

COVID-19

SAFETY UPDATE

As our community continues to work together to limit the spread of COVID-19, we would like to take a moment to provide you with some information on the precautions our clinic is taking to ensure the safety of our patients, clients, and employees.

First of all, we remain open during our regular business hours. We are open every day (including weekends) from 8:00 AM until 5:00 PM.

Clinic Cleaning Protocol

Our clinic continues to observe the CDC's recommendations on disease prevention, handwashing, and cleaning protocols. In addition to our regular cleaning schedule, we have added additional deep cleaning protocols which include an increase in cleaning frequency and use of pet-friendly chemicals verified to kill COVID-19 by the CDC and EPA.

Clients Affected by COVID-19

If you or a member of your household has tested positive for COVID-19, are displaying flu-like symptoms and/or have traveled to a high-risk area within the past 14 days (<https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>), we ask that you please observe the following protocols:

Appointment Cancellations

Please contact our clinic by phone as soon as possible to reschedule your pet's appointment and discuss treatment options. For urgent cases we will work with you in finding a treatment solution for your pet that will ensure the safety of all involved.

Medication/Food Pick-Up

If your pet needs a prescription medication or food refill while you are ill or if you would like to comply with social distancing, are a senior or immune compromised, please call ahead and alert our staff that you will be arriving to pick up your pet's items. Upon arrival, please remain in your vehicle and call our front desk to let them know you have arrived. One of our staff members will deliver the items to your vehicle, approaching from the passenger side. Given the airborne nature of COVID-19, we ask that you refrain from talking with the staff member, but rather continue to utilize the phone as your primary method of communicating with our team.

COVID-19 Risk for Pets

According to the AVMA (American Veterinary Medical Association), CDC, and WHO, there is no current evidence to suggest that pets can become sick from COVID-19. Research is continually underway and we encourage all clients to continue to monitor the situation via the AVMA (www.avma.org) and/or the CDC (www.cdc.gov) websites.

As always, the safety of our patients, clients, and employees, remains our highest priority. Please feel free to reach out to us with any additional questions or concerns. Thank you for your cooperation and understanding.