



GOLDEN DAYS PET SERVICES COVID-19 OPERATIONS AND SAFETY PROCEDURES

PURPOSE

The operational procedures outlined in this document are intended to support a safe and clean environment for our clients, their pets, and Golden Days Pet Services employees. As we navigate through this unprecedented time as responsibly as we can, we have implemented several new safety measures based on guidance from health authorities, such as the Centers for Disease Control and Prevention (CDC) and appropriate government agencies. We are committed to the responsible reopening of Golden Days Pet Services.

As we continue to monitor conditions, and with the health of our clients, their pets, and Golden Days Pet Services employees at the forefront of our planning, we are making several operational changes. Golden Days Pet Services has reopened in a way that incorporates enhanced safety measures, including increased cleaning and sanitation procedures, the use of appropriate face coverings by Golden Days employees and our clients, limited-contact with our human clients when providing service, abbreviated or virtual meet and greets, along with documented safety and training procedures.

During this phase, Golden Days Pet Services will have limitations on appointments and we request that clients be punctual for their appointments including check-in and check-out times for boarding and doggy day camp. Given this unprecedented situation, we appreciate everyone's patience and understanding as we navigate through this process as responsibly as we can. Detailed protocols and procedures can be found below and additions to these may be announced later as things change and we receive more information.

BACKGROUND


On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.


As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of our clients, their pets, and our staff.


Key prevention practices include:

- physical distancing to the maximum extent possible,
- use of face coverings by employees and customers/clients,
- frequent hand-washing and regular cleaning and disinfection, training employees on these and other elements of the COVID-19 prevention plan.

 **Risk Assessment:** Golden Days Pet Services has performed a comprehensive risk assessment for all of the services we provide and from that we have established written service-specific operational processes and procedures.


 **Punctuality:** Golden Days Pet Services requires reservations for in-person services, including boarding and doggy day camp check-ins, checkouts, and meet and greets. We stagger these reservations, where feasible, to minimize any interactions between other Golden Days Pet Services clients. Please arrive on time for your scheduled appointments and, if something happens that will cause you to be late, please notify us as soon as possible so that we can make adjustments on our end as needed.


 **Meet and Greets:** Whenever possible Golden Days Pet Services will discuss important pet care details virtually, by text, email, or by phone.


 **Appropriate Face Coverings:** When interactions are necessary those interactions must be short, a protective face covering should be worn, by us and by you, and a six-foot distance throughout any conversation must be

maintained. If you do not have an appropriate face cover the appointment will be canceled and rescheduled for later date and time. We appreciate your co-operation with important safety measures.

Boarding and Doggy Day Camp


-  **Essential Items Only:** We request that you only bring essential items for your dogs stay with us. Essential items include your dogs food & treats, medication, and dog kennel if your dog is crate trained. Please do not bring toys, bedding, food or water bowls, or any other items. Golden Days provides memory foam bedding, elevated pet cots, blankets, toys, food bowls, and water bowls. Please leave these essential items in a bag next to the front dog. We will bring them in after you leave.

-  **Crate-Trained Dogs:** Pet kennels for crate trained dogs should be left, unassembled if possible, next to the front door of Golden Days. After you leave we will bring the kennel inside, clean it with kennel grade disinfectant and assemble it for your dog to enjoy during their stay.




-  **No Contact Hand-Offs:** Dogs arriving or departing for overnight dog boarding and doggy day camp will be transferred to and from their pet parents with slip leads or a leash owned by Golden Days Pet Services. We have implemented a policy of no contact hand-offs.

- ✓ **Checking-in: please call or text us at 949.445.3738** and let us know you have arrived. We will meet you outside in front of Golden Days. We will be out to meet you as soon as possible so we ask that you please be patient. When we come outside we will attach a slip lead or leash to your dog. Once your dog is secured we will step back to provide appropriate social distance and allow you to remove your dog's leash and harness, if applicable. Please do not remove your dog's leash until after we have secured your dog. You will retain your leash and harness and bring them with you when you return to check your dog out.


- ✓ **Checking-out: please call or text us at 949.445.3738** and let us know you have arrived. Once you arrive we will collect your dog and any items you left with your dog at check-in and bring your dog outside. Your dog will be excited to see you and in all likelihood head straight toward you. This is your opportunity to quickly attach your leash to your dog. Once you have secured your dog please remove the leash that we have provided. Please do not remove the leash or slip lead provided by Golden Days until after you have secured your dog with your leash.

-  **Open Communication:** Golden Days Pet Services will maintain open communication with you to periodically ask about any health-related issues if not disclosed by you in advance. If you've had any COVID-19 symptoms, have been sick, or have been exposed to someone who has, your services should be canceled and rescheduled for a later date and time. You will not be assessed a cancellation fee but please notify as soon as possible.

Dog Walking and Pet Sitting

-  Visits where pet owners are home, we have implemented a policy of no-contact hand-offs. The pet owner should make all efforts to allow the dog walker to let themselves in and all essential materials should be left near or as close to the point of entry as possible. If a lead hand-off is necessary, keep the interaction quick and wash your hands after or use proper hand sanitizer.
-  When you are not home, please make sure your pet is easily accessible and gate the pet near the entry area whenever possible.
-  **Sanitation Station:** For our dog walking and pet sitting client we ask that you set up a sanitation station as close to the point of entry to your home as possible. The sanitation station should include: disinfectant wipes to wipe down anything we have touched in your home (door handles, your pet's collar, counters, our shoes etc.), or, if not available, paper towels and disinfectant spray, and hand-sanitizer gel or spray. If you cannot obtain a hand-sanitizer please provide a small bucket/pail of water and hand-soap



 **Exposed or Sick:** For Dog walking and pet sitting services, if any person in your household has been diagnosed with COVID-19 or is sick or exhibiting any symptoms please contact us immediately to cancel and reschedule your service. Of course we will not assess a cancellation fee under these circumstances. We will reschedule service no sooner than 14 days after you have reported to us that you have or could have been exposed to COVID-19 or until you provide documentation from a certified medical professional that is it is safe for us to resume service and/or enter your home, whichever comes first.

I understand this is a great deal of change to absorb, and I thank you for your cooperation and patience during this initial phase. Today's world is different, and it's going to require a shared responsibility, with everyone doing their part.

Thank you for being part of our little pack! We look forward to seeing you soon.

Happy tails,

Michael O'Neil
President
Golden Days Pet Services

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