

## The Forest Home Animal Clinic Response to the Coronavirus (COVID-19) Pandemic

The Forest Home Animal Clinic will be instituting the following policies in compliance with the CDC, AVMA, and the Wisconsin Department of Health Services. The following policies take effect at the beginning of the business day Wednesday, March 18, 2020. Our clinic plans to stay open for as long as possible to be of service to you and your pets while protecting the health of our clients and staff.

1. To promote social distancing, the biggest change is that clients/owners will be staying in their cars while the pet is examined and treated in the clinic. Please call the clinic to let us know you have arrived. A staff member will come out to your car to pick up your pet. We will use our own leashes so please remove your leash and any pet clothing. No client will be allowed in any part of the clinic except during a euthanasia. Any discussions with the doctor will be via phone.
2. Please remain patient during this time. We may be experiencing a shortage of staff.
3. The clinic is a no handshake or hug zone.
4. All door handles will be disinfected frequently.
5. All cookies and coffee have been removed.
6. If you are ill please have a healthy person 18 years or older bring in your pet. Do not come in if you are sick. Doctor consultation will be by phone.
7. Please call at least one day ahead for medication and food refills. A staff member will bring these items out to you or they will be placed on the bench outside our front entrance when you arrive to pick them up.
8. Payment can be made by charge card from the car by calling the clinic. Please no cash or checks that can transmit the virus.
9. These will be the policies for boarding, day camp, and grooming as well until further notice.