



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 and 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 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: Curbside Service vs. Inside Service:** Until the Franklin County COVID-19 case numbers subside, we prefer to do most visits curbside. However, inside veterinary care appointments are available if needed, with restrictions (see below).
 - During a curbside visit, call or text from your vehicle when you arrive. Our team member will retrieve your pet from you, and the doctor will examine your pet inside our facility while you remain outside. The doctor will then consult with you on exam findings and treatment options by phone. When the visit is complete the medical team will escort your pet back to reunite with you and complete the checkout procedure over the phone or at your vehicle. **Please be sure your phone is charged prior to arrival and bring your pet properly secured in a pet carrier or on a leash.**

- For an inside visit, call or text from your vehicle when you arrive and when we are ready you will be escorted directly to an exam room by a staff member. Social distancing can be challenging in the exam room environment so we require 1) just one person accompanies the pet inside, 2) you must remain seated for the duration of your visit in the exam room, and 3) a face covering must be worn at all times while inside our building. (If you do not have a mask, we can provide one for you). We realize that everyone's comfort level varies. If any of those three requirements cannot be met, or if you just prefer it, we will still happily see your pet curbside.
- **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 curbside pickup when you arrive, or we can arrange home delivery through our online store.
- **Pet Pick-up or Drop-off:** Please call or text from your vehicle and you will be given further instructions.

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. 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.