

Dear clients,

As concerns grow regarding the spread of Covid-19, we want to assure you that we will continue to give your animals the care they need, both scheduled and emergency coverage. We are equally concerned about both your health and ours. As such, we will be implementing the following protocol, effective immediately.

- 1). Anyone displaying symptoms of Covid-19 (fever, cough, or shortness of breath) or who has travelled internationally in the last 14 days or to an area of the United States with high incidence of Covid-19, call prior to their appointment to discuss treatment of their animal. Necessary precautions regarding emergency treatment of animals will be discussed on a case by case basis. If you are displaying symptoms of Covid-19 or have travelled recently to the areas discussed above, non-emergent treatment of your animal should be rescheduled.
- 2). We also ask that you follow the "social distancing" recommendations. Please refrain from shaking hands with our veterinarians or staff. In addition, whenever possible, please limit contact to one handler per animal. Other people involved in the treatment of the animals are asked to observe at a distance of 6 feet from those handling animals.
- 3). We ask that you please call before stopping by the office. We will make arrangements for clients to pick up medications and have their animals seen for appointments at the office as needed.

If you have any questions or concerns regarding this plan please give us a call at 252-566-5041.

Sincerely,

Institute Mobile Veterinary Services