

## **HARBOURVIEW CANINE COVID-19 POLICY & PROCEDURE**

### **POLICY**

This policy includes the measures being taken to mitigate the spread of COVID-19 transmission. We kindly ask that you follow these rules to help sustain a healthy and safe environment.

### **Personal Safety for Staff and Clients**

All staff and clients wear face masks during drop-off and pick-up. Hand sanitizer is available at the entrance of the fenced pen for use before entry.

If you are feeling unwell and are experiencing any cold symptoms, such as cough/sneezing/fever, we ask that you remain at home. If you have travelled outside of Canada please self-isolate and do not bring your dog to our facility for 14 days.

### **PROCEDURE**

Remain in the parking area at the front of the property during drop-off and pick-up. To maintain safe social distancing of 2 meters, please follow these steps:

#### **DROP-OFF**

1. Alert your arrival via text or phone call to Jeff at 778-677-3269 or Michelle at 250-889-7257.
2. If there are no other clients in the fenced pen found in the parking area, proceed in with your dog on leash.
3. Enter the pen and close the gate behind you. When staff approach to collect your dog, tether their leash onto the cable tie via the carabiners. Remain there with your dog.
4. Exit the pen when a staff member arrives so they may enter to retrieve your dog.
5. If bringing food with your dog, please leave the wipeable, plastic container on the table provided.

#### **PICK-UP**

1. Alert your arrival via text or phone call to Jeff at 778-677-3269 or Michelle at 250-889-7257.
2. Stay in your car or 2 meters away from the fenced pen while your dog is being walked up from our facility.
3. Your dog will be brought into the fenced pen, attached to the cable and any dog food containers (will have been wiped down) will be placed on the table.
4. You may enter the pen to retrieve your dog after staff have exited.

Only one client at a time is permitted in the dog pen during exchange. Please wait in your car until the pen is next available.

This policy will be in effect until further notice. Thank you for your patience and cooperation!