



12531 GAR Highway
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March 18, 2020

Dear Clients and Friends:

First let me express our sincere concern and compassion for you all. Whether you are affected directly or indirectly by the coronavirus pandemic, it has upended life as we know it. We don't know when life will return to "normal" or what "normal" will even look like. We share your worries and frustrations.

As the velocity of this pandemic has accelerated and spread around the world and our own communities, it's hard to stay abreast of current affairs and directives. We are doing our best to strike the right balance of supporting client needs, while ensuring the safety of clients, our team and the communities in which we live and work.

Given what we now know, we are instituting the following policies, subject to change as guidance and directives change.

If you or any member of your household are feeling ill – or have been exposed to anyone that is ill – please stay home and call us to make arrangements for any training services for which you are registered.

Classes Currently in Progress

Classes will continue with the following precautions:

- We are disinfecting all high-touch areas in the Training Center frequently.
- Please stay in your car with your dog and we will bring you in one at a time, so as to avoid close contact in our entry areas.
- Please limit participation in the class to one or two members of your family.

If you feel it is in your best interests to withdraw from class, *please notify us immediately* and we will place a credit on your account for the prorated dollar amount for the classes you will miss. We will apply that credit to a future class when you feel it is appropriate to resume.

Due to the urgent nature of puppies' prime socialization period, our open enrollment **Puppy PLUS** will continue on Tuesdays and Sundays with the above-noted precautions.

Upcoming Scheduled Classes

- **Mind Your Manners 1: Foundations** classes will proceed as scheduled. If you have paid for an upcoming class and want to withdraw, we will be happy to transfer that registration to a future class. Please contact us to determine which class will best meet your needs.
 - **Chill! for Reactive Dogs** classes will proceed as scheduled.
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- All other upcoming classes will be postponed to a later starting date, or cancelled. We will be in touch with those registered for those classes to coordinate new classes.

Private Training

- All basic manners private training sessions will be postponed or conducted “virtually” using web-based GoToMeeting. Your trainer will be in touch to make appropriate arrangements with you.
- Private training for more urgent behavior issues, such as aggression, *may* be postponed or moved to web-based GoToMeeting. Your trainer will be in touch to consult on the best solution for all involved.

Separation Anxiety Training

These services will continue as scheduled, without change. Because we conduct all this training remotely, there is no risk for exposure.

Office Hours

Our availability at the Training Center will be limited to the hours in which we hold group classes. However, we will still be taking phone calls and responding to emails during our usual stated hours. If we don't answer the phone directly, please leave a voicemail and we will return your call as soon as possible. If you wish to purchase any merchandise, please call ahead and we will do our best to accommodate you during times we will be at the Center for classes.

In Conclusion

Should we be directed to institute more drastic policies, we will and we will communicate those policies through email, Facebook and phone calls to those who are immediately impacted.

We, like so many other small businesses, are trying to strike the right balance of meeting current client needs safely, while ensuring we are still here in the long run to support you and your dogs when this pandemic passes. We sincerely appreciate your patience and flexibility.

Please stay safe and healthy. We hope this passes before long and we can return to the business of helping you and your dog enjoy a healthy, loving lifetime relationship. We know you have choices and we appreciate the opportunity to work with you.

Best regards,



Carol Peter, CPDT-KA
Certified Professional Dog Trainer-Knowledge Assessed
