

Plan of action for your safe return to work following the COVID-19 Pandemic

All services with human contact in the Animal Care, Veterinary, Caring, Nursing and Catering Sectors carry some risks in this viral environment. It is impossible to provide services whilst maintaining social distancing. Licensed and qualified professionals have been trained to reduce these risks significantly through the use of proper infection control standards required by Authority Licensing Rules / Regulatory Bodies.

When services resume, the following plan can be used as a guide to help you and your staff remain safe whilst providing your services. Renewed health and safety measures are of utmost importance and should be adopted and used at all times.

Cleaning & Disinfection:

- Disinfectants for use on surfaces are regulated as biocidal products in the UK under the Biocidal Product Regulations (BPR).
- Disinfectants must be tested and effective! No product will be labelled for COVID-19 yet, but many will have human coronavirus efficacy tests. The info or results can either be found on the label or on product information sheets and websites. A disinfectant that has tested efficacious against human coronavirus can claim it's effective against COVID-19 at this time. Disinfectants must be bactericidal, virucidal and fungicidal.
- Disinfection only works on a clean surface / item, so cleaning before disinfecting is always the first step to take. Methods of cleaning before disinfection are with the use of soap and water, chemical cleaners / sanitisers, such as Bacta-Care, and wipes. Cleaning will prepare the item / surface so that the disinfectant can make full contact and be effective against pathogens
- Contact time is also important to follow thus allowing the disinfectant to work effectively. The contact time refers to how long the surface must remain visibly wet with the disinfectant. This will inactivate and destroy all pathogens.
- Disinfectant for immersion / soaking must be made fresh daily. Replace when it becomes contaminated – do not re-use.
- All implements / tools / equipment being used and re-used must be thoroughly cleaned and disinfected between uses. Correct solution and contact time should be followed.

Hand Hygiene:

- Wash hands with soap and water for 20 seconds before and after each client / customer / patient / dog / animal, before and after eating, smoking and using the toilet

- Provide hand sanitiser in your reception areas, at desks and all stations for staff / clients / customers / patients to use
- Maintain your skin remains hydrated by applying hand lotion regularly to prevent drying, chapping, splitting.

PPE - Personal Protective Equipment:

- Any Personal Protective Equipment (PPE) used is **single use** and must be changed after each client, customer, patient, dog, animal etc, ie gloves especially!
- Masks may be required and changing them would be dependent upon availability. A Face Mask **MUST** be worn in all public enclosed spaces!
- Hands should always be washed before and after AND
- Always wash hands after the removal of gloves

Reception and Retail Areas:

- Discard any old magazines and other non-essential items from waiting areas - these cannot be disinfected, so it's much safer to remove and recycle.
- Clean and disinfect all surfaces such as reception counter, computer, keyboard, phones, door handles, light switches and point of sale equipment
- Clean and disinfect all shelving, glass and display cabinets. Keep items and product containers clean and dust free
- Display signage clearly so you can notify clients of your thoroughness in practicing proper infection control

Toilet Facilities

- Make sure all surfaces are clean and disinfected thoroughly and regularly
- Replace any soft goods (toilet paper, paper towels)
- Consider upgrading to touchless taps and soap dispensers, and paper towel dispensers
- Consider adding touchless, automatic hand sanitizer dispensers
- Place a pedal bin near the door

Work Areas / Work Stations / Treatment Rooms / Store Rooms

- Clean and disinfect all surfaces, equipment, appliances and implements used in your services. As required – soak, immerse, spray and wipe
- properly disinfected items should be stored in designated places which have also been disinfected
- Clean and disinfect chairs, headrests, footrests, table tops, treatment tables, sink areas, feeding areas etc
- Once open, consider barrier methods where possible ie on chairs, couches, tables. Use disposable paper roll or towels that can be laundered after each patient / client / dog / animal. Place in an appropriate bin after use.
- Clean and disinfect holding areas, carriers, carts, drawers, trays and any containers used for storage, transportation etc

- Quarantine areas must ALWAYS be thorough cleaned and disinfected last of all! Wear clean aprons, gloves and shoe covers upon entering and discard when finished and exiting. Do not share or re-use items from a designated quarantine area. Prevent cross-contamination!
- Ensure that multi-use product containers have adequate single use applicators available
- Ensure that single use (porous items) are new

Feeding / Water Bowls

- Remove soils prior to cleaning
- Scrub and clean by washing or soaking the bowls in usual detergent cleaner
- After cleaning, soak all bowls in a fresh disinfect solution for the required contact time
- Empty water after soaking is complete, rinse and allow to air dry
- Ensure all multi use items / materials are fully cleaned and disinfected as above
- Ensure you have enough equipment / tools / utensils to prevent sharing.
- Ensure that all single use items / materials are new. Always discard after use, never re-use.

Litter Trays / Boxes

- Remove soils and empty contents in a suitable waste bin prior to cleaning
- Scrub and clean by washing or soaking all parts in usual detergent cleaner
- After cleaning, soak all parts in a fresh disinfect solution for the required contact / soak time
- Empty water after soaking is complete, rinse and allow to air dry
- Ensure all shovels / scoops etc have been thoroughly cleaned and disinfected as above
- Ensure you have enough equipment / tools / utensils to prevent sharing.

Laundry

- Any linens, fabrics that had been left in the shop, clinic, or salon (clean or dirty), should be washed and cleaned prior to re-opening
- Always use 60^o C, hot wash on fabrics with your usual detergent. Dry on hot cycle where you can or hang out to dry in the sun
- There should be no moisture or dampness in any fabrics / linens
- Wash all towels and aprons as above. Aprons which cannot be washed in a machine can be cleaned first then soaked in a fresh batch of disinfectant solution for the required time, wipe down and hang to dry.
- Store all cleaned items, fabrics and linens in closed, covered cabinets ready for the next single use.

Waste Bins / Storage Bins

- Remove soils and empty contents prior to cleaning

- Clean up any spillages to prevent fly / rodent attraction
- Scrub and clean by washing or soaking all parts and floor space in usual detergent cleaner
- After cleaning, soak all parts in a fresh disinfect solution for the required contact / soak time
- Empty water after soaking is complete and allow to air dry
- Replenish store bins with fresh contents / produce and make sure bins are closed and sealed shut properly.

Practical changes to consider:

- In the short term, try to stagger appointments to minimise congestion and wait time – remember, social distancing is key
- With adequately spaced appointments, you give yourself the chance to properly clean and disinfect in between customers, clients, patients, dogs, animals
- Now's a good time to have a good appointments system in place. Keeping details of who has used your services is important and will help in case tracking is required, ie should illness occur following treatment / services
- For hand-over of dogs, create a safe, secure area – this could be in your reception area and preferably by appointment only. Owners should take their dog's lead and collar away with them – do not leave. Dogs must be wiped down with a wet disposable cloth on hand-overs. Do not re-use the cloth, dispose directly into a waste bin if disposable or wash bin for soaking and washing before re-use
- Dogs from infected or self-isolating households must be kept in a separate group to those from 'clear' households. Vehicles must be disinfected between each trip – collection and or drop-off. Dogs from infected households should be dealt with last. Grooming facilities must be disinfected between dogs / pets. Mobile groomers should not visit an infected or self-isolating household. All equipment must be disinfected between each home and service
- If you continue to take walk-ins, be careful to how many people are in your waiting area – try to keep numbers low
- Consider how to make your payment terminals / consoles safer - have wipes and sanitiser to hand
- Contactless payments are ideal. If you are using a touch pad, consider asking your customer to read out their card number – this means that only you are touching that device
- The use of cash should be avoided. Try and encourage the use of Apple / Google / online payment methods – they don't require any interaction, are much quicker, easier and safer. If you must use touch pads / screens – then please remember to disinfect after each use

- In the short term, do not re-introduce items into your waiting areas, such as magazines, self-serve coffee, water or treats
- Disinfect reception counters, door handles, phones and writing implements at the start and end of each day. Try to regularly clean and disinfect throughout your working day, this will depend on traffic and usage
- Do not shake hands or come into contact with customers
- Wear a face mask in a public enclosed space
- Should a customer / client / patient show signs of illness – politely decline them until they have recovered and it is safe. People displaying signs of illness should self-isolate, stay at home and get tested. DO NOT VISIT the doctors!
- Your entire premises must be cleaned and disinfected at the end of each day.

These are strange and worrying times. Let's do this right and safely!
The safety of all staff and customers is essential and must be maintained.

Please prepare your business for you and your customers / clients / patients / dogs / pets etc! Together we can do this!

Supplies Check List: -

Vira-Care Broad Spectrum
Disinfectant-Cleaner
750ml Spray Bottle, with correct
dilution of Vira-Care
Vira-Care Disinfectant Wipes
Bacta-Care Detergent Sanitiser
HandiBac Alcohol Hand Sanitiser
BioScrub Antibacterial / Antiseptic
Liquid Hand Soap
Pink Pearl Hand Soap
Luxury Gold Washing up Liquid
Bleach 10
Laundry Powder
Paper Towels / Paper Roll
Black Sacks

ALL surfaces and implements have
and will continue to be thoroughly
cleaned and disinfected.
ALL aprons, capes, towels, linens,
leads etc have and will be laundered
and/or disinfected.
Non-essential items have been
removed.
Contactless methods for scheduling
and payments have been put in
place.
PPE will be provided and used when
necessary or requested.
Staff have and will continue to be re-
trained on essential infection control
and hygiene practices.

