



# COLUMBIA VETERINARY HOSPITAL

## 541-296-5059

March 18, 2020

Dear Clients and Columbia Gorge Community Members.

At Columbia Veterinary Hospital we are taking COVID-19 very seriously to protect our staff clients and patients. We realize how important continued veterinary care is to our community, and we care about your health as much as your pets!

### **We are currently implementing the following policies to protect our staff, clients and patients:**

- Only CVH employees and approved vendors will be allowed in to the building.
- CVH staff will meet clients at their vehicles. Cats must be in a carrier with no personal belongings in the carrier. Dogs will need their collar and personal leashes removed and a CVH leash will be provided during their stay.
- Pet owners will be asked to phone the front desk at their arrival. All communication with the pet owner will be via phone and /or email, unless the pet owner has neither, in which case the owner will discuss an action plan with the doctor in an outdoor area.
- Approval of estimates will be via email or phone.
- At the time of discharge, an CVH staff member will review the discharge instructions over the phone. Discharge instructions will be a paper copy that will be given at the time of discharge.
- Any client that has a non-life threatening pet emergency or appointment and is feeling ill is being asked to reschedule their appointments until they are well. If the pet patient needs urgent care we are asking them to send an agent in their place.
- If your pet patient has a life threatening illness or injury please call ahead and they will be greeted at their vehicle or in the lobby where they can be triaged immediately.
- While hospital sanitation has always been a top concern of ours, we are being especially diligent and increasing sanitation throughout our hospital.

### **For Any Pet Visit**

It is essential that anyone displaying symptoms of COVID-19 (fever, cough, or shortness of breath) or who has traveled internationally in the last 14 days or to an area in the United States with a high incidence of COVID-19 **call from the car to discuss the situation**. We have plans in place to help ensure your pet receives the care it needs. This could include having a staff member in personal protective equipment meet your client at their car to bring the pet into the hospital.

At this time, there is no evidence, per the CDC and WHO, that pets can spread the coronavirus, although their fur can act as a fomite. For the latest information, we encourage you to check out these websites:

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/animals.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>

<https://www.avma.org/resources-tools/animal-health-and-welfare/covid-19>

We honor the relationship we have with you and your pets and thank you for your help in ensuring the continued good health of our community, our staff and our pets.

Sincerely,

The entire team at Columbia Veterinary Hospital