

We at Longleaf Animal Hospital want to continue to provide the quality of care you have come to expect for your pets while doing our part to help slow the spread of COVID-19. Outlined below is a summary of what we know about this virus and pets, as well as the steps our clinic is taking to respond in a way that aligns with current CDC (Centers for Disease Control and Prevention) and AVMA (American Veterinary Medical Association) recommendations.

Current information about pets and COVID-19:

- There is currently **no evidence** that pets can become sick with COVID-19.
- There is currently no evidence that pets can spread COVID-19 to other animals, including people.
- **Out of an abundance of caution**, the AVMA recommends that ‘people sick with COVID-19 limit contact with animals until more information is known about the virus. So, if you are ill with COVID-19, have another member of your household take care of walking, feeding and playing with your pet.’
- We know that animals can spread other diseases to people and people can spread diseases to animals, so it is always a good idea to wash your hands after handling both your pets and other people’s pets.
- For humans, the CDC recommends:
  - regular **hand washing**
  - if coughing or sneezing, cover your mouth and nose with a tissue or use the inside of your elbow
  - wear a face mask or preferably staying home if you are sick
  - avoid close contact with people

Based on this information, our plan, effective Monday, March 20<sup>th</sup>, 2020:

- Please **call from the parking lot** (910) 692-4201 or text (910) 638-5472 when you arrive to check in for your scheduled appointment or drop-off. This includes patients for surgeries and dental treatments. We ask that you stay in your vehicle, and a technician will be out as soon as possible to get information about how your pet has been doing, and whatever concerns you may have regarding your pet. Please be ready to outline any concerns or services needed at that time (eg. nail trim, heart worm test, medication refills, etc). From that point, the technician will take your pet into the clinic.
- Per the AVMA recommendation, **please send your pet with a healthy family member** if you are sick. This also applies for other infectious ailments, not just COVID-19. Please alert our staff when making an appointment if someone in your household is sick so that we may use proper precautions when handling your pet.
- As a reminder, medication refill requests can be made through our website (**Vetsource**), which will ship your medications directly to your home.

- Our staff will be taking time for disinfecting exam rooms, the lobby, door handles, countertops etc. periodically throughout the day. We are also enforcing breaks for hand washing as per the CDC recommendations.
- We can be reached via phone (910-692-4201) and email ([longleafanimalhospital@embarqmail.com](mailto:longleafanimalhospital@embarqmail.com)). We will do our best to keep up with all forms of communication. Please understand that we are trying to do our part for our LAH family and community through this uniquely challenging time. Be on the lookout (FB, website, emails) for any modifications or changes as we figure out what works best for everyone and as any potential developments arise regarding COVID-19.

Thank you for your patience and cooperation. Please contact us if you have any questions.