

## COVID-19 (Coronavirus) Preventive Measures Effective Immediately

As the COVID-19 (coronavirus) infection spreads worldwide, the Doctors and Staff at Bowman Animal Hospital and Cat Clinic convey our sympathy and concern to everyone affected by this outbreak. We have been following the outbreak and adjusting our protocols to assure the health of our Clients and their Pets, and your health care team.

With that in mind, we want to share with you the preventive measures that have been put in place at the Hospital.

1. Information posters from the CDC on COVID-19 infection are posted throughout the Hospital.
2. Employees are being asked to stay home when sick and remain there until they are fully recovered or can provide a physician's note stating the Employee can return to work.
3. Any Employee exhibiting symptoms of illness will be asked to submit to fever testing and/or asked to leave the Hospital by a supervisor or Associate Veterinarian.
4. Any Employee with symptoms of COVID-19 infection has been asked to notify our Hospital, refrain from coming to work, and seek medical care.
5. Our Employees will practice good cough and sneeze etiquette, and they will utilize appropriate hand hygiene at all entrances/exits and in other areas throughout the Hospital.
6. Doors that can be safely be propped open, will remain open to avoid frequent touching of surfaces on the door.
7. The Hospital will be providing tissues, wipes, sanitizer, and cleaning products for Employee use, as long as supplies are available.
8. Personal work spaces (keyboards, mouse, phones, desktops) and common areas (kitchen, grooming, treatment, offices, pharmacy) are being wiped down at least 3 times daily.
9. In more heavily trafficked areas (front lobby, reception desks, exam rooms), all surfaces will be wiped down immediately after use by an Employee and/or a Client Pet.
10. All Employees will be ceasing direct physical contact with our Clients

11. All Employees will be washing their hands immediately after touching a patient with soap and water for at least twenty seconds.

12. Signs will be posted on the Lobby doors to inform our Clients of the Hospital policies on minimizing the spread of COVID-19 infection.

As we embark on our preventive measures, we are asking for your help to prevent spread of COVID-19 (coronavirus) infection in our community. Here is what you can do:

1. Out of an abundance of caution and to minimize the risk to you and our staff, clients will no longer be allowed to enter the building.

2. A client service representative will meet you outside the building to check your patient(s) in or you can call 919-847-6216 to alert them you are here for your appointment.

3. We ask that you remain in your car all the way through to the checkout process.

4. All exam communications with the doctor and the checkout process will be done over the phone. Please provide the best number to reach you when scheduling the appointment or at check-in.

5. Please note that wait times may be increased due to the new exam room procedures.

6. If you are sick, please find someone else to bring your pet to their appointment. If unable to do so, please alert our staff when scheduling the appointment so proper protocols can be followed by staff.

7. If you have any symptoms of or have been diagnosed with the COVID-19 virus, as noted by the CDC (see flyer below), please find someone else to bring your pet to their appointment. If unable to do so, relay this information to our staff over the phone. We will work with you to determine to best means for treating your pet(s).

8. When visiting our hospital for your curbside appointment, please continue to practice good cough and sneeze etiquette, and utilize appropriate hand hygiene (see Stop the Spread of Germs flyer below).

9. If you are uncomfortable with any portion of this protocol and wish to cancel or reschedule your appointment, please call 919-847-6216.

We are dedicated to providing the highest care to your Pets during this crisis. And, we want to do so in such a way that keeps you safe, keeps our Staff and Doctors safe, and minimizes the spread of COVID-19 infection. Therefore, please note that these policies may be modified without notice based on updated

recommendations from local and State health officials, the NC Veterinary Medical Board, and veterinary medical associations.

Thank you very much for your understanding. As always, we are grateful for the confidence and trust you have shown by allowing us to care for your Pets. Best regards and please be safe!

The Staff and Doctors at Bowman Animal Hospital and Cat Clinic