

Pet Pawdicure Mobile Visit Requirements During COVID-19

Mobile Visit Requirements – Reopening June 15th

We are starting to reach out to reschedule Mobile visits and will be starting with our older customers first as they have been staying home the longest and we want to continue to keep them safe. We are currently providing Mobile visits for existing customers only.

- **Adults 60 years and older with underlying medical conditions** that are at increased risk for serious COVID-19 are encouraged to have a family member or friend participate in their place for the appointment.
- **Reserve an Appointment:** Mobile visits are scheduled by Pet Pawdicure via the online Appointment Form, email or text. Please follow steps here to make an appointment: <http://petpawdicure.com/index.php/appointments/>
- **Your Pet's Information:** Please fill out the online appointment form (<http://petpawdicure.com/index.php/appointments/#form>) for your visit which includes information to help your pet have a successful nail trim and provides a space for you to share any new information we need to know about your pet or your visit.
- **COVID-19 Liability Waiver:** For your protection and ours, especially as Kirkland was an epicenter at the onset of COVID-19, this form is for consent and acknowledgement of receiving services during the COVID-19 pandemic. An electronically signed liability waiver (<http://petpawdicure.com/index.php/covid-19-waiver/>) is required to be filled out online prior to your visit and receiving service; you will receive an email copy of your submission. Paper copies will be available for those without electronic access. Customers who refuse to sign a waiver will be denied service.
- **The Day of Your Appointment and Prior to Your Visit:** If you are sick, please email us at pet.pawdicure@gmail.com to schedule a new appointment at least 21 days out and **notify us via phone call voicemail at least 2 hours prior to your appointment at 425-588-8580** or you will be charged for your appointment.
- **Cancellation Policy:** Our cancellation policy continues to be 2 business days (48-hours) notice prior to your appointment or the cancellation fee will apply. The only exception is strictly for anyone who develops symptoms of COVID-19. **Please screen yourself for COVID-19 symptoms immediately prior to your appointment (day of) using the COVID Checklist (below).** If you are unwell, please email us at pet.pawdicure@gmail.com to schedule a new appointment at least 21 days out and **notify us via phone call voicemail at least 2 hours prior to your appointment at 425-588-8580** or you will be charged for your appointment.
- **Employee Health:** We are also screening for COVID-19 symptoms before each shift and will close if we are symptomatic.

Your Appointment Each of these steps helps us work safely and quickly to limit interaction.

- **Face Masks Required:** All customers are required to wear a face mask at all times for Mobile visits.
- **Social Distancing:** Observe social distancing of 6+ feet at all times.
- **Staff PPE and Hygiene:** We are wearing scrubs, face masks, gloves when needed, and face shields when a customer must be close to their pet during a trim. We are washing our hands often and using hand sanitizer.
- **Disinfecting:** Special care is being taken for intensive disinfecting between customers and at the end of day.
- **Start on Time:** Please be on time and prepared for your appointment at your home.
- **Pets Ready to Go:** Please have your pet ready for their nail trim. A harness is recommended for your pet's safety.
- **Location of Nail Trim:** Nail trims need to be performed outside on a clean, flat, solid surface such as a sidewalk, driveway, deck or front porch or under a carport at an apartment complex. A garage with an open door for air flow will also work and would also be used in cold (under 65 degrees) or inclement weather.

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- **Running Late:** Being late for your appointment may forfeit your appointment. You may be charged the cancellation fee. *During this time of COVID-19, we need all your appointment time to both perform the service and to properly sanitize after. There is no extra time for catch up if you are running late.*
- **Hand Hygiene:** We have hand sanitizer for you to apply before, during, and after your visit.
- **Ventilation:** We are working outside in the open air for Mobile visits. This will be on your deck/patio/sidewalk/in your open garage/carport. We prefer to not enter your home. In some instances, such as with cats, we will work just inside your front door in the entryway (or in a well-ventilated area with windows open) and turned away from you to avoid directly facing you. We ask that you do the same and extremely limit talking. It is also advised to leave the room or stay 6+ feet away during the nail trim.
- **For Pets Requiring Owner Presence:** *Note: This is very infrequent.* *If it is necessary for you to help participate in your pet's nail trim, we will ask you the COVID-19 Symptoms Checklist (below) prior to your pet receiving services.* **If you answer yes to any of the questions, we will be unable to perform the service and payment would still be required due to not self-screening and notifying Pet Pawdicure prior to the appointment and possibly exposing our employee.**
If no, you will be instructed to bring your pet to the grooming area outside your home or in your garage. We will wear a face shield in addition to a mask and work turned away from you to avoid directly facing you. We ask that you do the same and extremely limit talking so we may focus on prompt work. It is also advised and appreciated to stay 6+ feet away during the nail trim. Most pets do not require their owner's presence.
- **One Customer, One Dog:** Only one customer per appointment and one dog at a time. Please exclude guests, other family members, children, or pets from the area. **All other animal species may have more than one pet inside a pet carrier or additional pet carriers at one time—(in whichever manner they normally travel).**
- **Limit Spreading Airborne Particles:** Please keep all conversation to a minimum and focused on the task at hand.
- **Payment:** Payment device is sanitized between customers and only your card will touch the device. We accept credit cards and Cash (needs to be exact amount). *Checks are accepted from senior citizens only.* **Digital receipt:** if you have provided your contact information and signed up for this option via Square.
- **End of Appointment:** Once your appointment is complete, please with social distance, promptly retrieve your pet and then allow Pet Pawdicure to clean up and disinfect.

COVID-19 Checklist

We will be asking you to confirm you are healthy and do not have or any household members have or have had COVID-19 symptoms. COVID-19 Testing: If a customer, or anyone in their household, has recently had a COVID-19 test, the customer may not visit any Pet Pawdicure location until test results are known and are negative.

1. Do you have any COVID-19 positive members in your household or close contacts?
2. Have you had close contact with someone waiting for test results for COVID-19?
3. Have you had, tested positive for, or are awaiting test results for COVID-19?
4. In the last two weeks, have you worked or volunteered in a healthcare facility, or as a first responder?
5. Are you feeling ill? Have you been in contact with someone who is ill?
6. Have you had domestic or foreign air travel within the last 30 days?
7. Have you visited any "hot spots" in the past 30 days?
8. Do you have any of the following symptoms of COVID-19?:
 - a. Cough, shortness of breath, mild or moderate difficulty breathing
 - b. Fever over 100 degrees or feeling feverish (chills, sweating)
 - c. Sore throat, have a cold, sneezing, congestion or runny nose
 - d. Feeling under the weather, fatigue; muscle or body aches
 - e. Vomiting or diarrhea
 - f. New loss of taste or smell