



12531 GAR Highway
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April 29, 2020

Dear Clients and Friends:

We hope this finds you and your loved ones safe and well. We've missed seeing you and your dogs during Ohio's Stay at Home Order.

Based on Governor DeWine's updated order on April 27, we are now planning to resume limited Training Center operations on Tuesday, May 12, 2020. We will ramp up in stages, as we share the collective concern of going too fast and prompting a rebound of the coronavirus and COVID-19.

Group Classes

Beginning May 12, we will resume a schedule of group training classes at our Training Center. That schedule is in development and we will publish it as classes are scheduled. You can view our class schedule on the [Group Training Classes](#) page of our website at any time. We will also publish upcoming classes in our newsletter. *If you were in a class that was suspended with the Stay at Home Order*, we put a credit on your account at that time to apply to a future class. *Please call us* if you want to discuss how to go about resuming training, what class will work best for you, and how to apply your credit on your new class.

For the safety of all our clients and staff, we will be rigorously following a number of safety measures.

- The Training Center will be open only during scheduled classes. Doors will be locked when classes begin to avoid drop-in visitors. Of course, this means that arriving for your class on time is of even greater importance than before.
- If you wish to buy any equipment or treats, please call 855.286.3647 and we will make arrangements with you.
- Wait in your car when you arrive. We will bring you in one at a time through either the West or East doors.
- When you come in, please sit in a location away from the doors and maintain at least six feet of separation from other teams.
- You will leave one at a time through either set of doors. We will manage the exit so as to maintain that six-foot distance.
- Only one handler is allowed per dog, unless you need the assistance of a family member or friend.
- EVERYONE (staff and clients) in the Training Center will be required to wear a face mask. Given that the majority of people infected with the coronavirus are asymptomatic, this is for everyone's safety. There will be no exceptions.

- If you feel unwell, please do not come to class. Call us. We will work with you to place you in a later class and give you a credit to the class.
- Our staff will be monitored for any symptoms when they arrive at our facility. Anyone showing any signs of symptoms will be sent home immediately and directed to contact their physician.
- All chairs and high-touch areas will be disinfected before and after each class.
- Hand sanitizer and soap/water/paper towels are always available. Feel free to make ample use of them.

Private Training

While resuming group classes, we will also resume a modest schedule of private training at our Training Center. Hours for these sessions are constrained, but if you feel this is a good option for you, we will be happy to try to find a day and time that works for you. The same safety measures apply for private training at our Training Center.

Regarding in-home private training, we are delaying the resumption of those services until at least June 1, 2020. We will be monitoring the situation and best guidance on the virus to determine if it is safe to resume. We will be in touch with clients with whom we were working privately before the Stay at Home Order went into effect.

We continue to offer remote consultations, which are an effective means to begin training during this time. Those sessions can usually be scheduled without extensive lead time and will be according to your scheduling convenience. We would be happy to answer any questions you may have about this service.

This pandemic has been so hard on everyone: the uncertainty, economic disruption, job stability concerns all compounded by an unknown timeline for coming out of this. We, like all small businesses are working to strike the right balance between the safety of our clients and staff with the need to return to some level of operation in order to survive. We are humbled and deeply appreciative of the loyalty and support we have received from you, our clients and friends.

We are excited to begin getting back to what we love to do: helping you train your dogs to be your loving, well-mannered companions. We hope to see you soon!

Best regards,



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