

March 16, 2020



Dear Cross Point Veterinary Clinic Family,

It's always been our stance that we serve people by investing our passion into the care of their animals. But now more than ever, it is crucial that we become creative and serve you in ways that will protect your health, so that you can in turn continue to protect your fur baby's health. Out of an abundance of caution and in an effort to help slow the spread of the coronavirus, we will be implementing new operating procedures that align with the recommendations given by the CDC.

Procedures are in place so that every client has the option to stay in their car from the moment they arrive to the moment they take their fur baby home. It works much like the grocery store curbside service. For those choosing to come into our clinic, please take comfort in knowing we are diligently taking measures for public health, including implementing a 6-foot distance policy (as best as we can), and eliminating handshakes and hugs. This means we will allow only 1 client in the exam room with their patient. When possible, we will take patients back by themselves.

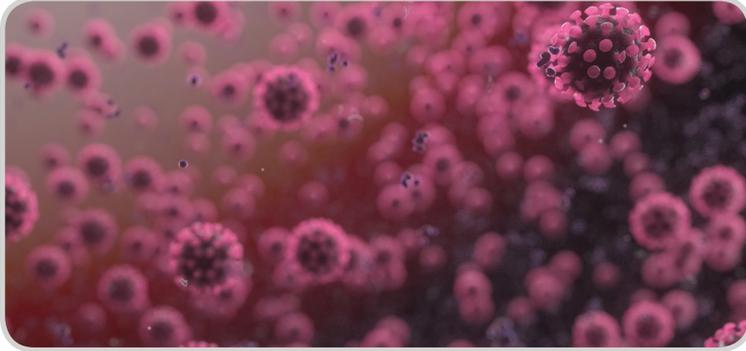
We have removed half of the inside seating and created seating outside so that clients have more space between them. And again, clients are welcome to wait in the comfort of their car and receive updates via phone. In addition to social distancing, our team will be closely monitoring their health each day before coming to work. Any team member experiencing respiratory symptoms or fever will stay home on paid sick leave. If you are sick, yet your pet is too, we will offer a telemedicine consult for your convenience (state law only allows this for current clients).

Furthermore, we have ramped up our already stringent cleaning procedures, including sanitizing frequently touched surfaces including card readers, countertops, pens, doorknobs, coffee bar area, and more. We kindly ask that you pay via credit card instead of cash to reduce the amount of money handling during this time. Lastly, please remember you have 24/7 access to our online pharmacy which allows you to order preventative medications and other necessities from the safety of your home.

All of these changes will take place immediately and will be assessed and updated weekly. As always, our compassionate team is prepared to provide excellent service and quality veterinary care, even in the midst of a national emergency. We are all in this together, and together – everyone achieves more!

God Bless You All,

Dr. Steven and Crystal Cox



WHAT ARE CORONAVIRUSES?

According to the Centers for Diseases Control and Prevention (CDC), "coronaviruses are a large family of viruses. Some coronaviruses cause cold-like illnesses in people, while others cause illness in certain types of animals, such as cattle, camels, and bats. Some coronaviruses, such as canine and feline coronaviruses, only infect animals and do not infect humans."

WHAT IS THE SOURCE OF COVID-19?

At this time, the CDC does not know the specific source of the outbreak of COVID-19. However, public health officials are trying to identify the source. According to the CDC, "the first infections were linked to a live animal market, but the virus is now spreading from person to person."

HOW IS COVID-19 SPREAD?

According to the CDC, the virus is thought to spread mainly from person-to-person. • Between people who are in close contact with one another (within about 6 feet). • Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

CAN PETS CONTRACT COVID-19?

We do not have a definitive answer at this time, but there is currently no evidence that pets can become sick. The "CDC has not received any reports of pets or other animals becoming sick with COVID-19. Further studies are needed to understand if and how different animals could be affected by COVID-19." However, because animals can transmit other

diseases, it's wise to wash your hands after interacting with them. It's important to note that any animal showing serious illness needs to be evaluated by a veterinarian.

WHAT IS THE BEST WAY TO PROTECT MY PET?

The best way to protect your pet is to wash your hands frequently, avoid touching your face with unwashed hands and avoid close contact with people who are sick. It's also vital to disinfect all surfaces that are commonly used. Be sure to stock up on pet supplies and vaccinate your pets for other diseases. In the event you become ill, designate someone who could help with short- or long-term care of your pet. In addition, stay home and cover your coughs and sneezes. Limit contact with your pets if you or someone you are close to contracts the coronavirus.

IF I'M SICK, HOW SHOULD I CARE FOR MY PETS?

The CDC recommends that if possible, "have another member of your household care for your animals while you are sick. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with pets and wear a face mask." It's important to avoid "petting, snuggling, being kissed or licked, and sharing food."



SHOULD I AVOID CONTACT WITH PETS OR OTHER ANIMALS IF I AM SICK WITH COVID-19?

According to the CDC, "you should restrict contact with pets and other animals while you are sick with COVID-19, just like you would around other people. Although there have not been reports of pets and other animals becoming sick with COVID-19, it is still recommended that people sick with COVID-19 limit contact with animals until more information is known about the virus."