



## VanKitty Sitting's COVID-19 policy

This document describes the procedures being followed by VanKitty Sitting (VKS) to reduce the likelihood of COVID-19 transmission while providing optimal service to clients and their cats

Please check the [VKS website](#) for the most recent version of this policy

### Initial consultation and other in-home visits with client

- It is preferred that the initial consultation visit occurs remotely by video via Zoom
- Any required in-home visit between the sitter and client will take place with all parties wearing masks, maintaining a social distance, and minimizing time spent indoors
- Any in-home visit between the sitter and client will be re-scheduled to a later date if the client or sitter meets one or more of the [conditions requiring self-isolation](#) within 14 days prior to the visit, including but not limited to:
  - Displaying [COVID-19 symptoms](#)
  - Testing positive for COVID-19
  - Having been outside of Canada
  - Having been in contact with someone who has tested positive for COVID-19

### Cat-sitting visits

- If the client lives in a building with shared spaces (lobby, hallway, elevator, stairwell), then the client will inform their sitter of any new rules or guidelines for such areas
- The sitter will wash their hands for 20 seconds upon entry to the client's home
- The sitter will bring and use their own hand soap and hand towel
- The sitter will remove their shoes upon entering the client's home unless instructed otherwise by the client
- Upon the client's request and with supplies provided by the client, the sitter will wipe down commonly used surfaces after their final visit; this covers any of the following that the sitter has touched:
  - Doorknobs
  - Light switches
  - Sink taps
  - Fridge door handles
  - Cupboard handles
  - Drawer handles

### Other visitors to the client's home

- If anyone else will be entering the client's home on the dates that VKS is hired for cat-sitting visits, the other visitor must coordinate with the sitter to ensure that they are not in the home at the same time



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- The other visitor(s) must take steps to prevent any potential transmission, for their own safety and for the sitter's safety
  - They must wash their hands for 20 seconds upon entry
  - They must not enter the client's home if they meet conditions requiring self-isolation outlined at [HealthLinkBC](#)

### Client illness or COVID-19 exposure

- The client will inform VKS if any [conditions requiring them to self-isolate](#) have occurred within the 14 days prior to the first scheduled sitting visit, including but not limited to:
  - Displaying [COVID-19 symptoms](#)
  - Testing positive for COVID-19
  - Having been outside of Canada
  - Having been in contact with someone who has tested positive for COVID-19

### Sitter illness or COVID-19 exposure

- The VKS sitter will self-monitor for COVID symptoms and follow the [HealthLinkBC's guidelines](#) for conditions requiring self-isolation
- If the VKS sitter is required to self-isolate either before or during a client's trip, the sitter will inform the client immediately and work with the client to find an alternate arrangement
  - If another VKS sitter is not available, the client will decide upon their preferred alternate care-giver (e.g. other cat-sitting service, client's friends or family)
  - VKS can provide referrals to other cat-sitting services
  - VKS will provide client information and keys to the alternate care-giver, as directed by the client
  - A full refund will be given for visits that VKS does not provide

### Cancellation due to COVID-19

- If cancellation on short notice or early return is required due to COVID-19, the client will not be charged a cancellation fee and will be fully refunded for visits that have been paid for but not provided; this includes the following situations:
  - The client is required to self-isolate due to COVID-19
  - Regional, provincial or federal border closures are announced