



JDPC Closing 3/23/2020 - 4/5/2020 (Update 3/27/2020)

A Message from Carol

Hello Everyone,

We know everyone has a lot going on right now, so we'll try to focus on short, more frequent messages. We truly hope that all of you and your dogs are well and continuing to take good care of each other.

We again apologize for the inconvenience associated with the temporary closure of JDPC. We are seeking feedback on what your individual dog care needs are at this time (more below). Our decision to close until at least April 5 was one we made for the safety of all dogs and humans community-wide, and to adhere to the "stay at home to lower the curve" initiative.

This week, Brad and I have been working every day on issues related to the coronavirus, which includes a lot of HR stuff, working on financing and grants, consulting with IBPSA on industry health and safety issues, and staying current with local and state news and guidelines.

- Our Staff—We know that many of you are concerned about the wonderful employees we have at Just Dogs. At this time, we are not laying off employees. Because we feel strongly that a business is only as good as its people—and we want all of them to come back when we re-open!—we are doing our best to take care of the JDPC people.
 - Daycare Package Expiration Dates—These will be extended for everyone, so no one should be worried about a punch card expiring! More details to come later.
 - Refund/Credit for Spring Break—If you cancelled or altered your dog's prepaid Spring Break boarding trip, please see our web site for details if
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you did not receive our previous email. We will be in touch with each customer within the next few weeks with specific details on your credit amount. We also expect to be extending the deadline for use of this credit. More details to come.

How Essential Is Dog Care for You Right Now?—As you may know, there have been many discussions about what are deemed “essential” businesses. With 90 million dogs owned in the US, we clearly understand that dog care businesses are essential—but in the midst of a first-ever global pandemic, many industries have to re-evaluate how essential they are, including ours. Some areas in the US (either local or state governments) have deemed dog daycare, boarding, and grooming as “essential businesses.” At present, there are no guidelines in Iowa that we know of that define whether dog care businesses are viewed as “essential.” However, on Monday, the mayors of Iowa City, Coralville, and North Liberty asked all residents to “limit their trips outside of their homes to essential items like groceries, medicine and health care for two weeks, and to isolate in place as much as possible,” so this direction must be considered as well. If you have urgent dog care needs, would you please respond to this email and let us know? For instance, are you working long hours in health care? We continue to seek information from IBPSA and others in the dog care industry to understand how/when it would be safe for JDPC for customers and staff for us to reopen.

As always, if you have any questions, feel free to give us a call (319-545-7111) or send us an email (archie@justdogsplaycare.com).

With sincere thanks for your loyalty and understanding,
Carol & Brad
