

COVID19 Letter to Clients and Health Safety Guidelines

Letter to Clients:

Dear First Name,

I hope this email finds you healthy and well. As we navigate through these unprecedented times, I am trying to evaluate the best options for pet care for both my valued customers and our amazing Pet Nannies.

Last week, animal care was moved to the “essential business” category. As I know, many of you are in the healthcare field, and others are still going out to work, I want to ask for feedback on who would need our pet care services during this time. **If you do need assistance, please reply and let me know what exactly you would require.** If I find there’s a need, I will then reach out to the pet sitters to see who would be comfortable with going back out into the field.

I have listed below our Health Safety Guidelines that will need to be followed to make this possible.

COVID-19 Health Safety Guidelines for Pet Sitters:

- Pet Sitter is to sanitize hands before entering our Client’s home.
- Pet Sitter is to wash their hands for 20 seconds immediately after entering the Client’s home.
- Pet Sitter refills the water bowl after washing their hands.
- Pet Sitter wipes the leash with an antibacterial wipe or spray.
- Pet Sitter wipes off any surfaces touched with an antibacterial wipe or spray, including door handles, keypads, and lockboxes.
- Pet Sitter washes their hands when exiting the Client’s home.
- Pet Sitter is to alert the Pet Nanny office if they suspect an illness and are uncomfortable returning to the Client’s home.

COVID-19 Health Safety Guidelines for Clients:

- The Client is asked to wipe down any surfaces like door handles and faucet handles, with antibacterial cleaner or wipes.

- The Client is asked to have soap, paper towels, and running water immediately available.
- If the Client is home when the Pet Sitter arrives for their visit, there are two options:
 - Option 1: Client washes their hands, prepares their dog for their walk, and then does a handoff at the door with their Pet Sitter.
 - Option 2: Client goes to another part of the house while their Pet Sitter follows the procedure stated above.
- If the Client becomes sick on a day of a scheduled visit, they are to notify the Pet Nanny office as soon as possible so that we can cancel the scheduled visit.

For those who do not need us during this challenging period, I'm sending you many well wishes. My mantra these days is, "this too shall pass." It seems to help when I start feeling down.

All my best and big hugs to,