



# COVID-19: WHAT WE KNOW

## 1. ANIMAL & AVIAN- OUR RESPONSE

As Coronavirus (COVID-19) has begun to spread in the United States, we know that many of you are already taking steps to ensure your and your family's well-being. We want you to know that Animal & Avian Medical Center is serious about keeping you, your family members, and our team members safe and healthy. We are monitoring the situation closely and are following recommendations from the Centers for Disease Control and Prevention (CDC), as well as other agencies.

As always, our top priority is the health of your pets and you. We are sanitizing the hospital throughout the day, and are taking additional steps to keep everyone healthy. We are enforcing personal hygiene techniques that are most effective at combating viruses, such as handwashing with soap and water for at least 20 seconds; and we've asked team members who are feeling ill to stay home.

## 2: THE CURRENT PRIMARY CONCERN IS FOR HUMAN HEALTH

If you are ill, or experiencing flu-like symptoms, and have a scheduled appointment we kindly request that you reschedule or have a healthy family member or friend transport your pet. If your pet requires urgent care, please notify us prior to your arrival, so proper arrangements can be made. We will also deliver food or medications to your car. We are encouraging our clients to order their foods and medications and keep a two week supply on hand.

## 3: NO ANIMALS IN THE U.S. HAVE BEEN IDENTIFIED WITH THE VIRUS

A dog in Hong Kong was recently diagnosed as "weak" positive for the virus, but any implications of this are unclear. At this time, the dog has not shown any clinical signs of illness and is continuing to be monitored.

Infectious disease specialists, as well as health organizations (CDC, WHO) agree there is no evidence that pets can spread COVID-19 to other animals, including people. It is recommended that if a person is ill, that they limit contact with animals and have another member of the household to care for walking, feeding, and playing with your pet.



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