

## **CORONAVIRUS (COVID-19)**

There is no doubt that the Coronavirus (COVID-19) is creating challenges for all of us, both personally and professionally. First and foremost, we hope that you, your family and your pet(s) are remaining safe and healthy. We are writing to keep you informed of our recommendations as well as the steps we are taking in order to continue offering the care your pets need while providing you, and our staff a safe environment.

We always keep our hospital clean and disinfected, and in accordance with CDC recommendations to help ensure both our clients and staff are kept safe. Similarly, handwashing hygiene is critically important in a hospital, a step we continue to emphasize to staff and clients. As always, we provide options for hand cleaning for clients and staff and we work closely with our teams to ensure that anyone who is not feeling well understands that we support them staying home.

### **What do I do if I have not been exposed and my pet is scheduled for a visit or is sick?**

If you are sick, please reschedule your pet's appointment for routine care. If you are sick and it is determined that your pet's appointment cannot be rescheduled for medical reasons, we ask that you have a healthy family member or friend bring your pet to the visit.

If you are healthy and your pet is sick or scheduled for routine care, we recommend you follow these simple steps:

- Everyone entering the building is required to wear a mask.
- Temperatures will be taken for clients who will be spending time in the hospital (appointments, consultations and discharges, etc.)
- Please limit the number of people (preferably 1 person) that will accompany your pet(s) into the hospital.
- While in the reception area, practice social distancing (6 ft) between you and other clients and pets. Social distancing has been a part of our everyday fear free techniques and we will continue with these practice techniques.
- If you need to pick up food or medications for your pet, we are here and operational. We can also arrange shipments of medications and food to be delivered to your home, through our online pharmacy.

### **What do I do if I have been exposed to the coronavirus while my pet needs care?**

In order to help us continue to serve pets in need, we ask that clients who have recently traveled to a high-risk country, had any exposure to symptomatic or confirmed positive cases, or confirmed positive themselves not bring their pets in the hospital unless they are having a medical emergency.

If your pet is due for routine care, (annual exams, vaccines, dental cleanings, nail trims, or any other non-urgent appointments), please call us to discuss rescheduling to a later time. If it is determined that your appointment cannot be rescheduled for medical reasons, and your appointment is necessary, we ask that you have a healthy family member or friend bring your pet to the visit.

## **What is the Coronavirus impact on pet health?**

### **Can dogs or cats get COVID-19?**

Based on what we know currently there is limited evidence to support risk of COVID-19 to your pet and no evidence that you are at risk from your pet.

### **What if my pets not feeling well or is showing signs of flu-like illness?**

If your pet shows any signs of illness, such as coughing, sneezing or lethargy, call us immediately, and keep them indoors to prevent further spread. Signs of illness in dogs and cats are usually associated with various common viral and bacterial infections (kennel cough, canine flu, etc.) that are neither coronaviruses nor transmissible to people.

### **Should my pet wear a mask?**

No. There's no scientific evidence that face masks protect pets from infectious diseases or air pollutants, and masks have the potential to be unnecessarily scary or uncomfortable for pets.

### **Should I get my pet tested for COVID-19?**

At this time, testing pets for COVID-19 virus is unwarranted, as there is currently no indication that apparently healthy and unexposed pets should be tested for the virus.

## **Where can I get more information on COVID-19?**

- Center for Disease Control: <https://www.cdc.gov/>
- World Small Animal Veterinary Association: <https://wsava.org/>
- World Organization for Animal Health (OIE): <https://www.oie.int/>

Please rest assured that we are monitoring the situation closely and we will continue to provide updates on any changes to the safety recommendations. Do not hesitate to contact us if you have questions or concerns.

We will work together to provide safe and excellent care for your fur babies.