



Infection Control Procedures

1. Entry and handover
2. Treatment areas
3. Equipment and cleaning
4. Payment and exit



Infection Control Procedures

1. Entry and handover

- 1.1 Face coverings to be worn by all visitors
- 1.2 Only one owner to enter with the dog (unless an exception has been previously agreed)
- 1.3 Only the dog being treated to enter the centre
- 1.4 All visitors to use hand gel on entry
- 1.5 All visitors to refrain from touching surfaces as much as possible
- 1.6 Where possible, visitors to check in using the Test and Trace poster by the front door
- 1.7 Lead, collars and harnesses to be removed from the dog in the waiting room
- 1.8 Therapist to wear a face covering during handover
- 1.9 Minimum of two metre space to be maintained as far as possible during handover
- 1.10 Sliding door to treatment areas will be closed following handover
- 1.11 Visitors may wait in the waiting area or return to their car during treatment



Infection Control Procedures

2. Treatment Areas

- 2.1 Owners will not be permitted in the treatment areas, unless strictly required in order for treatment to be undertaken
 - 2.1.1 Where it has been agreed that an owner is required to be in the treatment area, face coverings will be worn by both the owner and the therapist
 - 2.1.2 Where an owner is present in the treatment area, a distance of two metres should be maintained as far as possible. There are taped lines on the floor to indicate these distances
 - 2.1.3 Any visitors in the treatment areas should refrain from touching any surfaces as far as possible

- 2.2 Treatment areas will be cleaned with Safe4 disinfectant after each dog



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3. Equipment

- 3.1 There will only be two chairs in the waiting area, and these will be plastic chairs rather than fabric
 - 3.1.1 These chairs will be sprayed with Safe4 disinfectant between each appointment
- 3.2 Harnesses will be sprayed with Safe4 disinfectant after each use
- 3.3 Towels will be changed for each dog
 - 3.3.1 There are three towels in circulation that are stored in a sealed container and sprayed with Safe4 disinfectant after each use
- 3.4 The underwater treadmill will be cleaned with Safe4 disinfectant between each use
- 3.5 Pool surfaces will be cleaned with Safe4 disinfectant after each use
- 3.6 Floors and ramps will be mopped with Safe4 disinfectant



Infection Control Procedures

4. Payment and exit

- 4.1 Dog will be let in to the waiting area for owners to replace collars and leads
- 4.2 Therapist to wear a face covering during post-treatment handover
- 4.3 Visitors to maintain two metre distance as far as possible during post-treatment handover
- 4.4 Where possible, payment should be made by bank transfer within 24 hours of treatment
- 4.5 If paying by card, contactless payment is preferred
 - 4.5.1 When paying by card, contact with the card reader should be avoided if possible
- 4.6 Doors and handles will be sprayed with Safe4 disinfectant following exit
- 4.7 Therapist to wash hands after each appointment