

Client Interaction and COVID-19 Tips



Require hand sanitation for all clients entering and leaving your facility.



Institute a no-handshake policy. Hand sanitation between all client interactions should be required.



Limit the number of individuals attending a training appointment to one owner per dog.



Ensure that appropriate disinfectants for COVID-19 are being used for cleaning your facility, vehicle and equipment.



Prior to each upcoming appointment, communicate your healthy practice procedures to clients and reschedule if you or your clients are exhibiting signs of illness.



Conduct training sessions online via Zoom or Skype for clients when possible. Send reminders to customers on things they should be working on with their dog based on the training they already experienced.



Share client education videos from APDT's Resource Center (apdt.com/resource-center) to help clients actively training with their dogs.