



COVID-19 Risk Assessment Client Facing

Thank you for choosing **Woodland Pet Services** (herein referred to as 'WPS')! We take the safety and welfare of all our clients (herein referred to as 'handlers') very seriously and as such have prepared an assessment of potential COVID-19 related hazards that you may be exposed to during the course of any training activities/services that you may undertake/receive from us. This assessment is intended to formulate a recommendation based on our working knowledge and experience of the activities that you will undertake with us and the venues where they will take place. This risk assessment should be considered in conjunction with any risk assessment associated with the physical venue (this can be made available on request). Please take the time to familiarise yourself with the control measures that have been put in place to ensure these are effective in helping to mitigate the risk of exposure to both you and those around you.

Risk Assessment Details

Purpose:	COVID-19 Risk Assessment
Company:	Woodland Pet Services
Assessment Performed By:	Elisa K Green
Date Assessment Performed:	July 3, 2020
Date of Next Review:	October 3, 2020
Primary Hazard:	Spread of COVID-19 during puppy/dog training/walking activities
Who might be Harmed?	Trainers, Handlers, Venue Staff, Cleaners, Visitors, Contractors, Vulnerable Groups and anyone else who may come into contact with WPS staff or handlers during the delivery of these services

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Control	Additional Control	Who?	When?	Done
Travel & Parking – When travelling by car, the handler should (wherever possible) use the designated parking to the side of the venue in order to avoid congestion in the local area and minimize disruption to neighbours.	Social Distancing – when utilizing the venues parking facilities, all handlers should endeavour to leave appropriate space between vehicles so as to facilitate proper social distancing (herein defined as: 2m, or 1m+ where 2m is not possible, or superseding government guidelines – whichever is greatest) at all times. Where another handler has already commenced the unloading of their vehicle, all other handlers should remain in their vehicle until such time as the area has been vacated so as to facilitate proper social distancing to at all times.	All	Arrival & Departure	<input type="checkbox"/>
Access & Egress – handlers and their puppies/dogs will be received into the venue through the side entrance where hand sanitising facilities will be made available and then directed to their respective indoor or outdoor zone. Handlers will be released from the venue, one household at a time by the trainer, allowing appropriate time between each handler to ensure appropriate social distancing can be maintained.	Class Timings – all classes will have a minimum of 15 minutes gap to allow for safe and controlled access and egress. Queuing – each handler should wait outside the venue and wait to be received by the trainer. When approaching the venue, it is requested that each handler employ common sense, making an assessment of those around them as the approach narrows. Handlers should ensure that they maintain a safe distance (2m+) between them and the party in front/to the side of them at all times, allowing appropriate time for each handler to enter the building safely and sanitize their hands in accordance with guidelines. Doors/Gateways – the trainer will be the only person permitted to operate door handles/gate locks when opening/closing (except in the case of emergency) and will routinely sanitize these fittings.	All	Arrival & Departure	<input type="checkbox"/>

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<p>Class Size (gathering) – classes will be limited to no more than 6 handlers + 1 trainer as per our assessment of the capacity of the venue to facilitate the proper and effective training activities whilst adhering to all government guidelines; whereby a gathering in this context is considered to be an assembly of puppies/dogs and their handlers for the specific purpose of undertaking training activities.</p>	<p>Pods/Zones – upon arrival, your trainer will assign you a zone within which you should endeavour to remain during the execution of all assigned activities unless you are expressly advised otherwise.</p> <p>Social Distancing - proper social distancing should be adhered to at all times.</p> <p>Social Interaction (human) – all handlers should seek to avoid interaction with any other handlers from outside of their own household/bubble during the course of these training activities; whereby an interaction in this context is considered to be an exchange, competition, conflict, cooperation, or accommodation. This does not preclude the necessity for active dialogue during these activities, whilst adhering to these restrictions, so far as is necessary to facilitate safe and effective training.</p> <p>Social Interaction (canine) – the socialisation of puppies/dogs will be carried out under the strict supervision and guidance of the trainer at all times. Puppies/dogs should be kept on the lead at all times so as to allow handlers to adhere to the social distancing requirements outlined above at all times.</p> <p>Visitors – we respectfully ask during this time that each party is limited to 2 handlers only where this is practically possible, except by prior arrangement with WPS. All handlers must remain within their designated pod/zone at all times.</p>	All	Always	<input type="checkbox"/>



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Venue Security – once all handlers have been received into the venue, the outer perimeter will be secured for the duration of the session.	Ventilation – as permitted by environmental factors and when use of an outdoor space is not possible, windows and doors will be opened to promote air circulation.	Trainer	Arrival & Departure	<input type="checkbox"/>
Hygiene – all trainers, handlers and visitors will be required to sanitise their hands using the dispenser provided.		All	Arrival & Departure	<input type="checkbox"/>
Animal Welfare/Waste Disposal – water bowls, a fresh supply of water, antibacterial spray and towel will be made available in each pod. The handler should ensure that they identify in advance and bring all other equipment required to satisfy the welfare needs of their puppy/dog. In the event of a puppy 'accident', the handler should use appropriate means to contain and bag the waste. The handler should take all of their own waste home with them for disposal to minimise the risk of transmission to venue staff. The venue will not make available any waste disposal means as required under government guidelines in order to safeguard their own workers.	Water Refill – each pod/zone will have its own supply of water. If a refill is required, please notify the trainer. Only the trainer will be permitted to handle/refill this equipment and it should not be shared with other puppies/dogs. These bowls will be refreshed between each session.	Trainer	As Required	<input type="checkbox"/>
Puppy/Dog Handling – all handlers should ensure that their dog is secured on an appropriately fitting collar or harness (as appropriate) in order to prevent uncontrolled interaction with other handlers. The only person	Training Leads – during this period, it requested that each puppy/dog be secured onto an appropriate fixed length training lead. As the trainer will require you to drop the lead at times. Retractable leads will not be suitable for these training activities.	Handler	Always	<input type="checkbox"/>

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permitted to handle a puppy/dog during the course of these activities is the handler with which the puppy/dog arrived – except in the specific scenarios outlined under the additional controls in this document.	<p>On-Lead Work – this will be performed in small groups in unison whereby all handlers will be permitted to move between zones in a controlled manner under the close supervision and control of the trainer. Handler's will be required to observe social distancing at all times, must closely following the trainer's instructions at all times and common sense must prevail.</p> <p>Off-Lead Work – this will not be permitted at any time for the period within which social distancing requirements remain within a group setting. Where the trainer may require the handler to drop the leash for the purposes of practicing Stays/Recall, the leash must remain attached to the puppy/dog for the purposes of retrieval where required. See exception below.</p> <p>Additional Assistance – the trainer at times may be required to provide additional assistance to a handler. In the event this is required, the handler should continue to hold the puppy/dog's leash unless expressly advised otherwise.</p> <p>Trainer Interaction – if it is required for the trainer to interact with any puppy/dog in a more focused manner and with less distraction, where possible the trainer will ask the handler and their puppy/dog to accompany them into a separate space where the dog can be unleashed to allow the trainer to interact without any physical contact.</p>			



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	<p>Transfer of Handling – in the rare event that the handling of the puppy/dog needs to be transferred to the trainer, the trainer will explain in advance the process for safe transfer to be undertaken before approaching (maintaining a safe distance) and securing the puppy/dog on their own leash and subsequently releasing the handler. At no time should the handling responsibilities for the puppy/dog be transferred between anyone other than the handler with which the puppy/dog arrived and the session trainer.</p> <p>Trainer Intervention – in the event that a puppy/dog does escape, it is requested that the handlers remain within their designated zone. The venue will be secured to prevent escape and the trainer will then seek to return the puppy/dog to its designated zone, following which they will proceed to sanitize both their own hands as well as those of any other impacted parties.</p>			
Playing with Toys – the use of toys for the purposes of play/socialisation will be at the sole discretion of the trainer. It is vital that the trainer must be satisfied that they can maintain control and steer the class to ensure the safe participation of everyone taking part and ensuring that social distancing is not breached.		Trainer	As Required	<input type="checkbox"/>
Venue Cleaning – the hirer will commit to undertake cleaning/disinfecting of the venue both before and after each venue booking.	Safe Working – the trainer will ensure that all impacted surfaces are wiped down/disinfected as appropriate between classes.	Trainer	After each class	<input type="checkbox"/>

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PPE – the trainer will maintain on their person disposable gloves for use in the event that any form of intervention is required that may require physical contact. This may include, but not limited to socialisation and play activities.		Trainer	As Required	<input type="checkbox"/>
Symptoms – any trainer, handler or visitor showing any signs of illness or feeling unwell MUST not attend the class. This may include - but not limited to the following symptoms - a high temperature, continuous cough, shortness of breath or loss/change in taste or smell.		All	Always	<input type="checkbox"/>
Track & Trace – the trainer will be required to record contact details of all participants involved in each session for the purposes of facilitating the governments track & trace programme if called upon to do so. This information will be captured through the class enrollment form and made available to the appropriate authorities on request.		Trainer	Every Session	<input type="checkbox"/>
Paperwork/Documentation – all required paperwork/documentation should be managed online via email/document transfer wherever possible. Handlers are permitted to download and print their own personal copies of any materials, but these must not be shared.		All	Always	<input type="checkbox"/>



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Payment – contactless payment methods should be adopted wherever possible.		All	Always	<input type="checkbox"/>

While all reasonable measures have been taken to ensure that this document addresses the most common hazards; we respectfully request that each individual continues to apply common sense, adopting at all times the core principles outlined in the most current published government guidelines and remains alert to any further hazards that may arise during the course of these activities. It remains the responsibility of each individual to ensure that they understand and observe the controls put in place and take the appropriate steps to safeguard/protect themselves at all times. WPS cannot be held responsible for the failure of any individual to adhere to the controls outlined within this risk assessment and/or any exposure whilst undertaking any of these activities.