

White Veterinary Hospital COVID-19 Safeguard Plan

In light of the Governor's most recent Executive Order, and our commitment to fighting the spread of COVID-19, White Veterinary Hospital has implemented the following procedures in an effort to maintain a safe environment for our employees and clients, as required by Executive Order and IOSHA:

I. Employee and Client Health Screening:

- a. At the beginning of their shift, all employees will be asked the following questions:
 - i. Are you experiencing any symptoms related to COVID-19, including, but not limited to a fever, dry cough, trouble breathing?
 - ii. Have you been in contact with a person known to be positive for COVID-19?
- b. Employees will be further required to:
 - i. Submit to a temperature screening at the request of any supervisor during their shift.
 - ii. Stay home if they are sick and/or have a fever and have been fever free for at least 72 hours without the use of fever-reducing medicine.
 - iii. Immediately go home if they develop symptoms or a fever.
 - iv. Notify any supervisor if they are sick or experiencing symptoms related to COVID-19.
- c. Clients may be asked the following questions before being admitted into Veterinary Clinic:
 - i. Are you experiencing any symptoms related to COVID-19, including, but not limited to a fever, dry cough, trouble breathing?
 - ii. Have you been in contact with a person known to be positive for COVID-19?
- d. Clients experiencing symptoms of COVID-19 or having been in contact with an individual known to be positive for COVID-19 may be required to:

- i. Convert an in-person appointment to a telemedicine appointment if possible.
- ii. If the animal must be seen in-person, because the use of telemedicine is not appropriate, the ill owner should have a healthy family member or friend bring their sick animal to a veterinary hospital or clinic.

II. Enhanced cleaning and disinfecting protocols:

- a. All workstations, keyboards, doorknobs, countertops, and other “high- touch” surfaces will be cleaned regularly by employees. In-between cleanings, these surfaces will be wiped down by employees with disposable wipes throughout the day, particularly after use.
- b. All surfaces in exam rooms, stethoscopes, and other tools will be cleaned between uses.
- c. We use Personal Protective Equipment (“PPE”) responsibly for all procedures where it is required and clean all reusable PPE regularly.

III. Enhanced Personal Hygiene

- a. Clients and employees are encouraged to wash their hands in the designated areas and we strive to have hand sanitizer and tissues available for public use if supplies permit. Remember to:
 - i. Wash your hands with soap and water for at least twenty seconds as frequently as possible.
 - ii. use hand sanitizer when available.
 - iii. covering coughs or sneezes (into the sleeve or elbow, not hands).
 - iv. do not shake hands.
- b. No-touch disposal receptacles and trash cans are available throughout the office.

IV. Social Distancing Requirements

- a. We have evaluated our team and made accommodations to allow for the fewest number of employees to be in-office at any given time.
- b. Employees and clients are required to maintain a six-foot distance from each other as often as possible.
- c. Employees and clients are encouraged to wear a face mask or covering at all times.
- d. We may postpone or reschedule your appointment in order to maintain an appropriate number of people inside our office to maintain social distancing requirements.
- e. All clients should come with no more than 2 people in our office per appointment.
- f. We have telemedicine appointments available where medically appropriate.
- g. We offer direct admission for clients and patients to examination rooms from their cars, rather than from the lobby.
- h. We offer curbside pick-up and drop-off of patients can be used to minimize contact.
- i. We offer curbside delivery of medication refills and veterinary diets.
- j. For curbside or telemedicine accommodations, please contact us at **(574)-533-7745** prior to your appointment to check availability.
- k. Any client without an appointment for either walk-in services or to purchase retail items may be required to wait in order to maintain social distancing requirements.

V. Special Hours and Telemedicine Available here.

- a. Our regular office hours are: **Mon.-Fri. 7:30am-6:00pm, Every Other Saturday 9:00am-12:00pm**
- c. We are currently taking appointments and will attempt to accommodate appointment times based on our availability and ability to maintain social distancing requirements.
- d. We also have telemedicine appointments available where medically

appropriate.

VI. Questions or Concerns?

- a. Please call us at (574)-533-7745 with any questions or to schedule an appointment.
- b. Visit us online at whitevethospital.com or our Facebook page for updates.
- c. Ensure your contact information is up-to-date to receive any updates.

These policies are subject to change per the need of White Veterinary Hospital and in order to comply with all orders, opinions, and regulations from federal, state or local government or administrative agencies, including Executive Orders and IOSHA requirements.
