



Covid 19 Protocols

As part of the Dogma difference, we are doing everything we can to ensure we are preventing the spread of the virus and keeping everyone safe. We have increased our cleaning protocols throughout the facility. Team are wiping down surfaces every 30 minutes and washing their hands regularly. Any team member who is not feeling well is being asked to stay at home. We ask that if you are in self-isolation or are not feeling well, that you please stay home and follow all current AHS guidelines.

In a continued effort to protect our team members and clients, Dogma will be participating in the Covid-19 Restriction Exemption Program and as such will require proof of double vaccination to attend any of our in-person services including Group Classes, Facility Consultations, In-Home Consultations, and Dog-Dog Assessments.

We understand there may be a variety of reasons why you may not be vaccinated, and we are asking you to respect that this decision is made to ensure everyone is safe and we can continue to operate as a business. During this past year, we have invested a great deal of time and funds to provide quality online dog training and have a variety of services you can participate in that are not in-person:

- **Online lessons and training videos of skills, common behaviour problem solving, manners and more**
- **An online community where you can connect with other dog lovers and our entire training team**
- **Virtual classes and ask a trainer sessions for Smart and Top Dog Members**
- **Live-streaming classes so you can follow along from the comfort of your own home for Smart and Top Dog Members**



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If you are unable to attend in-person services or are not comfortable doing so, we will extend passes for as long as restrictions exist. *We will not be issuing refunds for any of these services.*

We want this requirement to be as simple as possible, so we will only require proof one time and will record it in our system. If you arrive to class with no proof, you will not be able to attend and we will unfortunately need to deduct a class pass. For private training services, we will consider the funds forfeited.

Proof of vaccination according to AHS requirements:

- The province supplied vaccination card
- A digital or printed copy through MyHealthRecords
- A printed copy from where you received your requirements
- A piece of ID

We will also continue to keep in place the safety protocols that have been put into place throughout the Covid-19 crisis:

Group Classes:

Our group classes are currently running, along with some speciality clinics. We have strict policies in place to keep everyone safe and practice social distancing. This includes:

- Assigned seating with a taped off area for each student to work in with their dog
- Hand sanitizing stations available
- Electronic tracking of your dog's progression
- No sharing of treats or equipment
- Masks must be worn at all times by team and students

Day School:

There is no evidence to show that the virus can be spread through fur or dander, but precautions still need to be made. We will continue with our cleaning protocols to help prevent the spread of the disease and offer continued support to dogs and their families:



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- Doors at both facilities locked
- Text for Day School drop-off/Pick-up only
Chinook: 587-800-4205 Killarney: 587-800-4177
- Our team will come to your vehicle and take your dog from the back or a rear seat to maintain a safe social distance. Please wear a mask if you must leave your vehicle
- Please leave personal belongings at home such as bedding or toys as they will not be allowed to come with your dog into the building
- You may continue to bring their treats or food in a sealed container
- Payments can be made through our online store, over the phone, or via E-transfer

Private Training:

We can still offer private training support during this time and have a few contactless options available:

- **Virtual Consults:** these can be done via video or over the phone. Our certified trainers can help answer any questions you may have regarding your dog's behaviour. They will also summarize the session and provide you with a written report, along with any related resources.
- **Dog-Dog Assessments:** we can do these through our contactless protocols at day school. One of our certified trainers will bring your dog into our facility and live-stream the session with you. There is no need to delay your dog's training or risk a regression in their behaviour currently.

Other Ways You Can Support Dogma:

Like so many other small businesses, the current situation has put tremendous strain on the business. We have had to reduce our team and have been working hard to minimize the impact and ensure that Dogma will get through these challenges. We are maintaining our standards and will continue to do whatever we can to provide training and socialization support for the dogs. We have always been a purpose over profit business, and we will not sacrifice the care of the dogs or our commitment to our team. Thank you from the bottom of our hearts to everyone that has supported us. You can also help us and any other local business you support by leaving a positive review on Google or Facebook and sharing their posts. Please continue to support local and let us know what we can do to support you and your dogs! Have a business and need some help? Let us know how we can help or how we can collaborate.