safe environment.

We will continuously reassess our current procedures and make relevant changes we feel are needed.

If at any point you feel uncomfortable with what we have in place or you feel that you have a solution to any problems then please contact us via email:

info@developingdogs.co.uk

Let's keep the community safe and have some fun with our dogs as we do so.

