



Just Dogs PlayCare

4100 Westcor Ct.
Coralville, IA 52241

JDPC COVID-19 Operating Protocols For All Customers and Visitors

Just Dogs PlayCare is committed to the safety and security of our customers, their dogs, and our staff members. The following operating policies have been developed as part of efforts to help ensure a safe business environment during this unprecedented COVID-19 pandemic. JDPC will introduce policies and protocols for customers and staff in phases as more becomes known about the disease, its transmission, and recommended safety measures. It is critical for public health and for our business that everyone follow these protocols closely; they will be enforced until further written notice from Just Dogs PlayCare. We appreciate your cooperation!

Phase 1

After an 11-week business closure due to the COVID-19 pandemic, Just Dogs PlayCare reopened in Phase 1 on 6/8/2020.

Temporary Changes to Services and Hours:

- Services Offered: Daycare only M-F, Limited Boarding, Limited Bath & Spa, No Salon, No Obedience. Capacity for all services will be decreased at this time.
- Hours of Operation:
 - **Monday through Friday:** 6:30 AM– 6:00 PM, with designated drop-off/pick-up times:
 - 6:30 AM-9:30 AM
 - 12:00 PM-1:00 PM, and
 - 4:00 PM-6:00 PM -- No Night Check
 - **Saturday and Sunday:** Limited customer hours: 1 hour pick-up time each day from 4:00 PM-5:00 PM.

Enhanced Safety Measures at JDPC:

- Masks are mandatory at all times for all staff when interacting with customers and others inside and outside the JDPC building and when distancing is not possible.
- Employees will sanitize hands before and after interacting with customers and visitors.
- Distance of at least 6 feet should be maintained from other people when possible, including from other customers.
- Touch-free drop-off area for customers to help reduce interactions as well as reduce the number of people in the building. Customer leashes and JDPC leashes will be swapped to avoid touching surfaces. Dogs will be wiped down upon entering (coats, faces, collars/harnesses) with designated dog sanitizing wipes or washcloths with waterless dog shampoo, as will be any belongings.
- JDPC has heightened sanitation requirements per CDC recommendations, including frequent hand washing/sanitizing and disinfection and cleaning of frequently touched surfaces.

Phase 2

It is currently unknown when JDPC will enter Phase 2. All customers and staff will be notified of next steps or changes, which may involve changes in capacity, services, or hours.

Safety Policies for JDPC Customers and Visitors

- **FACE MASK REQUIRED:**
 - Face masks are required for all customers, staff, and visitors, including children over 2 years old.
 - Those who do not have a mask should call JDPC (319-545-7111) and ask us to bring a disposable mask outside.
 - Face masks **MUST** be worn appropriately, completely covering the mouth and nose.
 - If unable to wear a mask, please let us know and we will arrange for curbside service.
- The JDPC lobby will be closed to customers and visitors. Customers are asked to use designated touch-free drop off area only, one person at a time.
- Only one customer will be allowed in our touch-free drop-off area at a time. Sign outside should be turned around by each customer when entering and exiting the building to indicate when lobby is occupied or open.
- Customers waiting to enter the building should wait at least 6 feet from the entrance door. If customers are waiting in line, they should also maintain the same distance from each other.
- Curbside drop off/pick up is available upon request if needed.
- Customers should not personally pick up or drop off their dogs if: (1) they have coronavirus; (2) have been in close contact without proper masking with someone who has coronavirus; or (3) they feel ill, including having a fever or other symptoms listed on the CDC website.
- Employees are required to follow the same illness policies as customers and will have temperatures checked prior to each shift. In the event that illness would cause a staffing shortage, customers would be notified, and our daily capacity for dogs may be lowered.
- During this time, please make any payments to JDPC via credit card, over the phone when possible. To reduce touching shared surfaces, we ask customers to avoid paying with cash or personal checks if possible.
- Customers should bring minimal possessions for dogs who will be lodging at JDPC: food/meds, one small blanket or bed, and 1-2 toys/bones. All belongings will be wiped down with sanitizing wipes prior to being taken into the dog's lodging area.
- JDPC will regularly monitor public health communications about COVID-19 recommendations and will communicate any policy changes to customers and staff based on that information.

Thank you for helping Just Dogs PlayCare maintain a safe and secure environment for all by adhering to these important policies. If you have questions or concerns, please talk to JDPC staff, call (319-545-7111), or send us an e-mail (info@justdogsplaycare.com).