



Seventh Heaven Pet Care Services

2621 Steeplechase Drive

Reston, VA 20191

Cell/ Text: 571.389.0091/ Office: 571.389.2113

SeventhHeavenPetCare@gmail.com <https://www.seventhheavenpets.care>

COVID-19 EMERGENCY BEST PRACTICES

Goal: To reinforce Social Distancing Practices in order to keep Contractors and Clients safe as we deal with the Pandemic.

Client Best Practices:

- New Clients: As opposed to doing an In-Home initial visit, the Client can meet with the Pet Care Specialist virtually using any of the following tools:
 - A phone call.
 - GoTo Meeting, FaceTime, Skype, or Google Hangouts.
 - Using the Time to Pet App, the Client can leave detailed notes for the Pet Sitter/ Dog Walker.
- In the case of a Dog Walk, either leave the dog free so that it can come to the door to get leashed up, keep the dog in a garage or other room accessible from outside after the Pet Specialist notifies you that they are on the way, or place the crate near to door. Make sure that the collar or harness is already on the dog to minimize contact. The Pet Care Specialist will bring their own leash for your dog and will wipe the leash with an antibacterial wipe before use and after use.
- As a part of Standard Procedure, the Client will receive a report through the Time to Pet App noting the start and end time of the visit and where the Pet Care Specialist went with your pet in the case of a dog walk.
- Please also know that since we are working to make sure that your Pet Care Specialists are healthy when they come to your home for the visit we are making sure that they complete self-health checks prior to leaving their homes. There may be delays if we have to find another Pet Care Specialist to cover the visit. So please be patient. We will do the best job possible of making it to your visit on time.

Pet Care Specialist Best Practices:

- See the CDC Guidelines listed below for identifying symptoms. Please check your temperature and do a self-check using the short checklist below. If you have a fever or other symptoms, call the Main Office and notify your Client that there

may be a service delay, and we will arrange for another Specialist to cover your visit. You know your body best but always know that we have you covered!

Watch for symptoms!!

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases.

These symptoms may appear 2-14 days after exposure (based on the incubation period of MERS-CoV viruses).

- Fever
- Cough
- Shortness of breath

- The Pet Care Specialist will wash or sanitize hands prior to the visit. If the Client is in the home, they may request that the Pet Care Specialist wear a mask when getting the dog ready to leave the house. We have a limited quantity of masks available that you can request until there is enough supply that you can order your own.
- The Pet Care Specialist will use their own wiped down leash to hook the dog up and will wear gloves when hooking up the dog and walking the dog if the Client Requests this or it makes the Pet Care Specialist more comfortable. Remember to ALWAYS remove and discard gloves before entering the home.

TOGETHER WE WILL GET THROUGH THIS TOUGH TIME ALL WE
HAVE TO DO IS TAKE CARE OF ONE ANOTHER!

JENNY STEVENS, OWNER

SEVENTH HEAVEN PET CARE SERVICES