



12531 GAR Highway
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Chardon, OH 44024
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March 22, 2020

Dear Clients and Friends:

Governor Mike DeWine has issued an order for all Ohioans to stay at home through April 6, limiting services to only those deemed essential. Therefore, the Cold Nose Companions Training Center is now closed and all group training classes have been cancelled. Your instructor will be in touch to ensure everyone currently enrolled gets this advisory.

Any classes slated to start during this Stay at Home Order will be cancelled. Any payments will be kept on your account for future use. If you require other arrangements, please call us.

This is an unfortunate turn of events for everyone. We are particularly disappointed on behalf of our puppy clients, who are doing your best to ensure robust socialization for your puppies during this critical sensitive period of their lives. We will be in touch with those clients to provide some additional support as best we can.

Here is an update on our other services.

Private Training

- All private training, if required during this Stay at Home period, will be conducted by web-based GoToMeeting. Your trainer will be in touch for sessions currently scheduled to consult on the best solution for all involved.
- We are happy to schedule these remote training sessions with any client who desires training help during this time. The cost for web or telephone consultations is \$60 an hour, billed in 15-minute increments. We can provide more information to any interested clients by phone.

Separation Anxiety Training

These services will continue as scheduled, without change. Because we conduct all this training remotely, there is no conflict with the Stay at Home Order.

Office Hours

The Training Center is now closed at least until April 7. 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.

In Conclusion

We will continue to monitor this rapidly-evolving situation and will keep everyone advised of any changes to our operations as a result. You can find updates on our website, as well as our [Facebook](#) and [Instagram](#) pages. We will also send emails such as this to our email distribution list. If you are not already subscribed to that, you can [subscribe here](#).

Please stay safe and healthy, keep your loved ones close and give your pups a lot of love and enrichment during this time. 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,

A handwritten signature in black ink, appearing to read "Carol". The signature is written in a cursive, flowing style.

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

