

Guidelines for sitters and customers at drop off during Covid 19

During the current stay alert Covid situation we are asking sitters and customers to follow sensible guidelines when dropping off & collecting dogs.

Advice Gov.co.uk, SPCA suggests that whilst COVID-19 is not zoonotic i.e. it cannot be transmitted from human to animal or vice versa it is still wise follow sensible guidelines to reduce risk of spread. Where an animal may have been touched by someone with the virus then there is the potential it can be spread should someone else come in to contact with that animal, in the same way as touching any infected surface. We ask that you are mindful of hygiene practices at all times and especially when handling animals. It seems unlikely that things will transfer from the dog, however we deem precautions are best taken.

Follow usual government guidelines

- Keep socially distant
- Try and stay outdoors to communicate & keep time to a minimum
- Wash your hands
- Do not interact if you have symptoms or have been in contact with someone who does, or who has tested positive in the last 2 weeks.

What this means when using Top Dog Sitters

- Food and other items should be placed in a bag(s) which can be left with the sitter on a drop and collect basis to allow for limited contact and time spent at hand over. It also means these can be left to stand for a period in between at either end of the stay. Ideally wear disposable gloves at hand over & when preparing items.
- If you are paying by cash – please place this in an envelope so it can be left by the sitter before being handled. No coins please. If you are concerned we can find alternate methods of payments and will assist with a workaround.
- It is preferable to have non ceramic feed bowls which are easier to clean.
- Any 'soft items' such as bedding, toys or towels should be clean (ideally with antibacterial) and limited in number.
- Please keep your social distance and drop and go or collect and go. Any instructions or discussions should be conducted whilst your dog is still safe in the car and should be done outside wherever possible. You may also have these discussions when you arrange a drop off time over the phone to further reduce the time spent interacting. If you need to step inside, please maintain your distance and do not linger. Ideally find a safe place to let the dog off the lead and leave the lead if needs be so that you don't have physical or close contact. Each sitter will have their own best way to ensure this as each environment is slightly different. Whilst we understand the desire to 'settle' your dog they are usually very adaptable and do settle quickly.
- We recommend wiping down leads with an antiseptic wipe or washing where possible. This is the most used point of contact. If you have a suitable spare lead or harness, then use that too.

- When dogs are being walked, they should be kept under control (as normal) and avoid them running up to people for fuss – people are wary.
- If you do find you have symptoms, this should be communicated through the usual channels so that action can be taken accordingly. If any sitter were to become ill Top Dog sitters will collect the dog and make safe and caring alternate arrangements (as they would under normal circumstances). We will also assist with communications.