

## Wood Hill Vet Clinic COVID 19 Plan

Updated March 24<sup>th</sup> 2020

Dear Wood Hill Veterinary Clinic Clients,

We understand there is a lot of worry and uncertainty regarding the coronavirus pandemic. Our goal is to remain open and available to treat and care for your pets. We take your health, your pets, and the health of our team very seriously. We are putting some guidelines in place as an effort to keep everyone as safe and healthy as possible. If you or any member of your household meets the following criteria, we will still treat your pets, but we ask that you inform us ahead of time.

- If you have traveled out of the United States or to a heavily affected area of the United States in the last 14 days (Boston, Seattle, any cruises, any other region with a high coronavirus case total)
- If you have been exposed to anyone who has returned from China, Japan, Italy, Europe, South Korea, the UK, or Iran in the last 14 days, sick or not.
- If you have symptoms of fever (100F or over), dry cough, or sore throat yourself or anyone in your household or family, particularly sick children.

If you meet any of these criteria, we ask that you inform us ahead of your appointment so we can make the necessary arrangements. If possible, we ask that you have a family member or friend bring your pet in for the needed services.

In an effort to keep everyone as safe and healthy as possible, we are asking owners to remain outside of the hospital in their cars.

Please observe the following guidelines:

- Upon arrival please wait in the car and call us. A staff member will come and meet you to get a history and take your pet into the hospital for their exam. After the exam any recommendations will be discussed with you and a staff member will bring your pet back to your car.
- Payments will be carried out from your car, by credit card over the phone.
- We are encouraging no routine wellness appointments, EXCEPT for Rabies and completing Puppy and Kitten vaccine series. We will be calling clients with wellness appointments and asking you if you'd like to reschedule at a later date.
- We as the hospital may be spread thin with our employee resources. Please be patient with us; things may be slower than you are used to. Appointments may be behind schedule due to additional disinfecting.
- If you need to come in and pick up anything, i.e. prescription, food, etc., please call first and someone will bring your medications to your car.
- Please respect the "social distancing" recommendations and maintain a distance of 6 feet from others. We are now a handshake and hug free zone.

We are monitoring the COVID-19 situation closely and following the guidance of the CDC. If you or your family is sick, self-quarantined, or formally diagnosed, we request you put off any well-pet needs. If your pet is sick or injured, call us and let us know your situation and we will create the best plan for treatment.

If you need to reschedule your appointment, we are happy to do so at any time, just give us a call.

Thank you for following these guidelines. If you have any questions or concerns, please email or call us for help.

All the very best,

The Wood Hill Vet Team

(Telephone 518 392 6224; Email [woodhillvetclinic@gmail.com](mailto:woodhillvetclinic@gmail.com))