

Pet Pawdicure Finn Hill Location Requirements During COVID-19

Finn Hill Requirements – Reopening June 16th

We are increasing the time between appointments to do additional sanitizing and disinfecting and to allow the air to clear between customers.

- **Adults 60 years and older 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 using your phone number to login to your appointment.
- **Reserve an Appointment:** We are not taking walk-ins. You may reserve your appointment for Finn Hill online at <http://petpawdicure.com/index.php/appointments/>. We are limiting to 3 appointments per hour. All appointments start on the hour, at 20 after the hour and at 40 after the hour. When you make an appointment, the options are for at on the hour, 15 after the hour and 45 after the hour. Your appointment will be shifted manually by 5 minutes to 20 after and 40 after the hour, respectively due to appointment software limitations.
- **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 or have COVID-like symptoms, please schedule a new appointment at least 21 days out and notify us via email at pet.pawdicure@gmail.com at least **2 hours prior to your appointment** 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 customers who develop 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 reschedule your appointment for at least 21 days out and notify us via email at pet.pawdicure@gmail.com at least **2 hours prior to your appointment** or you will be charged for your appointment.
- **Employee Health:** We are screening for COVID-19 symptoms each day 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:** Please remember your face mask when you visit. All customers are required to wear a face mask at all times when visiting Finn Hill. We will have some for sale if you forget yours.
- **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.
- **Arrive Early:** Please arrive 3-5 minutes early for your appointment and park in the designated parking area at the street.
- **Read Communication Board:** Review the information on the communication board at the street. Some customers may be able to read this from their vehicle.
- **Late arrivals:** Arriving late for your appointment forfeits your appointment. You will be charged the cancellation fee—no exceptions. *During this time of COVID-19, we need all of your appointment time to both perform the service and to properly sanitize before and after. There is no extra time for catch up if you are late.*

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- **Curbside:** Most pets will be picked up curbside after you securely attach them to the tether or place their carrier in the specified location. You will then pay for services and return to and remain in your vehicle. A harness is recommended for your pet's safety. Hand sanitizer is available.
- **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 exposing our employee.**

If no, you will be instructed to bring your pet to the grooming area. 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.

- **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.
- **Ventilation:** Weather-dependent, we are working outside; or with an open garage door for ventilation.
- **One Customer, One Dog:** Only one customer per appointment and 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.
- **Encourage 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. *Checks are accepted from senior citizens only.* **Digital receipt:** if you provided your contact information and signed up via Square.
- **End of Appointment:** Your pet will be returned curbside. 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 return to your vehicle and be on your way so the next customer can arrive early, thank you!

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