

Rutherford Veterinary Hospital COVID-19 Response Plan

Dear Rutherford Veterinary Hospital Clients,

Due to the constant changing environment surrounding the outbreak of the COVID-19 virus we are having to make some changes to the business operations of our hospital and adapt a "Pet Care While Social Distancing" business model.

Beginning Tuesday March 17th we will change to this format. Ideally we will limit veterinary visits to sick pets and emergencies as well as time sensitive injections. For the time being we will still offer Daycare and Boarding knowing that may change if the environment surrounding the COVID-19 virus changes.

Below outlines our Pet Care "Social Distancing" Plan of action:

- Bring any sick, injured, or emergency cases to us. Have cats in a carrier and dogs on a 6 ft. leash.
- Call us from the parking lot when you arrive. A staff member will come out and collect your pet.
- Our doctors will examine your pet while you wait in the car and then we will call you to discuss plans for care.
- We can arrange payment and will return your pet when treatment is complete.
- If you need pet food or medication please call ahead so we can have it ready.
- IF YOU ARE SICK OR OTHERWISE IMMUNO-DEFICIENT- please don't come in. Call us and we can meet you at your car. We may be able to provide a form of telemedicine for our established clients.
- Ambulance calls will be limited and must be approved by myself or the practice manager.

We have monitored how the rest of the Veterinary community is proceeding given the current crisis. We feel that this is the best and safest way to proceed in a situation that is unlike anything we have encountered before. It is not a decision that we have made easily. The potential economic impact to our hospital is frightening but the health and well being of our human community is more important. We will be monitoring the crisis closely and will inform you of any changes in the above protocols.

STAY SAFE! Call us if you have any questions or concerns.

Thank you for your continued trust in us.

Dr. Teri
Rowan

Practice Owner

Rutherford Veterinary Hospital