



Animal Care Unlimited Statement on COVID-19 (updated 3/19/20)

At Animal Care Unlimited the health and well-being of your pets and family are our top priority. As the situation around Covid-19 continues to evolve, 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 recommendations from professional organizations such as the CDC and AVMA.

As medical professionals we take an oath to protect the health of the public. We understand and support the need for physical distancing and are implementing protocols to support this. We believe that small changes can have a large impact if initiated early enough. We hope that by taking these precautions now we can aid our community in the weeks 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:

ACU will continue to provide needed veterinary care to your pets at this time. However, if you currently are requesting an appointment for wellness services or elective surgical procedures you will be asked to book a minimum of 14 days out so that we will be able to see patients who have urgent or emergency needs at this time it is very important that we take measures in order to protect our team so that they may continue to provide life-saving care to our patients..

Beginning 3/19/20, the following policies are in effect until further notice:

- **100% Car-side service:** We ask that all other clients arriving for appointments, including surgical admission and release, remain in their vehicle. Please utilize your mobile phone to notify our team of your arrival. 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 with you over the phone or at your vehicle.
- We ask that any client who is experiencing flu-like symptoms, including fever greater than 100.4 degrees, a cough, etc, completely avoid visiting our hospital/facilities. If you are sick and your pet has a medical emergency, we ask that you arrange alternative transportation and notify the transport and our team of this matter. If alternative transportation is not available, please notify our team as far in advance as possible so extra steps can be taken to ensure everyone's safety. Telecommunication may be possible if the pet is a current patient of ours and has been seen within the past twelve months.
- In all cases, please bring pets in to see us properly secured in a carrier or on a leash.
- If you need prescription refills or pet food or supplies, please call ahead and we will have ready for car-side pickup, or we can arrange home delivery through our online store.

Your pet's safety

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 become ill from and/or spread the COVID-19 virus.

We ensure you we are closely monitoring this situation and seeking regular guidance from the CDC, AVMA, and other international health organizations. We will also comply with any and all government issued requests and demands. For this reason, these policies will likely continue to change/evolve. We will continue to do our best to keep our clients updated.

We greatly appreciate your understanding and cooperation through all of this. Please contact our Hospital Administrator or Medical director with any additional questions or concerns you may have.