

# CURBSIDE DOG GROOMING AND BOARDING; DOG WALKING GUIDANCE – COVID 19

This guidance applies to dog grooming and boarding operations conducting curbside pick-up and drop-off in accordance with the [Pasadena Health Officer Order](#). Prior to opening, each operator must complete and implement the attached Social Distancing Protocol, provide a copy to each employee, and post in a conspicuous location near the entrance. Designate one individual to be in charge of planning and implementation of all items. Submission of Social Distancing Protocols to a City Department is not required unless explicitly requested.

## SOCIAL DISTANCING AND SANITIZATION

### **Protocols for operating**

- Customers may not enter the business.
- No walk-in customers. Limit all business operations to appointment only.
- Employees and customers shall wear face coverings, and customers without face coverings shall not be served. Only individuals with chronic respiratory conditions, or other medical conditions that make use of a mask hazardous, are exempted from this requirement. Children under age 2 years should not wear a face covering.
- Social distancing shall be observed and enforced by the business operator.
- Complete payment in advance by offering online or phone options. If the transaction must be conducted in person, instruct employees to refrain from touching the face afterward, to accept cash or cards on a tray rather than directly into their hands, to sanitize the payment system and tray, and to wash hands with soap and water after each transaction.
- Instruct customers to wait in the vehicle and to call the store when they arrive. Communicate with customers by phone or text message.

### **Explain the process to customers in advance**

Clearly communicate curbside instructions to customers by posting the process on your website and social media pages. Postpone or cancel the service if any person in the household has been diagnosed with COVID-19 or is exhibiting symptoms. Review the process by phone at the time the appointment is scheduled. Let customers know where staff will meet them and how pick-up process will occur.

### **Close the store to customer access**

Post signage at the entrance indicating that customers are not allowed in the business.

### **Limit staffing and schedule strategically**

Limit onsite staffing to the minimum number of employees necessary to operate. Employees who are able to work remotely should continue to do so. Group employees into teams and schedule them consistently, by team, on the same shifts to reduce potential exposures.

### **Schedule time for frequent handwashing; provide sanitizer**

Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles. Instruct employees to wash hands upon arrival and at departure and allow time for handwashing between customers, at least every 30 minutes. Provide 60% alcohol-based hand sanitizer for employees.

### **Ensure the safety of your facility's water system**

Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. The person conducting this activity must wear appropriate personal protective equipment (PPE) including an N95 respirator. Information regarding this process can be found at <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>.

### **Enforce social distancing**

Provide employees and customers the ability to maintain six feet of personal space. Employ a staff member to ensure the following:

- If customers must stand in line, mark the ground with tape or decals, and place signs to achieve six feet of distancing.
- Stagger customer drop-off and pick-up times to reduce crowding.

### **Require face coverings**

Provide cloth face coverings for employees. Instruct employees to wear one at all times when in close proximity to coworkers or to the public. Refer to the [Face Covering FAQs](#) document for additional information on use and care of the face covering.

### **Disinfect surfaces**

Clean and disinfect grooming tools, walking equipment, and boarding equipment after each use. Frequently clean and disinfect surfaces including counters, pens, touch screens, PIN pads, plastic barriers, employee workstations, light switches, doorknobs, bathroom fixtures, toilets, trashcans, and phones. Use an [Environmental Protection Agency](#) (EPA) registered product that is effective against COVID-19, and follow label instructions for required contact time and ventilation.

### **Require sick employees to stay home**

- Require sick employees to stay home for at least 10 days or until 72 hours after being fever free, whichever is longer. Send employees home if they arrive sick or become sick during the day.
- If an employee has a laboratory-confirmed result of COVID-19, or is diagnosed with COVID-19 by a doctor, and was at work while sick or up to 48 hours before symptomatic, the employer is required to report the case to the Pasadena Public Health Department at 626-744-6089, immediately. The employer is expected to provide or make arrangements for testing all employees that have had a possible exposure.
- Screen employees for symptoms of illness including a fever of 100°F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, repeated shaking with chills, headache, muscle pain, or a new loss of taste or smell.

**Protect vulnerable customers-** Designate certain hours for drop-off and pick-up for vulnerable populations. Post signage for employees and customers on good hygiene and sanitation practices, and share the protective steps you are taking to keep everyone safe.

## SIDEWALK MANAGEMENT, PARKING, AND ASSISTANCE

### Sidewalk management

When possible, instruct customers to park in a designated location and remain in the vehicle until an employee walks out to pick-up the dog. If the store does not have curbside parking, customers may wait at a designated pick-up area outside of the business. Employ a staff member to ensure the following:

- If tape is used to mark the ground, removal should not leave marks or residue on the sidewalk. Painter's tape, gaffer tape, or equivalent is recommended.
- Queue direction should be parallel and abut the building frontage.
- Maintain a minimum of four (4) feet horizontal clear pathway for ADA accessibility in any direction at all times, excluding any vertical street amenities.
- While sidewalk markers and advertising stands do not require a city permit at this time these items remain the sole responsibility of the abutting business/property owner.
- Business/property owners are responsible for the cleanliness and safety of the sidewalk at all times, including maintenance of any temporary markers, stands and furniture.

### Parking and curbside management

- Post clear signage and directions for vehicles so customers know where to go to wait for, and then pick up the order.
- Metered parking spaces will remain converted to a 20-minute parking space to facilitate delivery and pick-up operations for restaurants and non-essential retailers allowed to reopen at this time. Retail locations with existing parking, but no metered spaces, can request a 20-minute parking sign to be installed in front of their location by calling the Citizen Service Center at 626-744-7311.
- The following corridors with retail businesses that do not have parking meters will be expanded to 20 minute parking:
  - Colorado Blvd. from Lake Avenue to Catalina Avenue;
  - Colorado Blvd. from Michigan Avenue to Holliston Avenue (south side only);
  - Colorado Blvd. from Hill Avenue to Allen Avenue
- Individuals with longer term parking needs should park in parking garages and walk to their destination.
- The following City Garages will allow for a 20 minute grace period for free parking (no parking validation required): Paseo Garage, Los Robles Garage, Marengo Garage

### E-Commerce assistance for business

If your business is not currently configured for e-commerce, consider attending a free workshop presented by the Pasadena Small Business Development Center on topics ranging from e-commerce and developing a competitive advantage online to social media and online marketing. To contact the Pasadena Small Business Development Center for assistance with your virtual presence, call (626) 585-3106. To view a schedule of upcoming workshops and for more information, [click here](#).

### Helpful contact information

If you have questions regarding the Curbside Dog Grooming and Boarding Guidance, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.



## PUBLIC HEALTH REOPENING PROTOCOLS

### CURBSIDE DOG GROOMING AND BOARDING; DOG WALKING

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

Person in Charge: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Businesses must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the business.

#### SIGNAGE

- Post signage at each public entrance to inform all customers that they should NOT enter the facility.
- Post signage in a conspicuous location instructing the public to wear a face covering at all times while waiting.
- Post a copy of this Protocol in a conspicuous location that is easily visible to the public.

#### MEASURES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY)

- Require employees who can carry out their work duties from home to continue to work from home. Reconfigure work processes to the extent possible.
- For vulnerable staff (those above age 65, or those with chronic health conditions) assign work that can be done from home whenever possible.
- Instruct all employees to stay home if sick, and follow Pasadena Public Health guidance for self-isolation if applicable.
- Conduct daily symptom checks (fever of 100 F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, repeated shaking with chills, headache, muscle pain, or a new loss of taste or smell) before employees enter the workspace.
- Provide, at no cost, a cloth face covering for all employees that have contact with the public or other employees.
- Instruct employees to wear a clean (washed daily), cloth face covering at all times during the work day. Face coverings are optional when alone in a private office or walled cubicle.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated breakrooms to assure masks are worn consistently and correctly.
- Provide a no-contact method of payment.

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All policies described in this checklist, other than those related to terms of employment, are applied to staff of delivery and any other companies who may be on the premises as third parties.

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Separate employee desks, workstations, and breakroom tables and seats by at least six feet.

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Assign each worker their own tools, equipment, and defined workspace, and minimize or eliminate shared, held items.

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Use slip leads to transfer pets to and from grooming services, and do not handle anything belonging to pets.

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Provide a schedule for breakroom, bathroom, and other common area disinfection:

Breakrooms: \_\_\_\_\_

Bathrooms: \_\_\_\_\_

Other: \_\_\_\_\_

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Disinfectant and related supplies are available to all employees at the following location(s):

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Provide hand sanitizer effective against COVID-19 in employee areas.

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Allow employees time to take frequent breaks to wash their hands.

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Provide hand soap, paper towels, and a hands-free trash receptacle in the restroom. Designate a staff person to check frequently and restock as needed.

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Prop doors open where possible and applicable to reduce touching of door handles.

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Provide copies of this Protocol to all employees.

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**MEASURES TO ENSURE PHYSICAL DISTANCING (CHECK ALL THAT APPLY)**

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Limit the number of employees to the minimum number necessary.

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Limit business to appointment only.

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Stagger customer appointment and pick-up times to reduce crowding.

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Provide designated hours for vulnerable populations.

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Control the flow of customers when entering and exiting the pick-up area to maintain physical distancing.

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Place signs outside the store reminding people to be at least six feet apart, including when in line, and assign a staff person to enforce physical distancing.

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Place tape or other markings at least six feet apart in customer counter and waiting areas.

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Instruct employees to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment or exchange the animal.

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- Stagger breaks to ensure that six feet between employees can be maintained in breakrooms at all times.

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**MEASURES TO INCREASE SANITIZATION (CHECK ALL THAT APPLY)**

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- Evaluate existing cleaning and sanitation protocols to determine what additional measures are needed.
- Disinfect counters, protective barriers, payment portals, PIN pads, pens, and styluses after each use.
- Disinfect high-contact surfaces including doorknobs, light switches, bathroom fixtures, trash cans, railings, and phones after each use.
- Disinfect dog grooming tools such as nail and hair clippers after each use.
- Disinfect dog boarding crates, bowls, toys, blankets, and food containers after each use.

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**OTHER (CHECK ALL THAT APPLY)**

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- Use a contactless process for the drop-off or pick-up.
  - Establish protocols to ensure services are cancelled if any person in the household has been diagnosed with COVID-19 or is exhibiting symptoms. Maintain regular contact with customers to ask about such issues at the time of the appointment and prior to the service.
  - For grooming or boarding operations, if a lead hand-off is necessary, keep the interaction quick and wash hands immediately.
  - For dog walking operations, limit interactions with pet owners. Discuss important pet care details virtually when possible, or use six feet of physical distancing for any in-person interaction.
  - For dog walking operations, if the pet owner is not home at the time of pick-up, the dog should be easily accessible and gated near the entrance if possible. If the pet is dropped-off at the dog walker's home, the exchange should occur in an outdoor area.
  - For dog walking operations, the dog walker should bring and use their own lead and disposable waste bags if possible. Clean and sanitize all materials including leads, food containers, and bowls before and after the walk.
  - Optional- Describe other measures. Attach additional pages if necessary.
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