July 18, 2020

Alaska K9 Aquatic Covid-19

Public Facing Business

Orientation Customer Guidelines

The Municipality of Anchorage published their guidelines for businesses meeting our description to open. We want to operate in the safest way we can to assure the health of our clients, our team members and the public at large. The regulations we referenced to formulate our business practices under can be found at their website <https://www.muni.org/covid-19> . We are considered a Non-Critical Public Facing Business.

This meant for us to open we have had to make substantial changes to how we operate until new guidelines are put in to place. Some of the changes are mandated, and a few are for making the business work for you the client, and us. We recognize it will be uncomfortable and inconvenient in some regards for you and for us. We appreciate your patience, and hopefully we’ll all arrive at the other end of this epidemic well!

For our Orientation swimmers it means:

* We are reopened for orientations (dogs that have not been here before). We will maintain 28 minute appointment times with 2 minutes in between appointments for disinfecting touchpoints.
* We are changing our hours for the summer to Wednesday 1pm-8pm, Thursday 12pm-7pm, Friday 11am-6pm, Saturday & Sunday 9am-4pm.
* **We ask that you do not come if: 1) you or a household member is exhibiting any cold or flu-like symptoms 2) you or a household member has traveled in the last 14 days or 3) if you or a household member has been in contact with someone known to have covid-19 within the last 14 days.**
* Human swimming clients will need to wear a **fitted** mask to enter the building and keep it on for the duration of their appointment. If you do not have a mask, we can provide one. Call us before you come in.
* If your dog is not used to seeing you in a mask, you should get them used to it before your appointment as we will all have masks on, as well as yourselves. At home use anything to wrap around your lower face while giving your dog treats multiple times or days before your appt.
* Please wait in your car for your appointment and we will wave you in.
* You will need to get to your appointment a minimum of 10 minutes early.
* We will need our Registration Form & Pool Rules Form (available on our website [www.alaskak9aquatics.com](http://www.alaskak9aquatics.com)) and your dog’s current shot record. If possible, please download these at home, email them back (martina@alaskak9aquatics.com), or take pictures of them with your smart phone and text to 907-227-7671 before your appointment. If this is not possible you will have to come early to fill them out. If you don’t have your shot record, you can have your vet office fax it to us at 907-677-7949.
* Swimming will be by appointment only, NO walk-in appointments.
* Please coming and going give all non-household members 6’ of space.
* Please bring the minimum numbers of handlers per dog – no more than 2 per dog.
* Please leave all the toys/life jackets/toy grabbers you use during your swim in a chair for disinfecting before the next swimmer.
* If you need to use the restroom during your swim, and there are people within 6’ of the bathroom door, please let them know you need to pass so they can give you room.
* Swimming clients are limited to 28 minutes in the grooming area after their swim.
* There will be no common water bowls for the dogs. If your dog commonly needs a drink please bring something for your own use.
* Maximum capacity for the facility is: 10

To learn what we are doing to keep YOU and US safe see page 2

Staff Procedures to Keep our Clients and Team Members Safe – Page 2

Swimming Pool Attendants

* Not coming in if we: 1) or a household member is exhibiting any cold or flu-like symptoms 2) or a household member has traveled in the last 14 days or 3) or a household member has been in contact with someone known to have covid-19 within the last 14 days
* Wear our fitted masks while at work
* Wash or sanitize our hands often
* Leaving 2 minutes between appointments for disinfecting between client procedures
* Mopping daily with a Veterinarian quality disinfectant
* Maintaining our distance from you. Letting you know if we need to pass
* Requiring and, if necessary, providing fitted masks for all our clients
* Cleaning all touch points (door knobs in and out, handrails, dog toys between clients, shower nozzles, blow dryer handles, bathroom touchpoints) between clients

Groomer

* Not coming in if I: 1) or a household member is exhibiting any cold or flu-like symptoms 2) or a household member has traveled in the last 14 days or 3) or a household member has been in contact with someone known to have covid-19 within the last 14 days
* Wear a fitted mask
* Ask my clients to call me when they arrive to come get their dog, and again deliver to their vehicle for pickup
* Wash or sanitize my hands often
* Disinfecting touchpoints between clients
* Using disposable or sanitizing water bowls in between clients to eliminate common water bowls
* Asking new clients to provide pictures of any necessary shot records over text message
* Encouraging payments to be made over the phone by cc if possible.