

WagnBone Adventures



COVID-19



Returning to work responsibly

From the 1st June 2020, we will begin a phased return to work. Our main priority will be to keep our customers, pooches, employees and their families safe, whilst doing our very best to meet your needs and ensure that your pooches still have a much fun as possible.

The following slides will show COVID-19 specific documents:-

- ✓ Risk assessment
- ✓ Household health declaration form
- ✓ Policies and Procedures
- ✓ FAQ's
- ✓ Hints and tips
- ✓ Certificates

We hope that this is useful and helps to put your minds at ease!



WagnBone Adventures Risk Assessment (COVID-19)

	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?	Done
<p>Spread of Covid-19 Coronavirus</p>	<ul style="list-style-type: none"> • Pets in our care • Customers & their families • Employee's & their families • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions • Other dog walkers • Anyone else who physically comes in contact with us and dogs in our care in relation to our business 	<p>Hand Washing</p> <ul style="list-style-type: none"> • Stringent hand sanitising, taking place. • Drying of hands with disposable paper towels. • Staff encouraged to protect the skin by applying emollient cream regularly • https://www.nhs.uk/conditions/emollients/ • Gel sanitisers to be carried in vehicles and on the employee's person. • Hands will be sanitised before and after each visit. 	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in the crook of their arm or tissues – Follow Catch it, Bin it, <u>Kill</u> it and to avoid touching face, eyes, nose or mouth with unclean hands.</p> <p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme. Using emollients (E45) on dry skin.</p> <p>https://www.hse.gov.uk/skin/professional/health-surveillance.htm</p> <p>To help reduce the spread of coronavirus (COVID-19) remind everyone of the public health advice - https://www.gov.uk/coronavirus</p>	<p>Business owner/employees</p>	<p>1st June and ongoing</p>	



COVID-19 health declaration form

To prevent the spread of Covid 19 and to reduce the risk of exposure and infection to humans and pets, we are conducting a simple screening questionnaire and health declaration form with our customers.

Your participation is important to help us take all the precautionary measures we can to protect you and everyone else involved by providing our services. Thank you for your time.

Your Declaration

Customer name:	Name of pet:
Service resume date:	Contact number:

1.	Are you self-isolating because you or a member of your household has been diagnosed with, or is displaying symptoms of Covid 19 in the past 14 days? (Continuous cough Temperature Tiredness) Yes <input type="checkbox"/> No <input type="checkbox"/>
2.	Have you or has any member of your household any reason to suspect they may have been in contact with someone suffering from Covid 19 symptoms, within the past 14 days? Yes <input type="checkbox"/> No <input type="checkbox"/>
3.	Have you been to any Covid 19 affected countries in the past 14 days? Yes <input type="checkbox"/> No <input type="checkbox"/>

4.	Are you classed as a 'shielded' or 'vulnerable' person? Yes <input type="checkbox"/> No <input type="checkbox"/>
5.	Are you or is a member of your household classed as an 'essential' worker? Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	Has your pet appeared 'sick', unwell or behaved unusually within the last 48 hours? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>(Please note, we regret, but we cannot accept a pet that has been sick within the last 48 hours)</i>
7.	Are your pet's veterinary vaccinations, flea and parasite treatments up to date? (we reserve the right to ask for copies) Yes <input type="checkbox"/> No <input type="checkbox"/>

I have read and understood my responsibilities as laid out in your Pet Care Covid 19 Policy and Procedures. I have answered the questions above, truthfully. I have taken note of the common areas of risk and will do everything in my power to minimise them.

Signature.....

Date.....

Please email this Pet Care Covid 19 Health Declaration Form or a photo of it, completed and signed by you to wagnboneadventures@gmail.co.uk. This should be received by us prior to us resuming service Thank you.



1. Purpose

The purpose of this policy is to ensure that good health and welfare protocols are adhered to in order to prevent and control the spread of COVID-19.

2. Scope

This policy applies to all employees working under a contract of employment on a substantive or fixed-term appointment, with WagnBone Adventures.

3. Policy

3.1 Health checks for existing customers and their pets.

The safety and well-being of you, your pet(s), our own pet(s), staff and family members are vitally important to us. The following are examples of how we endeavour to minimise any risks:

- Providing a clear statement of our policy, processes and criteria for accepting pets into our care, for both existing and new customers.
- We require that every customer has read this important note, acknowledges it as such and consents to help us both play our parts in adopting a safe environment for us all.

3.2 Pre-screening of pets and their households

- Is your pet showing signs (including changes in the pet's behaviour) or symptoms currently?
- Has your pet been sick or unwell within the last 48 hours?
- Are your pet's veterinary vaccinations, flea and parasite treatments up to date?
- Require every customer to be provide a Heath Declaration Form prior to any pet care service.
- Are you or is anyone in your household currently sick or unwell?
- Are you self-isolating because you or a member of your household, has been diagnosed with, or is displaying symptoms of Covid 19, or, might have been exposed to someone with Covid 19?
- Are you classed as a 'vulnerable' person?
- Are you or is a member of your household classed as an 'essential' worker?

3.3 Cleaning and disinfectant

- Regular and specified cleaning of vehicles, equipment
- Choice of safe and effective detergents and disinfectants
- When dealing with soiled bedding, towels
 - Wear appropriate personal protective equipment before touching any linen
 - Never carry linen against your body.
 - Wash and disinfect linen: washing by machine with warm water (60-90°C) and laundry detergent (ideally using Defra recommended products) is recommended for cleaning and disinfection of linens.

3.4 Social distancing, hygiene & handover protocols

- Continuation of trade should comply with social distancing precautions and hand washing guidance that have been set out as part of the coronavirus guidance.' (Defra)
- We will consider each individual situation and how to safeguard the person we are assisting.
- We will avoid contact, with the occupants of the pet's home - maintaining at least 2 m distance, at all times.
- We will agree the pet care process in advance including the time and duration of pet care service (eg walk/day care).
- We will maintain our social distance while walking, keeping to quiet areas to mitigate the risk of other people or pets, coming into contact with dogs in our care.
- We will sanitise our hands before and after every collection/drop
- We will wipe your pet with a disposable pet safe wipe or clean, soapy damp cloth before the pet care service commences, before placing your pet in our transport (which will have already been cleaned and disinfected), and on completion of our service, prior to your pet's return.
- We will use a different lead (one of our own) to the owner's. We will wipe down each lead with an anti-bac wipe following each walk and wash, disinfect and dry at the end of each day.

3.5 When walking a dog from a 'vulnerable person' or shielded household

- We will avoid, any contact with the occupants of the pet's home - maintaining at least 2 m distance, at all times.
- We will keep the dog on a lead to avoid them, coming into contact with anyone or other pets.
- We will wipe the dog with a disposable pet-safe wipe or clean, soapy damp cloth before returning to reduce the risk of transmitting the virus to the owner.

3.6 When walking a dog from a household where people have, or are suspected of having coronavirus

- We will consider each individual situation on its merits.
- Avoid contact, with the occupants of the home - maintaining at least 2 m distance, at all times.
- We will not enter the home

FAQ's- COVID-19

Q. Will you need to enter my property?

- A. If you are not at home, or are unable to safely handover your dog, in the garden, we will need to enter the property. We will collect your dog without coming into contact with you, or members of your household. We will wear gloves and a face mask and refrain from touching surfaces and objects, as far as reasonably possible.

Q. How will you ensure that social distancing measures are adhered to?

- A. Most of our collections and drop off's will be at a time when your property is empty, where this is not the case, we will follow the steps, displayed below.
- ✓ Have a pre-agreed pick up and drop off time
 - ✓ Advise you if the agreed time will need to change, for any reason
 - ✓ Where appropriate and safe to do so, we will ask that your dog is ready and secured in the garden, for us to collect.
 - ✓ On our return and where appropriate, we will notify you that we are back, by knocking or ringing the doorbell, we will wait for you to respond (at a safe distance) and then leave, so you may return your dog to the home.
 - ✓ Where we have to enter the property whilst you are at home, we politely ask that your dog is left in a room where we can easily access, without the need for us to come into contact, we will wear facemasks, and refrain from touching any objects or surfaces.

Q. What additional health and safety precautions will you put in place?

- A. Please see our measures below.
- ✓ We will wear face masks where appropriate
 - ✓ We will sanitise our hands before and after each visit.
 - ✓ We will disinfect areas of our vehicle and all of our equipment on a daily basis.
 - ✓ We will not be using balls, toys or equipment that may allow for unnecessary contamination.
 - ✓ We will wipe your dog down with pet safe wipes or a soapy water solution on collection and drop off.
 - ✓ We will use our own leads and each dog will have an individual towel, which will be washed, daily.
 - ✓ We will be asking all returning customers to complete a Covid-19 health declaration.
 - ✓ We will walk any dogs from households, displaying symptoms or self isolating, separately and following any other walks.

Q. Can my dog catch and/or transmit Coronavirus?

- A. The British Veterinary Association advice states that there is currently no evidence of COVID-19 circulating in pets in the UK and nothing to suggest that pets might transmit the disease to humans. However, pets could act as a carrier of the virus, on their fur, or via their belongings for short periods in the same way that other surfaces can allow cross contamination.

Q. Will my dog be walked at the usual time?

- A. We will where possible keep walk times the same, however in the interest of keeping everyone safe, we may need to temporarily adjust these times. we will of course discuss and agree this with you, in advance.

Q. Can my dog walk with his pack pals?

- A. Yes, dogs from different households may be walked together, as long as dogs from infected or self-isolating households, are not mixed with those, from non-infected households.

Q. What adjustments do you require me to make, to ensure that everything runs smoothly?

- A. We would politely asks that where safe to do so, your dog is ready to collect from either your garden, or a space where we will not come into contact with you or members of your household. In addition we ask that you bare with us, should walk times vary, this will only be a temporary measure.

Hints and tips for pet owners



If you or anyone in your household, has been diagnosed or is presenting symptoms of COVID-19, it is advised that contact with your pet is limited. i.e. not sharing your bed, prevent licking of your face, or sharing food.



Avoid stroking other people's pets and where possible keep your dog on a lead in places where there are other dogs and people.



A safe and effective way of cleaning toys and bowls, and other hard objects is to first wash in warm soapy water and then rinse thoroughly. Place in the sink with a water and white vinegar mixture and soak for 10 minutes. Rinse and dry.



A **small** amount of hand sanitiser (used on your hands), should not cause your dog any problems, should they lick your hands. However where possible this should be avoided.



There remains no evidence that pets are implicated in the transmission of Coronavirus to people, but there is some risk of the virus being carried on pets and their belongings



PROFESSIONAL PET CARE

COVID-19

Safer Pet-Care Training & Certification

This certificate is presented to

Kelly Tinkler



May 22, 2020

CPD Hours: 5
CPD Ref: DBSC19PC1

DogBusinessSchool.co.uk



PROFESSIONAL DOG WALKER

COVID-19

Safer Pet-Care Training & Certification

This certificate is presented to

Kelly Tinkler



May 22, 2020