

COVID-19 Prevention Measures

Pet Pawdicure at Denny's Pet World

Denny's Pet World Requirements: Please read all pages and guidelines—they are required, thank you!

COVID-19 Checklist Directions: Please self-screen prior to your appointment using the provided COVID-19 checklist and reschedule your appointment at least 21 days out if you respond YES to any question.

COVID-19 CHECKLIST:

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 14 days?
7. Have you visited any "hot spots" in the past 14 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

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Nail trim services at Denny's Pet World: We are adhering to the recommended Public Health – Seattle & King County Coronavirus Department guidelines:

1. We are conducting visits by appointment only.
2. Adults 60 years and older and individuals with underlying medical conditions that are at increased risk for serious COVID-19 are encouraged to reschedule their appointment for a later date or have a family member or friend bring their pet to the appointment. You may reschedule at anytime online by using your phone number to login to your scheduled appointment.
3. Please arrive 5-7 minutes early for your appointment to allow for parking and wait in your car or outside with social distancing then head inside the store just prior to your appointment.
4. Please be prompt and courteous of others by being on time for your appointment. For your health safety and ours, please limit conversation so that we may work quickly and complete the nail trim within 10 minutes or less. After your appointment, we need the remaining minutes to clean and sanitize.
5. We are screening for coronavirus symptoms each day and we will let you know if we are not well. Our business will close for 14 days if we are symptomatic. We ask our customers to also screen themselves and reschedule their appointment until 14 days after they are well if: they are coughing, sneezing, have a cold, feeling under the weather, have any symptoms of COVID-19, have been in contact with someone who is ill, or have had foreign or domestic air travel in the last 14 days. You may schedule a new appointment at anytime online by using your phone number to login.
6. We are performing proper hand sanitizing. We are providing hand sanitizer for your use during the appointment.
7. We are ensuring a clean environment—disinfecting high touch points and surfaces between customer appointments. The payment processing device is sanitized before each use. You may choose to swipe/tap your card or use Google/Apple Pay, or pay with cash.
8. **Your Appointment** Each of these steps helps us work safely and quickly to limit interaction. **Please stay nearby to be available to retrieve your pet after its nail trim, thank you.**
 - **Face Masks Required:** Please remember your face mask when you visit. All customers are required to wear a face mask at all times when visiting Pet Pawdicure.
 - **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 needed. 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.
 - **Arrive Early:** Please arrive 5-7 minutes early for your appointment and allow extra time for parking.
 - **Read Communication Board:** Review the information on the communication board to ensure you are prepared for your appointment and to note any recent updates
 - **Late arrivals:** Arriving late for your appointment forfeits your appointment. You will be charged the cancellation fee—no exceptions. If we are able to assist you during the remaining few minutes of your appointment, we will trim as much as we can, however, your appointment ends promptly and full payment is due for all services reserved. During this time of COVID-19, we need all of your appointment time to both

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perform the service and to properly sanitize before and after. There is no extra time for catch up if you are late.

- **For Pets Requiring Owner Presence: Note:** *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 will still be required due to not self-screening and notifying Pet Pawdicure prior to the appointment cancellation period of 2 days = 48 hours prior to the appointment. If NO, you will be invited to bring your pet to the grooming area. During COVID-19, we ask that talking is extremely limited 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.

- **Hygiene:** We have hand sanitizer for you to apply before, during, and after your visit. Due to it being uncertain if COVID-19 can spread to animals, a water bowl will not be provided for your pet. Please bring water if needed.

- **One Customer, One Dog:** Only one customer per appointment and one dog at a time unless Pet Pawdicure has previously worked with you and more than one dog at a time. **Please do not bring guests, other family members, children or pets.** For cats, bunnies, and all small animals, please leave your pet(s) in its carrier and leave the carrier in the designated area. Staff will retrieve your pet carrier.

- **Limit Spreading Airborne Particles:** Please keep all conversation to a minimum—focus on the task at hand.

- **Touchless Payment:** Socially distant payment processing via Apple Pay, Google Pay, or NFC chip credit cards; or if by Cash (**needs to be exact amount**) can be placed in container. **Digital receipt:** if you provided your contact information and signed up via Square.

- **End of Appointment:** Please retrieve your pet from the designated area. Remember there is hand sanitizer available for you to use after handling leashes or pet carriers. Please exit the nail trim area and be on your way so the next customer can arrive early, thank you!

9. We thank you for your patience and understanding during this time as we all navigate these circumstances. Take care and be well.

Kind regards,

Pet Pawdicure