



June 22, 2020

## RE: Coronavirus and your Pets – Update #3

Hi Dog Wash Café Friends,

As we continue to monitor the Coronavirus (COVID-19) situation and based on recent updates by the Centers for Disease Control ([www.cdc.com](http://www.cdc.com)) and the American Veterinary Medical Association ([www.avma.org](http://www.avma.org)) we are providing updates about our services during this time in connection to their recommendations.

The AVMA updated their report entitled “SARS-CoV-2 in animals” on June 11, 2020 and the CDC updated their report entitled “COVID-19 and Animals” on June 22, 2020 and saying:

*“Until we know more about how this virus affects animals, CDC encourages pet owners to treat pets as you would other human family members to protect them from possible infection. This means limiting contact between your pets and people outside your household as much as possible and avoiding places where large numbers of people gather.*

*Some areas are allowing groomers and boarding facilities such as dog daycares to open. If you must take your pet to a groomer or boarding facility, follow any protocols put into place at the facility, such as wearing a cloth face covering and maintaining at least 6 feet of space between yourself and others, if possible.*

*Limit pet items brought from home to the groomer or boarding facility and disinfect any objects that are taken into a facility and returned home (such as leashes, bowls, and toys). Use an EPA-registered disinfectant to clean items and rinse thoroughly with clean water afterwards. Do not wipe or bathe your pet with chemical disinfectants, alcohol, hydrogen peroxide, or any other products not approved for animal use.*

*Do not put face coverings on pets, and do not take a sick pet to a groomer or boarding facility. Signs of sickness in animals may include Fever, Coughing, Difficulty breathing or shortness of breath, Lethargy, Sneezing, Nasal/ocular discharge, Vomiting or Diarrhea.*

*If you think your pet is sick, call your veterinarian. Some veterinarians may offer telemedicine consultations or other plans for seeing sick pets. Your veterinarian can evaluate your pet and determine the next steps for your pet’s treatment and care.*

The source reports can be found here:

- <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/animals.html>
- <https://www.avma.org/resources-tools/animal-health-and-welfare/covid-19/sars-cov-2-animals-including-pets>

For the safety of our clients, their pets, and our team members, Dog Wash Café reaffirms our commitment of following official pandemic guidelines as follows:

- Services require scheduled appointments. We are no longer accepting walk-ins.
- Self-Wash areas at the Windward location are open Saturdays Only.
- We follow the 6 ft distancing guidelines for our lobby areas. Please help us by waiting outside if you see more than 2 people in our lobby.

- Our Front desk staff wear masks, and while not required, we encourage everyone to wear a mask while in the lobby.
- Please remove your dog's leash and collar after we slip on our kennel leads. Take the leash and collar home with you.
- We will notify you by text or call when your pets are ready for pick up. Please pick up quickly after notice.
- Payments can be made both in person inside our salons or by phone.
- If you have a dry cough, fever, or any symptoms of COVID, please stay home and reschedule your appointment if it lands within 14 days of symptoms.

Our number one objective is to do what the Federal Government, the CDC, state, county and local governments suggest in order to minimize virus exposure. In all cases, we trust that our customers are doing their part to minimize their exposure outside of our facilities as well. Working together we can contribute to stopping the spread of the virus.

Every day, as part of our regular operations, our grooming salons are cleaned and sanitized. Our bathing tubs and drying tables, crates and grooming tables are sanitized daily. We clean up biologicals (pee and poop) immediately as they happen with Veterinary cleaning products that kill germs. We vacuum dog hair, dust and dander every few minutes. At end of day, we again sanitize all of our equipment, floors, and walls. We also change our HVAC filters regularly to ensure your dogs and our team members are breathing clean, healthy air.

We use the best and highest quality veterinary sanitizing products that are specifically formulated for Animal Facilities and Veterinary Medical establishments and approved by the EPA to kill coronaviruses and over 50 infectious agents.

We have earned our "Safety Approved Grooming Salon" certification for each of our Grooming Salons from the International Professional Groomers Association (<https://www.ipgicmg.com>). Grooming facilities with the IPG certification have undergone a rigorous application process to have salons approved. All of our staff are IPG Safety Certified and you can trust your pet with any Grooming Salon that has the "Safety Approved Grooming Salon" IPG certification.

Additionally, we check with our team members at the start of every shift to ensure that anyone who is not feeling well for any reason whatsoever stays home. Our team is ready, willing and able to continue providing your pets with exceptional grooming and bathing services. Thank you for your continued trust in Dog Wash Café. We will continue to do our part to ensure that your pets are safe and healthy while in our care.

Sincerely yours,

**Joseph and Veronica Coalla**

Dog Wash Cafe

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