

CORONAVIRUS (COVID-19): IMPORTANT UPDATES

While the health of our patients is always our utmost priority, we are continuing to monitor the news of the coronavirus (COVID-19) in and around our community in order to best keep you and our veterinary team as healthy as possible.

While the Centers for Disease Control (CDC) have indicated that dogs, cats, and other domestic animals are not considered at risk for contracting COVID-19, we are taking extra precautions to ensure the health and safety of clients and staff within our facility.

As of now, SWVC will continue to maintain regular business hours. Non-urgent appointments will be considered in light of medical necessity and the need to comply with social distancing. By the governor's Executive Order 20-10, routine procedures and surgeries requiring the use of PPE's (Personal Protection Equipment) may not be performed to conserve available inventory for human use.

We are no longer allowing clients into the building. Please see the following for additional information about what to expect with these new protocols.

For small animal appointments:

We ask that you remain in your car and call [541-895-5665](tel:541-895-5665) to let us know of your arrival. A staff member will come out to your car to speak with you, collect history information, discuss your goals for the visit, and bring your pet inside. It is absolutely important that your pet be IN A CARRIER OR ON A LEASH with a properly fitted collar. Pets may be uncertain about what is happening and we all need to work together to ensure that no pet escapes. The veterinarian will perform the examination and any pre-authorized procedures. If additional consultation is necessary, we will call you. A staff member will return your pet to the car with any medications and discharge instructions. Payments may be made over the phone or given to our staff member from your car. Medications may also be obtained from our on-line pharmacy. www.tinyurl.com/shopsouthwillamette

Important considerations:

1. If you are experiencing any signs of illness; have any flu-like symptoms including fever, cough, or shortness of breath; or have had any of these signs within the past fourteen days, we kindly ask you that you inform our staff and if possible, reschedule your appointment.
2. If you have recently had an increased risk of exposure by traveling or attending a large gathering, please consider rescheduling your appointment until *after* a fourteen-day quarantine.
3. If you are ill, have been ill within the past fourteen days, or have had an increased risk of exposure and your pet needs urgent care or medical attention, please ask a friend, neighbor or family member to bring your pet into our facility. If you call ahead, we will gladly accommodate your pet's guardian and make the appropriate arrangements.
4. If anyone in your household is ill, has been ill within the past fourteen days, or has had an increased risk of exposure, please call ahead to inform us so that we may take the appropriate protective measures to keep our team safe while handling your pet and your pet's belongings. Our veterinary team will be wearing gloves when handling your pet.
5. In compliance with the recommendations for social distancing, we will refrain from shaking your hand and will keep as distanced as possible during your visit.

6. In general, we will be delaying routine appointments, grooming appointments, or other non-essential visits until the closures are lifted to minimize unnecessary exposure to our staff and clients.
7. As of March 19th, the Oregon governor's executive order 20-10 prohibits all elective and non-urgent procedures such as spays and neuters until June 15th. This is to preserve the supply of masks, gloves, and gowns.

For large animal appointments specifically:

The same protocol will be followed as above. Please remain in your vehicle and call 541-895-5665. A staff member will come out to gather information and help unload. We are allowing only one owner per animal into the large animal section of the clinic, and prohibiting access to the lobby to better protect the health of our clients and staff.

Our doctors will continue to make farm calls. Please limit the number of people present at the appointment to the owner or horse handler. We ask that you respect social distancing and stand 6 ft. apart. If you are sick, please find a different handler or cancel the appointment.

As noted for small animal cases, dispensed medication and paperwork will be brought out to your vehicle. Medications may also be ordered from our on-line pharmacy.

www.tinyurl.com/shopsouthwillamette

Safety Precautions: Cleaning and Disinfection

Veterinary practices routinely disinfect with products that are virucidal – this means that they destroy viruses. We use REScue, an accelerated hydrogen peroxide disinfectant. Rescue is effective against coronavirus COVID-19 as per the Center for Biocide Chemistries, the Environmental Protection Agency, and the CDC.

We are taking additional precautions with regards to cleaning and disinfection. In addition to our regular cleaning and disinfection between patients, we have implemented the following steps:

1. Door handles and light switches in the exam rooms are disinfected between every appointment.
2. The reception countertop, pens, card readers, and front door handle are disinfected after every client/use. The lobby benches, faucets, toilet handle, and all other door handles are disinfected hourly. All telephones are cleaned between individual users.
3. Magazines and all other reading materials have been removed from our exam rooms. Please bring your own reading materials to your pet's appointment if desired.

We ask you to join us in washing your hands thoroughly and frequently in order to prevent disease transmission.

Other Preparations

The CDC suggests that families have a two-week supply of food, prescriptions, and pet supplies available in the event that you become sick and are quarantined within your home. Please contact us if you need to order your pets' medications, food, or other supplies. We also encourage you to visit our online store at www.tinyurl.com/shopsouthwillamette.

We are continuously reviewing potential supply chain issues and purchasing surplus orders of critical medications and medical supplies as deemed appropriate. We will keep you updated on any backorder situation that may affect your pet.

Interacting with Pets

At this time, experts have not expressed concern about transmission to or from animals. Multiple international health organizations have indicated that pets and other domestic animals are not considered at risk for contracting COVID-19 or spreading COVID-19.

However, if you are infected with COVID-19, the Centers for Disease Control is recommending that you limit contact with pets just as you would limit contact with other humans. When possible, have another member of your household care for your animals while you are sick. If you are sick with COVID-19, avoid close contact with your pet, including petting, snuggling, being kissed or licked, and sharing food.

Additional Resources

CDC: Coronavirus COVID-19

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

AVMA: What Do You Need To Know About Coronavirus?

https://www.avma.org/blog/what-do-you-need-know-about-coronavirus?inf_contact_key=1c317f3db5a4c53643f6de4621d73697

World Health Organization (WHO): Coronavirus Disease Advice for the Public: Myth Busters

https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters?inf_contact_key=0b28854d1c48d3a6bbd69d4929ae18ec

CDC: Hand-Washing Guide

https://www.cdc.gov/handwashing/when-how-handwashing.html?utm_medium=email&utm_source=govdelivery&inf_contact_key=0f64a409b89b1aa28cec3d5c263ef242

We ask for your understanding and patience as we balance caring for your pets and keeping our community safe. Please continue to visit our website and social media channels for additional information as this situation rapidly unfolds. If you have any questions, please reach out to us via phone (541-895-5665) or email (swvcstaff@swvetclinic.com).

Wishing you all good health!

Sincerely,

The doctors and staff at South Willamette Veterinary Clinic, LLC