



## COVID-19 Safety Update-April 13, 2020

Redwood Veterinary Hospital is taking several measures to **protect Clients and Staff from exposure to the COVID-19 virus**. We ask you to help us in this effort by reading and following the guidelines below. **We are open and seeing patients with urgent and/or essential medical needs\***. Currently, we ask that elective wellness care services and elective surgery/dental procedures be postponed if possible. Our hours of operation may vary a bit from our usual hours as we try to be available for your pet's healthcare needs as well and keep our community safe. Please feel free to call us at 707-553-1400 if you have any questions.

*\*Rabies vaccinations are considered essential care. For those clients who are in higher COVID-19 risk groups and are concerned about the safety of bringing their pet(s) to the hospital now, we ask that you contact us and speak to a doctor as in some cases a delay in boosters may be reasonable.*

### 1) Visiting the Hospital:

If you do need to come to the clinic, please **wait in your car and call us on your cell phone upon your arrival**. If you have an appointment, we will notify you when we can examine your pet and **will take your pet into the hospital for care**. The Doctor (or in some cases, the Nurse) will either call you or come to your car. Please limit the number of family members in the car to as few as possible and converse with Staff at a safe distance of at least 6 feet. As we want to assure safe transport of your pet into the hospital, all dogs should have secure leashes and all cats, small mammals, reptiles and birds (and maybe toy breed dogs) be transported in a secure pet carrier that our Staff member can carry into the clinic. Payments for services/products ideally should be made over the phone (established clients only), or if necessary, you can come into the reception area to complete final paperwork while honoring accepted social distancing practices.

***In order to reduce chances of COVID-19 exposure, we will limit the number of clients in each of our reception rooms/lobbies (Dog and Cat) to one.***

***We ask that all clients visiting our hospital, whether at their car or in the reception area, please don a cloth or fabric material face covering per current CDC recommendations, when conversing with Staff.***

**For medication/food pick-up:** Upon arrival, please remain in your vehicle and call our front desk to let them know that you have arrived. Payments for products ideally should be made over the phone (established clients only), or if necessary, you can come into the reception area to complete final paperwork while honoring accepted social distancing practices. ***In order to reduce chances of COVID-19 exposure, we will limit the number of people in each of our reception rooms/lobbies (Dog and Cat) to one.*** If you've paid over the phone, one of our staff members will deliver the items to your vehicle, putting them into the trunk or passing them through the passenger side window. Given the airborne nature of the COVID-19 illness, we ask that you please refrain from engaging in conversation with the staff member who delivers your items, but rather continue to utilize the phone as your primary method of communicating with our team. **NOTE:** please see guideline #3 "For Clients affected by COVID-19 or displaying flu-like symptoms".

## **2) Hospital Cleaning Protocol and Staff Illness:**

Our hospital continues to observe the CDC's (Centers for Disease Control and Prevention) recommendations on disease prevention. This includes frequent handwashing and disinfection of high contact surfaces such as doorknobs, counters and work surfaces multiple times per day. Employees testing positive for COVID-19 or displaying flu-like symptoms are directed to stay home and follow their doctor's advice for care.

## **3) For Clients Affected by COVID-19 or displaying flu-like symptoms:**

If you, or a member of your household, are suspected to have, or tested positive for, COVID-19, or are displaying flu-like symptoms ***we ask that you please contact us by phone as soon as possible to reschedule your appointment and discuss your pet's veterinary care options.***

While research is ongoing, there is no current evidence to suggest pets can transmit the COVID-19 virus to humans. There is some discussion of the theoretical possibility the virus may survive on the haircoat of a pet who lives closely with a human infected with the virus. Therefore, we have been advised by multiple experts, including the School of Veterinary Medicine at UC Davis, to inquire about a household's COVID-19 status when setting up appointments. If you have a current appointment to bring your pet to the hospital, we ask that you notify us if you have concerns that someone in your house is currently showing signs of, has test positive for, or is suspected to have, COVID-19. We apologize for needing to ask these questions but ask for your understanding and cooperation with this issue.

***Regarding living with pets in a household that is experiencing COVID-19,*** we wanted to share with you an excerpt from a recent notice circulated by the California Department of Public Health on April 1, 2020: (the highlights are ours)

- Recommend to clients who have a confirmed COVID-19 infected human patient in the household to have a different member of the household care for the animal patient, if possible. To avoid having the animal patient vector the COVID-19 virus into a veterinary premises, **the ill owner/household member should avoid contact with the animal patient**

as with other household members, including petting, snuggling, being kissed or licked, and sharing food. If the ill individual must care for the animal, they should wash their hands before and after interacting with the animal and wear a facemask if one is available.

- Clients with confirmed COVID-19 should not come to the veterinary premises until they have been cleared from isolation according to public health guidelines. If possible, have a family member or friend pick up the animal patient from the animal patient's home in a pet carrier to be brought to the hospital.

Redwood Veterinary Hospital has always believed that protection of good health, both human and animal, requires a multifaceted community-based approach. As our community addresses these challenges together, we hope you and your loved ones stay healthy and we thank you for your understanding and cooperation.