



To Our Valued Clients,

Subject: Coronavirus COVID-19 Readiness

In light of the recent developments with COVID-19 (Coronavirus), **Neighborhood Veterinary Associates** has implemented a plan to help protect our clients and our team. While we are always concerned with the health and safety of our patients, to date, **American Veterinary Medical Association (AVMA)** have stated:

- **There is no evidence at this point to indicate that pets become ill with COVID-19 or that they spread it to other animals, including people.**
- If you are not ill with COVID-19, you can interact with your pet as you normally would, including walking, feeding, and playing. You should continue to practice good hygiene during those interactions (e.g., wash hands before and after interacting with your pet; ensure your pet is kept well-groomed; regularly clean your pet's food and water bowls, bedding material, and toys).
- Out of an abundance of caution, it is recommended that those ill with COVID-19 limit contact with animals until more information is known about the virus. Have another member of your household take care of walking, feeding, and playing with your pet. If you have a service animal or you must care for your pet, then wear a facemask; don't share food, kiss, or hug them; and wash your hands before and after any contact with them.

At this time to help protect against the spread of COVID-19:

- **We are asking clients who have a fever, flu-like symptoms, or who have had exposure to an individual with COVID-19 or have recently traveled to a high risk area to please reschedule their pet's appointment.**
- We are encouraging you to minimize the number of family members and/or friends who accompany their pet while receiving veterinary care at Neighborhood Veterinary Associates.
- For communication regarding the veterinary needs of your pet, we encourage you to contact us by phone, email and/or Facebook instead of walk-ins, as much as possible.

At this time, we intend to stay open and on our regular schedules. As we navigate this new territory, there may be a disruption to services or a delay in appointments due to school closures and staffing shortages. We will do our best to keep you updated every step of the way.

Neighborhood Veterinary Associates takes the wellbeing of our patients, clients and staff very seriously and we will continue to monitor this situation and follow CDC recommendations to help prevent the spread of the virus. Our goal is for your pets to be able to receive the



treatment they need without compromising the health of you or our team. We are exploring options like telemedicine, house calls, online store for prescriptions refill in order to provide continued veterinary care to the pets. We will be sending more updates very soon.

Please contact us via phone at 240-912-6144 or email at info@nva-clarksburg.com if you have further questions. We thank you for your patience and cooperation!

Sincerely,

Neighborhood Veterinary Associates