

To our Pet Loving Family,

Covid-19 is quickly changing so much about daily life that we wanted to give you an update on what we are doing to keep you safe during your visit. We will also take the time to answer some commonly asked questions about how the pandemic affects pets and pet ownership, and will work to be a trusted resource that you can always count on to continue to share a wonderful relationship with your pet.

### **What are we doing to ensure safe visits?**

There is nothing more important to us than the health and happiness of you and your family. We take this pandemic seriously, and are adopting the following protocols to keep you, your pet, and our team safe:

- **Contact-Less appointments:** We are encouraging drop off appointments, along with “car” appointments. During a car appointment, you will park near our hospital, call us to alert us that you are outside, and a member of our team will come out to your car to get your pet. We will perform any necessary examinations, diagnostics, treatment or procedures just as we always would, and, once done, will return your pet to you at your car. Please be sure to have dogs on leashes and cats in carriers.
- **In-Hospital Sanitization:** We are frequently disinfecting any common use surfaces, such as door knobs, counter tops, tables, and more.
- **Team and Client Safety:** Team members who are sick, or who live with someone who is sick, will not be in the hospital. Likewise, if you are sick, please call us so that we can make special and safe accommodations to pick up your pet.

### **Frequently Asked Questions - Pets and Covid-19**

Q: Can my pet catch Covid-19?

A: Almost certainly not! There has been no study that has shown that pets can catch Covid-19. We believe there is no reason to fear that your pet could catch the illness or transmit it to you.

Q: What’s the difference between Covid-19 and Coronavirus?

A: Covid-19 is the resulting strain of a new kind of coronavirus - that's why it's referred to as the "novel coronavirus". There are many types of coronaviruses in people and animals, and those are totally unrelated to this new disease.

Q: Does this change how I should take care of my pet?

A: Nope! As always, love them, care for them, and cherish the bond you two share. We are always here for you to make sure your pet's health needs come first.

We know that this is a quickly evolving situation, and are making sure to stay on top of everything. We will be keeping you posted about any important updates, and please give us a call if you have any questions or concerns. We are always here for you - after all, you are family.

Yours,

The Team at \_\_\_\_\_