



## THE VILLAGE VETERINARY CENTER

### COVID-19 Policy Update – Keeping You & Your Pets Safe

***\*\*\*Please be aware, we ARE open and available for phone calls and essential medical care during our normal business hours. However, the entrance will remain locked and NO public access will be available. If you have questions or concerns regarding your pet, please call:***

***401-583-4560***

Dear clients of The Village Veterinary Center:

As we continue to navigate through these unprecedented times, the health and well-being of our patients remains a top priority. As we learn more about the novel coronavirus that is causing the COVID-19 pandemic, we are forced to continue our efforts to create a safe balance between the ongoing medical needs of our patients, the health and safety of our clients, as well as those of the veterinary team members providing care. In addition, it is imperative that we remain aware of the overriding needs of our human medical providers that are tasked with caring for those stricken with the virus. In order to conserve lifesaving medical supplies, including personal protective equipment and drugs used to sedate patients on ventilators, we will be limiting our services to those procedures that are considered essential.

Following guidelines from the Centers for Disease Control (CDC), The World Health Organization (WHO), and the RI Department of Health, we have implemented the following policies to ensure the safety of those visiting and working in our facility while maintaining optimal care for your pets.

- Please call ahead so we can discuss your pet's condition over the phone and determine the best plan of action.
- We are adhering to the recommended policy of strictly limited person-to-person contact.
- If you are sick in any way, please call to postpone and reschedule your appointment.
- If it is determined that your pet needs to be evaluated by our staff, please make every effort to have a healthy person bring your pet to our facility.
- If you are healthy and have not traveled to a [CDC designated high-risk zone](#) in the past 3 weeks, please arrive for your scheduled appointment.
- We are directing **all clients to wait in their cars** rather than in the waiting room, and to call us upon arrival so we can advise them of the protocol for having their pet evaluated.
- Please adhere to the [CDC guidelines for personal health and hygiene](#). Please wash your hands, maintain a safe social-distancing (>6ft), wear an approved face-covering, and observe our no-physical-contact hospital-policy.
- Please wipe down your pet's carrier or leash with a sanitizing wipe just prior to handing them off to our staff. We will return them having followed the same precautions.
- A staff member will come out to meet you at your vehicle and bring your pet inside where we will perform a thorough examination and communicate with you by cell phone regarding your pet's health.

Please note that these policy updates **do not impact our availability**. At this time, our hospital is open and is actively providing care to our patients. We understand that circumstances may change as the pandemic evolves and our understanding of how best to mitigate the spread of the virus improves.

Please feel free to contact us with any questions or concerns.

Sincerely,

The staff of The Village Veterinary Center