



An Important Reminder to Clients with Pets in their Home

The Lake County Council on Aging requires ALL clients with pets in their home to follow some very basic rules to assure everyone's safety.

It is MANDATORY that ALL pets (especially DOGS) be confined to an area AWAY from the MEAL DELIVERY location. This is to prevent the CLIENT from tripping or falling over excitable animals, to keep the PET from escaping, and to prevent falls, scratches or bites to VOLUNTEER DRIVERS. Every day prior to delivery, the pet(s) MUST be put in a crate or separate room, kept behind a baby gate, let outside in an enclosed area, or leashed to a secure object. This policy applies to ALL dogs, whether they are big or small, fierce or friendly, young or old. Also, if the pet is a bird or indoor cat at risk of escaping through an open door, it must be confined during delivery, too.

Drivers have been requested to inform the Site Coordinators when they see the policy is not being followed even if an incident has not occurred. We will contact the client and remind them of the policy. Please remember this is for EVERYONE's safety and well-being. We will not make exceptions to this policy, so if you are unsure how to comply, please contact your Lake County Council on Aging Social Worker for suggestions.

It is our obligation to make meal delivery safe for everyone, so your cooperation is very much appreciated. We take this matter seriously, therefore failure to comply may result in meals being temporarily SUSPENDED or TERMINATED.

Thank you for your understanding and cooperation. If you have any questions please contact Nancy Niehus, Director of Community Services or your Social Worker. We can be reached at (440) 205-8111 during business hours.

9/2017

