



COVID-19 Notification

Dear Lucy's Clients,

Below is a 30 day recap of any positive COVID-19 cases which have been communicated by associates working for Lucys and our COVID-19 safety protocols.

LOCATION	Date Notified	Last Date Worked
Thousand Oaks	12/27/20	12/26/20

If you visited Lucy's during any of the above dates and are exhibiting COVID-19 related symptoms, please visit your local testing facility to obtain a free test for COVID-19. More information and testing facility locations can be found here: <https://covid19.sanantonio.gov>.

Following are current Lucy's COVID-19 safety protocols:

- Only offering curbside drop off and pick up to create an outside only minimal client/associate interaction.
- All Lucy's associates working in the kennel and front desk area are required to wear face protection.
- All associates engaging with clients at curbside are required to wear face protection. We ask that all clients abide by the governor issued face protection order when engaging with our associates.
- Hourly sanitation for frequently touched surfaces.
- Shared pens, utensils, walkies, leashes, keyboards, IPADS, phones, etc. are sanitized after each use
- Hand sanitation upon entering the building.
- Leashes sanitized between use of each pup.
- All associates are required to go through a verbal health screening before each shift.
- All associates are given a temperature check before each shift.
- In the event we have a positive case, all associates that worked in close proximity will also be required to be tested for COVID-19.
- If an associate displays COVID-19 symptoms they are instructed not to come to work and the associate is not eligible to return to work until a specific criteria is met.
- If an associate has a member of the same household test positive for COVID-19, the associate is required to quarantine for 14 days and provide a negative test result before being permitted to return to work.

The CDC defines exposure as coming into close contact (within 6 feet for a total of 15 minutes or more). We believe our mitigation steps greatly minimize this scenario however we recognize no business or person is impervious to COVID-19.

We also know these risks will be with all of us for the considerable near future. Because of that, please continue to exercise CDC best practices and make the best decision for your personal health risk circumstance.

For any questions you may have, please email me directly at max@lucysdoggydaycare.com and I will reach out to you as soon as possible. Thank you for your continued support and trust you have placed in our team.