

COVID-19 Island Exotic Vet Care Public Statement:

As our community begins to feel the local impact of the COVID-19 corona virus outbreak, we hope that everyone is safe and taking precautions to keep themselves and their loved ones healthy. In order to continue to provide the best care that you have come to rely on from the staff, we have decided to take some precautionary actions to minimize any possible exposure to COVID-19 for our staff and clients.

All staff members have been instructed on proper hygienic & disinfection protocols, and are instructed to stay home if exhibiting signs of illness. We are regularly using CDC recommended disinfectants on all treatment tables, equipment and high-touch surfaces throughout the clinic. The health & safety of our staff & clients remain the utmost of importance to us and as it is the foundation of our relationship, we will be immediately enacting the following temporary measures:

— We will temporarily be suspending scheduling appointments for well examinations, elective surgeries & elective procedures. This will allow us to reserve our appointment times for sick pets & prevent waiting room crowding.

Our office hours have changed so please call for updated schedule!

— We will temporarily be suspending scheduling new boarding reservations. For those that are already scheduled, we will review our temporary drop off/pick up policy with you at the time of confirmation.

— For clients that will be coming to our facility for any appointment, patient pickup/drop-off or medication pick up, we ask that you follow the steps below:

1. When you arrive to our clinic, we ask that you remain in your car and call the hospital to announce your arrival. As soon as we are able to accommodate you & your pet, a staff member will either come outside to escort you in or will alert you when to do so. Alternatively, we may need to ask that you to remain in your car while we examine your pet in the clinic, and we will return to discuss our findings & recommendations with you afterwards. This protocol is being enacted to decrease crowding in the

waiting room. We request that you wash your hands upon arrival or alternatively apply your own hand sanitizer.

2. We ask that you limit the amount of people that come for the appointment. We understand that schools are closed, but please try to keep children at home along with any additional family members or friends. If not possible, we may need to ask that you to remain in your car while we examine your pet in the clinic, and we will return to discuss our findings & recommendations with you afterwards. This again is being done to decrease crowding in the waiting & exam room areas.

3. If you or any of your family members are exhibiting signs of a new respiratory illness, or have been in contact w/ others that have had such an illness w/in the past 2 weeks, we ask that you arrange for alternate transportation for your pet, and alert IEVC prior to your arrival.

The staff of Island Exotic Veterinary Care will take every effort & necessary precaution to remain open during these trying times, but we will not be able to do so without the cooperation of our wonderful clients. We ask that you abide by these new precautionary protocols and call if you have any questions. These are temporary changes that we are enacting to keep our staff, clients & community safe. IEVC will continue to monitor reports from the local & state health department, CDC (Centers for Disease Control) & the WHO (World Health Organization). We will modify these temporary changes in accordance with their guidelines. As the current situation evolves, IEVC will keep you aware of any future changes, so that we can continue to offer the patient care that you have come to expect in a safe environment.