



Animal Care Unlimited Statement on COVID-19

At Animal Care Unlimited the health and well-being of your pets and family are our top priority. As our world continues to adapt to the Covid-19 virus, we want to assure you that we are doing all we can to ensure the safety of our clients, patients, and team, and continue to follow guidelines and best practices from professional organizations such as the CDC, AVMA and the State of Ohio.

As medical professionals we take an oath to protect the health of the public. We understand and support the need for physical distancing and other precautions and have implemented new protocols in our hospital. Our sincere desire is to aid our community in the months to come by lessening the extent of the transmission and spread of this virus and ultimately reaching our goal of keeping everyone in our community happy and healthy, including our beloved pets.

What to expect when you call for an appointment:

ACU is currently accepting appointments for all well-pet and sick-pet visits, procedures and surgeries. However, in order for us to accommodate an increased number of daily urgent care visits, well-pet and/or elective surgery requests may be asked to book out a bit further than normal. Our phones have also been busier than usual, so if you have an appointment request or medication refill, you may find it easier to request on our website or download our new app, VitusVet. (The link to our new app can be found at the bottom of our website home page).

What to expect the next time you visit our hospital:

It is important that we take strong measures in order to protect our team so that they may continue providing life-saving care to our patients. As our understanding of this virus changes, so shall we. Policies and practices in place today will likely evolve over time, so we will continue to do our best to keep you informed.

The following policies will remain in effect until further notice.

- **Personal Accountability:** We ask that any client who is positive for COVID-19 or living with a family member who is positive, anyone who is currently under quarantine for potential virus exposure, anyone currently experiencing flu-like symptoms, including fever greater than 100 degrees, a cough or other respiratory signs, completely avoid visiting our hospital. If you are sick and your pet has a serious medical urgency, we ask that you arrange alternative transportation for your pet. Please notify our team as far in advance as possible so extra steps can be taken to ensure everyone's safety. A Telemedicine visit may be possible if the pet is a current patient of ours and has been seen within the past twelve months.
- **Vet care visits: 'Modified Curbside Service'** – Social distancing currently prohibits, but we are looking forward to the day we can have you back into the exam rooms again! So, until guidelines are lifted or modified, your 'exam room' experience will be somewhat different.
 - To check in for a visit, call or text the front desk from your vehicle when you arrive. Soon after, a team member will call you to get pertinent patient history and discuss the reason for your visit. They will then ask you to step inside the front doors to hand off your pet and you may then return to your vehicle. The doctor will then examine your pet inside our facility while you remain outside. The doctor will then consult with you by phone on exam findings and treatment options. When the visit is complete a team member will again meet you inside

the door for the handoff. You may then check out with the reception staff, or return to your vehicle and complete the checkout process by phone. **Please be sure your phone is charged prior to arrival and bring your pet properly secured in a pet carrier or on a leash. While your pet is being seen by the doctor, please do not leave the parking area.**

- **Call ahead for refills and supplies:** If you need prescription refills or pet food or supplies, please call ahead and we will have ready for pickup when you arrive, or we can arrange home delivery through our online store. When you arrive in our parking lot, call for further instructions.
- **Pet Pick-up or Drop-off:** Please call or text from your vehicle when you arrive and you will be given further instructions.
- **If you need help:** Just ask, we are happy to assist! If you have ambulatory issues or unable to wear a mask for any reason, let us know and we can modify our procedures accordingly.

Covid-19 and your pet:

According to experts, including the CDC, AVMA, and many other international health organizations, there is no evidence that companion animals, including dogs and cats, can spread the COVID-19 virus to humans. However, there are extremely rare instances of companion animals that have tested positive for the disease, particularly in households that have/had a family member that is positive for the virus. We ensure you we are closely monitoring any new information as it becomes available.

We continue to appreciate your patience, understanding and continued support as we move through (and eventually past) these unusual times. Please contact our Medical Director or Hospital Administrator with any additional questions or concerns you may have.