

DFPC CARES

Dear DFPC Clients,

The Dearborn Family Pet Care Leadership Team has been closely monitoring the unfolding of COVID-19 and its impact on our community. The rapidly changing environment of this pandemic, and what is now considered a national emergency in the U.S., has caused a global adjustment in our personal and professional lives.

DFPC takes the wellbeing of our patients, clients and team very seriously and is taking steps to minimize the risk of possible exposure to COVID-19 and provide a clean and safe environment. We are currently open for regular business hours, but are continuing to monitor the situation as it evolves and we will alert you promptly with any changes. We will do everything we can to uphold the exceptional veterinary care our pet parents and patients deserve.

Please call us at 313-561-5920 or email us at dfpcfrontdesk@gmail.com if there is anything we can do to keep your family and pets healthy at this time.

We are implementing physical distancing to keep both our team and clients safe while providing the care your pets need. **We ask that any client who has recently traveled or is feeling ill, including displaying any of the following symptoms; fever, cough or shortness of breath,** please refrain from entering the hospital and contact us by phone for assistance regarding your pet's needs.

Due to recent government regulations regarding physical distancing, limiting the amount of people in the facility, and following recommendations from the American Veterinary Medical Association and Michigan Veterinary Medical Association we will only see sick or urgent care patients in hospital. **We will be rescheduling all of our wellness visits, vaccination visits, routine nail trims, anal gland expressions and elective surgeries such as spay, neuter and preventive routine dentals.** We will try to conduct most of our recheck visits using our tele-health app TeleTails. We are hopeful that we will be able to reschedule these appointments in the near future. We will continue to provide kitten and puppy vaccination appointments as they need to stay on a schedule once they have started. For those of our patients who require wellness checks or lab work to continue prescription diets or medications we will be allowing a two month grace

period at this time. Our boarding appointments will be following new restrictions and protocols as well. Please call us so we can update you. As you know things develop quickly and we will continue to stay abreast of any changes and keep you posted.

Our team understands that current circumstances can be limiting for pet owners, and we are ready to accommodate in whatever way we can.

Appointment Protocols:

- To minimize client and team person-to-person contact we are offering the following service delivery methods:
 - o Curbside patient drop-offs, food purchases, prescription refills, and more
 - o Phone calls and telemedicine services for veterinarian-approved medical cases. Ask us how to download our TeleTails app today.
 - o Prescription and nutrition delivery options through our online pharmacy Vetsource
- We are strongly encouraging patient drop-off appointments by admitting patients, allowing our team to provide medical services, and then we will call clients when services have been completed. We ask that clients call when they arrive so that our team members may assist you while you remain in your car.
- If a drop-off is not feasible, we ask that clients remain in their car when they arrive and we will call them when their exam room is ready.
- Again, we ask that all clients refrain from coming in if ill and call us to learn how we can best serve you and your pet.
- As a lot of this will be new to us, we ask for patience and understanding while we work through these new approaches.

Team Protocols:

- We are minimizing all person-to-person physical contact and have asked our team to refrain from shaking hands or hugging.
- Employees who feel ill or are displaying symptoms have been advised to stay home and consult their healthcare providers.

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- We are urging all employees to be vigilant about frequent hand washing, covering their mouths when they cough or sneeze by using a Kleenex or their elbow, and refraining from touching their faces.
- Team members may wear masks and/or gloves if necessary.
- We have increased cleaning and disinfecting of all high touch surfaces throughout our facility.
- We will continue to disinfect exam rooms between patients with healthcare grade disinfectant.

The DFPC Leadership Team will continue to monitor the impact of COVID-19 and refer to reliable resources such as the Centers for Disease Control and Prevention, American Veterinary Medical Association, World Health Organization, and local authorities regarding the spread of the virus to ensure that the actions that we are taking are comprehensive and appropriate.

Remember, at this time there is no evidence that companion animals can contract or spread this virus. As usual please practice safe hygiene when playing and interacting with your fur kids. Our pets need us and we need them!!

Please do not hesitate to contact the DFPC Team directly should you have any questions. Information surrounding this pandemic is changing rapidly so please follow our Facebook page for any updates.

Sincerely,

Dr. Cheryl Good

Medical Director, Dearborn Family Pet Care

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313-561-5920