

2021—Coronavirus (COVID-19) – Safety Precautions:

OUR RETAIL PHYSICAL LOCATION: Only The Right Steps Clients are allowed to enter The Right Steps Retail Location by Appointment **ONLY!** **NO** walk-ins are allowed! **No Public Restroom. 1 Adult Client per Puppy/Dog Only — Total of 4 Clients Maximum inside at one time + The Business Owner (No Employees)** to meet the 20% Maximum Capacity for All Retail Businesses. This number count puts us well below Maximum Capacity easily. Thank you for your patience & understanding!

These implemented Coronavirus (COVID-19) Safety Rules take priority over all other prior rules for safety. **Please Note: Rules are subject to change based on the Government Rules/Mandates/Orders of Sacramento County, the State of California, &/or Federal Order.* Please understand we are Small Business just trying to follow orders **and be able to keep our doors open and our Small Business running vs. bankrupt and closed! **We thank you in advance for your understanding and Business!*****

REMINDER: If at any time the Governor/State/Federal Government for any reason closes all Small Businesses down in full yet again – implements a full Stay at Home Order for everyone except Non Essentials - your Classes will be moved Online to a Private Class Face Book Group in lieu of Physical Classes. **Same great Instruction via “Videos”!** ***Please understand there are no refunds or transfers to a future Class, this is beyond our control – Please be prepared in this rare event to go Online FB smoothly.***

PLEASE STAY HOME: **If you ‘and/or’ Same Household Members are** running a fever and/or are sick and/or contagious and/or have knowingly been exposed to the Coronavirus (COVID-19), and/or have been out of the Country in the last 15 days, it is your responsibility to **stay home** – **No** exceptions while a risk to others! No contagious coughing, sneezing, fevers, etc. allowed. **While you are sick, have COVID-19, and/or are in quarantine and/or at risk of being contagious to others, instead please keep up with and interact with your Class via its Private Face Book Group Class and How to Videos. – No Refunds/No Transfers — Please keep up Online with your Class via your Private Face Book Group!**

Facial Masks: **Updated due to CA Governor’s State Mandate – Masks are required inside our location at all times – properly worn covering your nose/mouth before you enter!** **No** refunds for no Masks. *Based on supply, if you forget your mask, we may have one available: \$2.00 – So you may attend your session as scheduled. No Mask? Please watch your How to Videos at home, as with no mask you may not come inside the Facility or hang out in front.*

No Human/Human Physical Contact with anyone not from your own immediate same Household and/or Human Contact with Puppies/Dogs not from your own same immediate household (this includes but is not limited to shaking hands, hugging, patting, and/or petting). Masks worn correctly (nose and mouth fully covered) are required by all. Social Distancing of 6 Feet minimum is required.

Human Number Count per Puppy/Dog SIGNIFICANTLY Decreased: **Entrance/Attendance is currently limited to “1” Adult Person per Puppy/Dog Maximum at this time from SAME IMMEDIATE Household ONLY** by appointment to allow for Social Distancing and limited exposure to all. *Frustrating, but - Sacramento County, State of CA, & Federal mandates must be followed for safety.*

A Private Face Book Group “Group Training Class” is available to join to allow you and your immediate same household members to have access with to Trainer/Instructor How to Video Instruction during your 6 Weeks. **Once you have the link, please immediately join your Private Face Book Class Group!** **If absolutely no Face Book Account is possible,** although not preferred as it’s not as interactive, a **Google Photo Album Link** may be provided **upon request** in lieu of a Private FB Group each week.

For Private In Home Training—Only immediate same Household Members may be present for the Session(s). If they do not live with you they are not able to be part of your Training Session(s). Masks required for all same household Members present at the Session(s).

Cleaning: Hand Sanitizer is available and Clients are welcome and encouraged to use both on and off-site while Shopping and Training with us. Clients may wear gloves. At our Retail Location we have No Public Restroom – but for paying Clients ONLY there is running water, soap, and paper towels to wash their Hands. We have 2 Trash Cans on site inside; they will be emptied and cleaned at the end of the day. In between Classes the Chairs, surfaces people touch, gate clip, Chairs, litter box gate opening, and front door handles will be cleaned with a Cleaning Sanitizer Product. The Restroom will be cleaned at the very end of each day we have Clients present.

Please wait 6 feet or more apart when waiting for your turn to enter or exit the our Retail Location. Give other Business Owners and/or their Clients the same space and courtesy in the Parking Lot as well.

Temporarily while we start back up - Some of our larger Private Group Class Sizes have been adjusted/decreased to allow more floor space and distance between puppies/dogs/handlers, as well as our per Human # per Puppy/Dog have been decreased down to 1/Same Household – Our Surviving Puppyhood Classes have been temporarily decreased from 3-to-7 puppies down to 2-to-4 puppies, our Surviving Adolescence Classes have decreased from 3-to-5 puppies to 2-to-4 puppies, and our Adult Dog Class have stayed the same at 2-to-4 Dogs.

Private Spaces to Wait & Work: We will have a minimum of one 5 foot wide by 5 foot high blind between each seated Handler/Dog and Blue Taped Lines to keep you visually in your own Private Spaces. These seating/working spaces will be exact – **Do NOT move the Chairs or the Blinds from where we have specifically placed them!** Please wait or work in your designated area. Human Handlers and Puppies/Dogs not within the same immediate household should distance themselves 6 feet away from other Clients and their puppies/dogs respectfully. **Please ask for help anytime - when/if needed.**

Your Basic Training Class - Week #1 Lecture without the Puppies/Dogs is available at the Facility in Person (1 person - same immediate household only) and lasts approximately 2 Hours or you or your immediate same Household Family Members may watch the Introduction Videos on the “Group Training Classes Private Face Book Group Page”.

We have Central Heat and Air, but as weather allows we will have the both the front and back door open to allow for fresh air flow in and out, as well.

Please make sure to pre-potty your puppies/dogs before coming to Class. **No hanging outside loitering in our Shopping Center** – Please come to Class or your Private Session, Train, quickly Potty your Puppy/Dog if needed in appropriate designated Dog Potty areas, and immediately go home. **No** parking lot standing around socializing.

Reminder: *If you or your Family Members are not ready or able to and/or are not confident taking a Physical Group Class with your Puppy/Dog, please know we offer the same Classes as Online Group Classes and/or Phone and/or Phone Video Private Training Sessions as a great alternate option for you! Please sign up for the Class that is appropriate for you, your family, and puppy/dog. Unsure? **Please ask first before signing up and making payment.***

If you have questions – PLEASE – “Ask us ‘BEFORE’ signing up and making payment”!