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FOUR PAWS VETERINARY WELLNESS
COVID-19 RESPONSE AND READINESS PLAN

Four Paws is committed to ensuring the health and safety of all your family members (both 4 and 2 legged). We have been and will continue to monitor developments regarding Covid-19 and the guidance of Governor Whitmer, the AVMA, the CDC, and the Michigan Veterinary Medical Association.

Through this crisis, we have and continue to learn many important lessons, on one which is that we truly are all in this together and that we must continue to work together to keep each other safe.

The following policies and protocols have been implemented to limit the exposure between houses and protect our clients, pets and staff. Please keep in mind that we are not at full-staff and we are working very hard to meet your requests and the needs of your pets. We ask that you please be patient with us as we navigate through this process.

All policies are subject to change.

GENERAL POLICIES

1. All appointments will have pre-screening by telephone or Skype the day before the in-person appointment. During this appointment, we will discuss how your pet is doing, your main concerns, bloodwork needed, any herbs or supplements requested, etc. If the appointment is for an annual examination, what vaccines (or titers) will be needed and what preventive medications are requested.
 - ❖ **These pre-screening appointments will be approximately 15-30 minutes and will be scheduled at the time you schedule your in-person appointment.**
 - ❖ **In-person appointments will not take place if there has been no pre-screening appointment.**
2. When possible, dog appointments will be seen outside. Whether this is appropriate for your pet's situation can be discussed at the pre-screening the day before the appointment.

3. We require that cats be left either in a carrier/crate or confined to a room in the home on our arrival. This room should not contain furniture the pet can crawl under. The normal “cat wrangling” that we do in some cases will not take place during this time to limit exposure time. If your pet is not confined in some way, the appointment will be rescheduled and a travel fee will be charged. You can tell us where your pet will be during the pre-screening appointment.

OUR COMMITMENT TO YOU

- ❖ Four Paws employees who have contact with clients will have their temperatures taken in the morning prior to being allowed into the workplace. If temperatures are > 100 degrees F, the employee will be sent home (current CDC guidelines are >100.4 degrees F). If the employee or any member of their family is clinically ill, the employees will stay home. This could result in needing to reschedule or cancel your appointment.
- ❖ We will only be bringing in the necessary equipment and tools needed for the examination. We will not bring in our scale(s) for every appointment. Everything will be thoroughly disinfected between appointments.
- ❖ We will be adhering to the 6’ social distancing requirements. In many situations you may not be present for the examination.
- ❖ All employees entering client homes will wear masks and gloves during appointments. They will also remove shoes at the door and wear disposable booties during the appointment.
- ❖ We will call you when we are ~ 10 minutes from your home to facilitate access to your home and placement of the pet as determined during the pre-screening appointment.
- ❖ We will bring our own leash to use if the dog is examined outside
- ❖ Any examination findings that need to be discussed prior to our departure will take place by phone (if the client is not in the room or outside). Otherwise, Dr. Turenne will call you following the appointment to discuss her findings and recommendations.

WHAT WE ASK OF YOU

- ❖ If you have questions about your pet’s health, please have these ready to ask at the pre-screening appointment.

- ❖ If you or a family member is sick, even if the signs are mild, if you have been quarantined after travel or if you have been exposed to someone who has tested positive for Covid-19, your pet's appointment must be rescheduled.
- ❖ Please grant us access to your home and place your pet (or be outside) in the pre-determined location at the scheduled appointment time.
- ❖ Please have available a working sink with soap and paper towels (no cloth towels) where Four Paws staff can wash and dry their hands on arrival to your home.
- ❖ Please adhere to the 6' social distancing requirements. This may mean that in many situations you may not be present for your pet's examination.
- ❖ We ask that you please wear a mask and gloves during your pet's appointment if you are within 6' of Four Paws staff.
- ❖ We respectfully ask if you would discard any trash generated by Four Paws staff (other than needles and other sharps). The trash will be left neatly in a large Ziplock bag.
- ❖ We ask for payment via credit card following the in-person appointment.