

(CLINIC NAME) COVID 2019 PROTOCOL

Everyone must READ and SIGN.

COVID 2019 is a coronavirus that is now a PANDEMIC (world-wide.) There is a very good chance that most of us will eventually be exposed to it. This is the most serious disease threat that most of us have faced on our lifetime. Unlike the human influenza virus, this coronavirus is “new” to our immune systems, so we have no *acquired* immunity against it. Vaccines are a way of training our immune systems to make antibodies against a disease. Currently, there is no vaccine for COVID 2019.

So how do we prevent it?

Fortunately, our bodies have an *innate* or *primary* type of immunity. This includes our SKIN (which is an amazing suit of armor), and blood cells like neutrophils and macrophages. OK, too much science.

The most important way to prevent disease is to **prevent EXPOSURE**. To do this we all need to change our BEHAVIOR and understand the common lifestyle changes we need to make to keep us safe.

FOR COVID 2019:

PERSONAL SPACE – Try to allow for about 6 feet distance from others. We realize this is not always possible, but if you can, allow yourself some *space*.

AVOID SHAKING HANDS – Explain to clients that we want their trust and friendship, but that we are serious about preventing the spread of COVID 2019. They will understand.

HANDWASHING – Follow the 20 second handwashing protocol and wash hands with soap (any kind will do). If you cannot wash your hands, use HAND SANITIZER to clean your hands thoroughly. Wash hands after bathroom visits, after **touching a telephone or a computer keyboard, cash**, after **touching another person**, or **after handling a pet**.

AVOID TOUCHING YOUR FACE – Learn to avoid touching your face. If you do, wash your hands first, or use a tissue. The coronavirus (and cold and flu viruses) gains access to your body via mucus membranes on face, nose, mouth, etc. You can wash it off your hands, but once it's in your nose, eyes, or mouth, you're infected.

DISINFECT CONSTANTLY- SURFACES AND THINGS THAT ARE TOUCHED – After using or touching phones, keyboards, or surfaces. Use *approved disinfectants*. *Exam rooms should be disinfected after each client. Lobby area every hour. Everyone should have a personal pen they use for the day. Use saran wrap on touch screen credit card processors and wipe down hourly. Ask clients to insert their credit card and retrieve. Wash your hands after handling cash or checks.*

STAY HOME IF YOU ARE SICK – if you are **coughing**, have a **fever**, or **shortness of breath**, please **let your manager know ASAP**. CALL YOUR DOCTOR. Get tested if possible. If you appear sick, you may be asked to take your temperature and if febrile, sent home.

EDUCATE and COMMUNICATE -with your co-workers and clients. Explain that we are very serious about disease prevention at Ancare.

AVOID CROWDS AND PUBLIC GATHERINGS – For the next 30 to 60 days, it is best to avoid bars, crowded restaurants, public meetings, or anyplace where there are lots of people. Don't put your co-workers at risk by taking unnecessary chances yourself.

STAY POSITIVE! – We have the BEST TEAM. This is an opportunity for us all to show LEADERSHIP to each other and our clients. We choose our attitude and behavior. Smile and choose to be optimistic and happy. We encourage everyone on the staff to **LEARN THE FACTS** about this disease. Go to <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> We all need to be educated and aware to stay safe.

(VETERINARY CLINIC) IS A SAFE PLACE

Let clients know that Ancare is a safe place; for them and for their pets.

FOR CLIENTS:

EXPLAIN that we are *business as usual*, and that we are taking all precautions to keep our clients, and their pets safe. Clients may be unwilling to come to the hospital due to fears of being exposed to Covid-19. We already have a little experience with offering a solution to prevent the spread of respiratory disease with the canine influenza threat. We can offer options to clients to limit person to person contact.

1. **We are working on a Scheduled phone appointments (TELEMEDICINE) option** with a doctor for current established clients with sick pets. CSR discusses the pet's health issue with the pet owner, explains the fees for the phone appointment, makes the appointment in Avimark with one of our doctors who then calls the client back within a 20-minute window of that appointment time. There is a **\$ fee** for a TELEMEDICINE APPOINTMENT. If enough information can be gleaned from the phone call, the doctor can prescribe medication for the owner to pick up. If the doctor feels it is essential to examine the pet, the owner can drive to (CLINIC NAME) where we can retrieve the pet from their car in the parking lot, and bring it in to be examined by the doctor.
2. **NO CLIENTS IN THE WAITING ROOM** - When clients enter, they should be put immediately into an exam room. Clients can be instructed to call us by cell phone when they arrive in parking lot. They can be instructed to wait in their car until we are able to put them immediately into an exam room.
3. **Scheduled drop-off pet visits** - can be made for exams, blood work or other testing. The client can either wait in their car or pick up the pet once the procedures are completed. We can communicate with the client by phone or in the parking lot (weather permitting.) If pet is not picked up immediately after the visit, there may be a DAY STAY hospital or boarding fee added. The client can wait for their pet in an exam room if they wish.
4. **Scheduled parking lot appointments** – the pet may need to be escorted into the hospital for vaccines and/or bloodwork while the owner waits in their car.
5. **Drive UP to pick up medications and food** – Offer clients the option to stay in their car. We can bring the medications and food to the car, and charge their credit card. We can also mail medications. Offer (YOUR BRAND OF PRESCRIPTION FOOD AT HOME SERVICE) EVERYONE COMING IN TO GET DOG FOOD. To prevent hoarding, we have placed a limit of 2 bags of food per family per day.

If anyone has an idea to help keep us safe, PLEASE LET YOUR MANAGER KNOW. We are all in this together.

Dr. (YOUR NAME)

I have read and understand protocol for COVID 2019

Employee signature

Date

