

Client Advice

- ❖ Clients will be advised that they must not attend classes if they have symptoms of coronavirus or live with someone who does. (The most common symptoms of coronavirus are recent onset of a new continuous cough, a high temperature and loss or change to your sense of smell or taste.)
- ❖ All registration, payment and paperwork will be handled online.
- ❖ Clients to bring their own equipment, wipes, and hand sanitiser.

Hall Preparation

- ❖ Clean all surfaces on arrival in line with hall guidance.
- ❖ Clean chairs before handling.
- ❖ Set out chairs at 2m distance and clean chairs again.
- ❖ Set out chairs for instructors not involved in the class at 2m distance.
- ❖ Put the equipment box out in the store area and agree the one instructor responsible for touching equipment that evening.
- ❖ Agree the one person responsible for touching the mop and bucket who then fills up the bucket.
- ❖ Put signs on the toilet doors and cleaning instructions in the disabled toilet (Note: only the disabled toilet to be used). Turn on light in disabled toilet.
- ❖ The kitchen is not to be used except for water for the mop and bucket.
- ❖ No entry sign on the main door.

Client Arrival

- ❖ Nominate one instructor in charge of arrivals (they may wear a mask if they wish).
- ❖ Barrier (hazard tape) to be put across the entrance to the hall curtilage (across the gap in the hedge).
- ❖ All clients to wait in their vehicles until the start time of the class (They may toilet their dogs on the land around the car park but may not use the hall garden). There will be no rubbish bags provided, so all rubbish and dog poo bags to be taken home by the client.
- ❖ If any clients need to use the toilet, the person in charge may allow them to do so, providing there is no risk of clashing with the ending of the previous class. Ensure they follow all toilet guidelines.
- ❖ When the class is ready to start, clients will be asked to wait by their vehicles (maintain a 2m distance). One by one they will be called to the entrance to the hall garden, their temperature will be checked and, providing they do not have a high temperature, they will be sent round to the side entrance. Only **one person** may attend with the dog.
- ❖ Another instructor will meet them at the side entrance, open the door, where they will be checked off the register and sent to their seat.

During the Class

- ✿ Instructors will plan their classes to ensure all attendees maintain a 2m distance at all times.
- ✿ One instructor will take the class and a second will act as an assistant for clients who need extra help.
- ✿ To avoid the need to shout, instructors will use individual voice amplifiers which they will be responsible for and ensure they are fully charged before each session.
- ✿ Attendees will be advised not to touch anyone else's dog or equipment, unless they have permission from the owner.
- ✿ Instructors must pay particular attention to handlers who are likely to let their dogs drag them towards another dog, thus reducing the 2m distance.
- ✿ Instructors will not touch any attendees' leads, equipment or dogs and will observe the 2m social distancing rules.
- ✿ Instructors must ensure the class finishes on time to allow for exiting and cleaning before the start of the next class.
- ✿ If any clients have specific questions that cannot be answered in class, they will be asked to go back to their vehicle where the instructor will talk to them as a 2m distance.

At the end of the Class

- ✿ The class will exit through the front entrance one by one as indicated by the instructor. Each client must leave promptly and go straight to their vehicle. The instructor in charge of arrivals will be outside to ensure this happens.
- ✿ All the chairs will be cleaned and the floor around the chairs mopped and dried as there will be a risk on contamination from beds etc.
- ✿ Any surfaces that have been touched will be cleaned.
- ✿ The toilet door handles, and flush handle will be cleaned.
- ✿ The internal and external handles to the side and main doors will be cleaned.

Equipment Purchase

- ✿ If any client wishes to purchase equipment, the instructor in charge of equipment will show them the items requested and if a sale is agreed, the instructor will bag the item so it can be kept uncontaminated until the following week. They will advise the client of the price, ask the client to pay by bank transfer and if payment is received, the client can collect the item the following week.
- ✿ Only the instructor in charge of equipment can pack the box away at the end of the evening.
- ✿ Identity tags can also be ordered through the nominated equipment instructor, but payment will be made online.

At the end of the Evening

- ✿ The handles of the brooms used for sweeping will be cleaned prior to and after use.
- ✿ The instructor responsible for the mop will mop the floor and ensure the mop and bucket are put away.
- ✿ All chairs to be cleaned before they are put away.
- ✿ All surfaces that have been touched are to be cleaned (chair store, equipment store, light switches, kitchen door etc.)
- ✿ Close and lock side door and clean. Use same wipe to draw curtain across so you don't touch curtain
- ✿ Collect rubbish from toilet (wearing gloves), clean toilet area and turn off light. Wipe down interior and exterior handles once toilet is cleaned. Remove all toilet signs.
- ✿ Turn off lights and heating and clean switches
- ✿ Open main door, clean interior handle
- ✿ Lock main door and clean exterior handle.
- ✿ Turn off exterior lights and clean switch.
- ✿ Clean bannister on external steps

Departure

- ✿ Check for any poo bags left in the car park. Wear gloves if any have to be picked up.