

## Island Exotic Veterinary Care Reopening Plan As of April 1, 2022

Our team at Island Exotic Veterinary Care would like to thank our clients for their patience while we have remained curbside throughout the Covid-19 Pandemic. The decision to stay curbside until this point was to prevent the spread of Covid through our very small staff that could cause a complete shutdown of our clinic. As New York reopens, we too are preparing to reopen our doors to the public and hope to be ready for this new phase in the 14 days. Our goal is to provide a safe working environment for our staff as well as to provide peace of mind and a safe environment for our clients. The following is our safety protocol:

- 1) We will be requiring all staff and clients to wear a mask while in the hospital. If you do not have a mask, we can provide you with one to wear. Appropriate masks include disposable surgical masks, K95, N95, K94 masks. Please do not wear a cloth mask or a mask with vent valve.
- 2) We will be using air exchangers with HEPA 13 filters in all hospital spaces.
- 3) We will be disinfecting between each appointment.
- 4) We will be spacing families apart in the waiting room.
- 5) We will be taking temperature checks prior to entering our building.
- 6) We will be providing hand sanitizer stations for your convenience.
- 7) For the current time, technician appointments will remain curbside until further notice.

What to expect during your appointment:

- 1) **If you prefer to remain curbside:** When you arrive for your appointment, please call reception to let us know that you have arrived. If you prefer to remain in the car and continue with the curbside policy, you have that option. Inform the receptionist of your decision and she will have your pet's history taken over the phone and then your pet will be allowed in the building. All communications with the technicians/assistants, and doctors will continue via phone call.
- 2) **If you prefer to come into the building:** When you arrive for your appointment, please call reception to let us know you have arrived. The receptionist will let you know when to come to the door to enter the building with your pet. Please be prepared for one person to enter the building as we may not be able to accommodate more than one family member at a time depending on current client volume. We will be spacing individual families on different seating areas in the waiting room. You or your family members will also have the option to remain in the car during the visit if you need to bring more than one person for the appointment.
- 3) A staff member will take all clients' temperatures at the door upon entry.
- 4) Once you are escorted to the exam room, an assistant or technician will take your pet's history and pertinent information. He or she will then step out to relay all information to your veterinarian.
- 5) Your veterinarian will come into the exam room to meet you and discuss any further questions. Your veterinarian may opt to bring your pet to our treatment area for the exam. After the exam, your vet will come back into the room to discuss all findings, recommendations, and plans.

- 6) If a patient is waiting on diagnostic testing, you will have options to wait in the exam room or waiting room depending on the timeframe of the testing. You will also have the option to return to your car or leave the parking lot and stay local as we give you an estimate on the time needed to take care of your pet.
- 7) At the end of your appointment, you will speak with a staff member about any instructions or follow-up information that you need for your pet. Depending on the number of people and space required for this, it may be performed in the exam room, in the waiting room or through video instructions.
- 8) In the case of humane euthanasia: We have always allowed clients to be with their pets during this difficult time and will continue to provide this service. We will continue to allow two people with their pet during these appointments.

Our team at Island Exotic Veterinary Care is grateful that we have been able to remain open during the entire pandemic to provide care for our patients. We will continue to modify our protocol and update you on our plan as the situation evolves. We look forward to seeing you in person very soon!