



Central Bark Rochester COVID Response

July 7th, 2020 UPDATE

During this unsettling time, we are here to help you and your dog maintain a healthy and happy life together. We've been staying informed through the Centers for Disease Control (CDC), World Health Organization (WHO), American Kennel Club (AKC), and the American Veterinarian Medical Association (AVMA) to keep our staff, customers, and pets as safe as possible during the COVID-19 pandemic. We are monitoring the situation closely and will continue to inform you of any changes at Central Bark.

We are open with normal hours and all services available including grooming.

PLEASE NOTE THE FOLLOWING:

- **Enhanced deep cleaning and disinfecting** – Our store cleaning procedures have always exceeded the mandated protocols. We remain vigilant and are doubling the frequency of cleaning and disinfecting throughout our facility. All staff are following CDC guidelines as it relates to handwashing, **In accordance with the City of Rochester, a facial covering, such as a mask or bandana, is MANDATORY when entering our facility**
- **Hand sanitizer and handwashing** – Available to guests and staff at all times.
- **Social distancing** – We are maintaining 6 feet of social distancing to respect everyone's space and comfort.
- **Limited number of guests in store** – The number of guests in the store at the same time will be **limited to FOUR (4)**. If you see that there are already four guests in the store, please wait outside the door (maintaining a 6ft distance) or in your vehicle until one of the guests leaves.
- **Curbside drop-off and pick-up** – If you prefer to not enter into the store for any service, please call when you arrive and we will meet you at the door or at your car. We will use your dog's leash and apply a slip lead to take them into and exit the building. Please allow a bit more time for this process and thank you in advance for your patience, **this is not mandatory, but available if requested.**
- **"Touchless" payment transactions** – We ask that cash is limited to as needed and to use a card on file whenever possible. Please login and add your credit card information to your online account at https://cbusa-rochester.gingrapp.com/front_end/login/email. Once we have your information, you can easily pay for day care, other services, and market purchases. We can also take credit card information over the phone if necessary
- **Disposable lunches** – If you need to bring a lunch for your pet, lunches need to be in disposable Ziploc bags labeled with your dog's name. Lunch bags will not be returned.
- **Comforts from home** – No bags, blankets or interactive toys from home will be allowed at this time for day care. For overnights please limit to what is absolutely needed and sanitize/wash prior to coming in for your stay.
- **NEW! Online Market** – We've created an online Market that you can access through your online account, where you can view available products and make purchases. Pick-up in-store or curbside. We are working diligently to get our items added to the portal as fast as possible!
- **If you are ill or believe you may have been exposed** – Immediately call us to cancel your dog's reservations for minimum of 14 days or until you are cleared by a medical professional. Please cancel if your dog is ill in any way as well.
- **Please let us know ASAP if you need to cancel or reschedule any appointments or reservations so we may plan accordingly for staffing.**
- Please get all day care reservation requests in ASAP either by making a request through your customer portal or by calling to make sure we have a spot for you, we can set recurring reservations for each week as well.

- **Grooming services** – Our regular grooming services are resumed, and clients are able to come into the lobby for their consultation, maintaining the FOUR maximum guests in the lobby guideline, wearing a mask and social distancing. We are still happy to offer curbside drop off/pick up if requested.
 - **If you do want to utilize curbside drop off/pick up (optional)**
 - Please arrive 10/15 minutes early, call the main line at 507-322-6655 to let us know you are here.
 - Please have a leash and harness/collar on your pet and secured in the vehicle
 - A staff member will come out and open the door, apply our own slip lead along with your leash (two leash policy) and bring them in and Christine will consult you at your vehicle
 - After the appointment, Christine will call or text letting you know that they are ready for pick-up (Please pick up within 30 minutes of our call)
 - When you arrive, please call again to let us know you are there and to confirm payment.
 - Please update your Gingr account to have a credit card on file for touchless payment after your groom, please let us know if you would like to leave a tip and how much.

DOGS AND COVID-19:

According to the Centers for Disease Control and Prevention (CDC), there is no evidence that animals play a significant role in spreading the virus that causes COVID-19. In addition, the CDC says the risk of animals spreading COVID-19 to people is considered to be low. For the latest information on animals and COVID-19, visit <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/animals.html>.

So, what do you do with your dog during the outbreak?

We at Central Bark feel strongly that keeping dogs in their routine and having a safe place for them to go is an important part of their well-being. We're happy to provide you and your dog a clean, safe and healthy place to nurture, enrich and inspire their whole lives.

THANK YOU for your ongoing love and support of our small business! We love what we do and want to continue providing the best whole dog care to your dog and family.

If you have any questions or concerns, you can reach us anytime at 507-322-6655 or via email at rochester@centralbarkusa.com.

Sincerely,

Lenny Hoisington
Central Bark Rochester