

KEEPING YOUR PET BUSINESS SAFE

Pet Handover Protocol

As many pet businesses return to work, with the gradual easing of emergency restrictions, robust hygiene and social distancing protocols must be adopted when receiving a pet from its owner. There remains no evidence that pets are implicated in the transmission of coronavirus to people, but there is some risk of the virus being carried by pets and their belongings. The risk of human to human transmission remains, however, and social distancing measures throughout the handover process must be adopted to help prevent the spread of the disease.

The measures set out below should be considered by each pet business during every handover, and be used to inform your business's risk assessment with regard to each type of individual and household you encounter during your work.

You should ascertain the health status of each household before agreeing to care for the pet.

When receiving a pet from the owner where the status of the household is healthy

- Agree times or book appointments with clients to ensure that you only deal with one customer at a time
- Wash your hands for 20 seconds using soap and water or use hand sanitiser before going to collect or receive the pet.
- Determine a way to receive the pet in a way which maintains a two metre distance and if possible hand over the pet in an outside secure area. If this is not possible, and handover occurs in the premises, face masks should be worn by both parties at the point of transfer.
- If collecting a pet from a person's home, ask someone from the household to open and close the doors for you.
- Cats should be left in a secure container inside and you should transfer it to your carrier
- Use different equipment to the owner's if possible
- Wipe the pet with a pet safe spray or wipe or wet cloth at the point of collection or drop off. All wipes or cloths should be disposed of immediately after use.
- Limit handling of anything else, such as your phone, during any time of contact.
- Wash your hands for 20 seconds using soap and water or hand sanitiser once you have returned the pet.
- If you are transporting pets, disinfect any surfaces that the pet(s) has come into contact with in your vehicle with a pet-safe disinfectant spray and/or wipe surfaces, before transporting other pets.

When receiving a pet from someone who is shielding or vulnerable

- If taking animals from a household that includes vulnerable or shielding people do not mix them with other animals
- Always deal with animals from the most vulnerable household first
- Avoid any contact with occupants of the home, maintain two metres distance at all times and if possible, avoid entering the home.
- If walking a dog for an owner keep them on a lead in public spaces to avoid other pets and people touching them in case the virus is on their fur.

When receiving a pet from an infected or self-isolating household

- If taking animals from an infected or self-isolating household do not mix them with other animals
- Always deal with animals from infected or self-isolating households after all other animals
- Avoid any contact with occupants of the home, maintain two metres distance at all times and if possible, avoid entering the home.
- If walking a dog for an owner keep them on a lead in public spaces to avoid other pets and people touching them in case the virus is on their fur.