



## **Recommendations to Protect Employees, Customers and Animals in Your Care**

- Follow your [state and local law and guidance on COVID-19](#) regarding public health and safety, business hours, business operations and closures.
- Follow [CDC's Interim Guidance for Businesses and Employers – Plan, Prepare and Respond to Coronavirus Disease 2019](#)
  - Encourage employees to take preventive steps to halt the spread of COVID-19, including maintaining appropriate social distance when possible, and staying home if they are sick, or have been exposed to COVID-19.
  - Communicate with your employees regarding your policies on sick leave and paid time off.
  - Ensure that your sick leave policies are flexible and consistent with public health guidance, and include flexible policies that permit employees to stay home to care for a sick family member
  - Consider restricting non-essential business travel and advise employees not to attend large conferences or gatherings.
  - Perform routine environmental cleaning, including all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label. Consider increasing the frequency of cleaning and sanitizing, and ensure that employees are given appropriate cleaning and sanitation supplies. Consider making hand sanitizer available at checkout areas and other high traffic areas of your store.
  - Communicate with customers if store hours or other customer services have been changed, particularly if hours have been limited to re-stock and deep clean, or the number of customers or employees allowed in the store has been limited by state or local governments or your store safety policies.
- As a general practice, you should follow your store's existing safety and health protocols. Additional recommendations can be found here: [PIJAC's Animal Care Guidance for the Retail Pet Industry](#).
- Per [PIJAC's Pet Retail Best Management Practices](#), you should have a disaster plan in place, including securing animals and providing for their care, and managing their evacuation in the event of an emergency.
- To help protect yourself and others from COVID-19, follow these guidelines from the CDC, and ensure your family members and your employees follow as well: [Steps to Prevent Illness](#)
- Educate your customers on "[How to Stay Healthy Around Pets](#)"
- Stores should already have employee guidance and policies in place regarding zoonotic disease prevention and basic hygiene, animal handling, clean-up procedures, and other illness prevention measures.

Basic zoonotic disease prevention and hygiene recommendations for employees:

- [CDC Guidance: When and How to Wash Your Hands](#)
  - Wash your hands thoroughly with soap and water every time you handle animals or anything in the area where they live and roam, including their food, treats, and food and water containers.
  - Wash your hands immediately after cleaning up animal urine, feces, or vomit.
  - Dry hands using a clean paper towel or air-dry them. Do not dry hands on clothing.
- Eat and store your food safely.
  - Always eat and drink in designated areas away from places where animals are kept and exercised.
  - Keep your food away from areas where pet food and treats are stored, and away from areas where animals are kept or exercised.
- Clean up messes safely.
  - Clean up any urine, feces, or vomit immediately, and disinfect the area according to store protocols.
  - Use disposable gloves for clean-ups and wash your hands thoroughly afterwards.
  - Wash work shoes or boots, clothes, and equipment regularly, and do so in an area that is not used to store or prepare food for people
  - Have shoes or boots that are only worn and stored at the workplace.
- Follow store protocols for identifying and reporting sick or injured animals.
- Follow store protocols for cleaning and sanitizing habitats and other areas of the store.
- Let your employer know if you or other employees become ill.