

Coronavirus (COVID-19) Infection Prevention & Control Policy

For

Paw Vida Holistic Therapies

June 2020

All of us have been affected by the Coronavirus (COVID-19) pandemic. As the owner of Paw Vida Holistic Therapies, I am committed to ensuring our service is as safe as possible moving forward.

I have missed being able to offer your dog/s their treatments, and I'm looking forward to seeing them all and yourselves again as soon as it is safe to do so. My priority is to keep your dogs, you and I, and both of our families as safe as possible, and prior to re-opening the business, I have implemented a number of changes which I would like to make you aware of.

During the time of enforced closure, I have completed a number of infection control courses and webinars specifically aimed at the control of Coronavirus. These include:

- Putting on and removing PPE for contact and droplet precautions for COVID-19 – accredited by the WHO.
- Standard Precautions – Hand Hygiene – accredited by the WHO.
- Infection Control and Biosecurity during COVID-19 – webinar provided by RCVS Knowledge.
- Gateway Workshops COVID-19 Certification – Year 2020.
- Coronavirus (COVID-19) Infection Prevention and Control - accredited by the Guild of Professional Beauty Therapists Ltd.
- Barbicide Certification for COVID-19 in a Professional Beauty/Spa.
- Barbicide Certification in Sanitation and Disinfection practices.

Booking Appointments

If I feel ill or have symptoms of COVID-19, I will self-isolate immediately and get tested. I will cancel all upcoming appointments until I have received the test result. If the test is positive, I will follow the self-isolation guidelines and utilise NHS Test and Trace to contact all close contacts. This may mean that I have to cancel your dog's appointment at short notice. I appreciate that this may be inconvenient and disappointing for you, but it is done entirely for your own safety. If your dog's appointment is cancelled, you will be able to re-book again once I have completed the required isolation period.

If you, any of the people you live with, or a person you have recently been in contact with outside of your household starts to feel ill or display any symptoms of COVID-19, you must contact me to cancel your appointment as soon as possible.

The most commonly reported symptoms associated with COVID-19 include:

- High temperature
- New, continuous cough
- Loss of or change to your sense of smell or taste
- Shortness of breath
- Fatigue
- Muscle aches and pains
- Headache

- Sore throat

I have amended our booking terms and conditions and you will not be charged for any appointments which you need to cancel at last minute due to COVID-19 related illness or circumstance.

New Clients

Unfortunately I will not be taking on new clients at this time. Dogs that are unfamiliar with myself and the process of canine massage most commonly require reassurance from their owners on the initial few treatment sessions. This means it is unlikely that the social distancing rules could be adhered to. New clients are also required to have a full consultation which increases exposure time and face-to-face contact. This will be reviewed regularly as we move through the pandemic and the risk of transmission reduces.

Prior to your Dog's Treatment

Prior to your dog's treatment, you will be required to complete a COVID-19 specific health questionnaire. This will be sent to you electronically one day prior to each and every appointment. Please answer honestly and to the best of your knowledge. Should any of your answers indicate a risk of any COVID-19 infection/symptoms, we will need to reschedule your dog's appointment until we know it's safe to proceed.

Home visits

One of the biggest risks of working on a mobile basis is the risk of cross contamination and transmission of the virus through the movement of both myself and my equipment from one household to the next. In order to minimise these risks, I will be implementing the following measures:

Limited Appointments Per Day

The number of households visited each day will initially be limited to a maximum of three. This is to try and keep the potential transmission rate lower should an owner or myself fall ill with COVID-19. If I fall ill myself or am contacted through the NHS Test and Trace service as a close contact to someone else who has tested positive, I will immediately get tested and utilise the NHS Test and Trace system myself to contact any close contacts should I test positive. If I have visited your property in the previous 14 days, it is likely you will be contacted through the NHS Test and Trace system (if we couldn't adhere to the 2m social distancing guidelines throughout the appointment) and advised to self-isolate until you have been tested.

Appointment Location

As risk of transmission is significantly lower outside, ideally all appointments will take place in a secure outside space, such as your garden. If the weather is poor, working under an outdoor shelter, such as a canopy, gazebo or tent or within an outbuilding would be the next recommended option. However, if the previous options are not possible, we can work in a well ventilated room inside your house away from all other members of your household.

PPE

Please don't be surprised or upset that I choose to wear Personal Protective Equipment (PPE) throughout the duration of my visit. This is for your safety.

I will be wearing clean clothing to each household. Specifically, I will be wearing an outer layer of medical scrubs which will be removed upon leaving your property and before getting back into my car. This is to reduce the risk of contamination of my car and thus transfer on to the next household. These will be put into a sealed laundry bag inside a plastic bag ready to be laundered appropriately

upon my arrival home. A clean laundry bag will be used at each household, so as to avoid reopening any previously sealed laundry bags.

I will be wearing a clean mask/face covering to each household, providing your dog /s are happy for me to do so. This will be removed upon leaving the property and placed in the sealed laundry bag along with the scrubs ready to be laundered. If you are able, I would highly recommend trying to desensitise your dog to people wearing masks prior to our first appointment.

Although I will be asking owners to adhere to the 2m social distancing rules, if this isn't possible, you will be asked to follow the 1m+ rule by wearing a face covering and avoiding face-to-face positioning with myself. Obviously, if you would prefer, I will not be offended if you choose to wear a face covering for the entirety of the appointment. Please note that you will need to provide your own face covering.

Equipment

In order to reduce the amount of equipment being taken into and out of each household and thus the risk of cross contamination, I will not be bringing the massage couch or vet bed with me. All dogs will be treated at floor level on a waterproof PU leather gym mat which I have purchased. This can be easily cleaned before and after every appointment.

I will bring minimal personal items with me and these will also be cleaned before and after every appointment.

Social Distancing

On my arrival at your home, for your safety and to maintain the 2m social distancing rule as much as possible, please direct me to the designated treatment area, ensuring all doors/gates are open on the way to ensure I don't need to touch any handles or common contact surfaces. I also respectfully request that any other members of your household should remain outside of the selected treatment area to maintain social distancing and avoid any direct interaction with myself.

Throughout the appointment, you will be asked to follow social distancing guidelines as much as possible. I respectfully request this to be a minimum of 2m, however in the event that this is not possible, please adhere to the 1m+ rule by wearing a face covering (if your dog is happy for you to do so) and by avoiding face-to-face positioning with myself.

Your Dog

Please remove all collars, leads, harnesses, coats etc prior to my arrival to avoid any cross-contamination of these articles.

If you and your dog are happy for me to do so, in order to reduce the risk of transmission of viral droplets via your dog's fur coat, I will spray your dog with Leucillin antiviral spray, which is completely safe for dogs and has been proven effective against COVID-19. If you choose not to have this done, I would highly recommend that you shower or bath your dog with shampoo immediately after the treatment.

Cleaning and Hygiene Protocols

I understand the importance of hand hygiene and will ensure that my hands and forearms are cleaned in accordance with NHS and hand hygiene guidelines before and after your dog's treatment. I respectfully ask that you ensure your hands are also washed with soap and hot water prior to my arrival.

All tools and equipment will be cleaned with Leucillin anti-viral spray and a clean cloth before and after every treatment.

I will avoid as much as possible the touching of any surfaces within your property/household. In the event that I do touch any surface, I will clean these areas with the anti-viral spray and a clean cloth.

I will avoid the use of your bathroom facilities to avoid the risk of cross-contamination of any additional areas of your home. I will use antibacterial hand gels and anti-viral sprays to clean my own hands and forearms whilst at your home and will use soap and hot water as frequently as possible in between households.

My car forms part of my working environment and as such all frequently touched surfaces including door handles and internal surfaces will be cleaned regularly throughout the day.

Although I very much appreciate your kindness, I will not be able to accept any offers of food or drink whilst at your home to avoid cross-contamination through glasses and crockery etc. I will have my own reusable and washable water bottle with me.

Treatments

I will try to make your dog's treatment as safe and comfortable as possible. If you have any concerns please do let me know, and I will try my best to help relieve you of these.

Payment

In order to avoid handling cash, I would prefer if you could pay for your treatment by bank transfer in advance or at the time of your treatment. If you are unable to pay by this method, please ensure you have the exact amount of cash or a cheque ready as I will not be carrying a float with me to avoid the risk of cross-contamination through the transfer of money from one owner to the next.

All of these procedures have been implemented to ensure the service is as safe as possible for your dog, you and I, and both of our families. I will continue to take advice from the Government, the NHS and my Professional Bodies regarding safe practice and will amend protocols and procedures as necessary.

A full risk assessment has been undertaken and is regularly reviewed and this can be downloaded from our website www.pawvidatherapies.co.uk.

Thank you for your understanding.

Lindsay Cope
Owner and Therapist - Paw Vida Holistic Therapies
23/06/20