

In order to do our part in keeping everyone safe and healthy, we are diligently following recommended policies and procedures. During this extraordinary time:

- **If you're using our taxi service**, we will ring your doorbell. Please meet us outside of your home.
- **If you are arriving at our facility for check-in and check-out**, please remain in your car. We will come out to you. If we do not come out within a few minutes, please honk your horn or meet us at the front door gate. You can also give us a call or text to let us know you are on the way. We will not be able to allow anyone into the building until further notice.
- We will do our best to maintain the recommended 6 foot distance and ask that you remove your dog's leash and collar off either in your car, or once secured within our gate. We will be ready with our own in house leads to safely escort them inside.
- We will accept your dog, their food (if they are on a special diet), and medications, but no other items. While we normally encourage pet owners to provide items from home, at this time, we will not accept leashes, toys, blankets, or crates. In addition to their comfortable Kuranda bed, we will provide your dog with required items.
- We strongly encourage you to enter a credit card online through the client portal for easier payment processing. Once entered, you won't need to do anything else, we can take it from there! You will receive your receipt via email upon pick up.
- While we typically encourage tours, at this time, facility tours are unavailable.

If you are isolating or quarantined because you believe you have been exposed to or have COVID-19, we not accept your dog. Please also quarantine your pet, and do not send them for kenneling, daycare, grooming, etc. While pets cannot be infected by and transmit COVID-19, they can act as a **fomite** (objects that carry infection; eg. utensils, pens, money, etc.) where they may carry the virus on their hair and body if you handle or cough on them. While you recover from COVID-19, reduce contact with your pet (no cuddling, or kissing – we know, it's harsh), and when things return to normal and you are cleaning and disinfecting your home and stuff, be sure to give your dog a bath. As a tip, it would be worthwhile to purchase enough medications and pet food to last for three weeks. This way, regardless of changes in quarantine mandates, your pup is all set!

This too shall pass, and we will continue to support the community for as long as possible.

Respectfully,

Gray, Kate, Jordan, Erin & the DT Team