



Protocol for Preventing the Spread of Infectious Disease Regarding COVID-19

1. We ask that owners please call us once they have arrived in the parking lot for their appointment.
2. We can have 1 person per appointment join her/his pet for their appointment.
3. An FVH team member will greet you at the front door.
4. For medication and/or food pick-up, we ask clients to please call once they have arrived as well.
5. All exam tools, instruments, work surfaces and materials will be disinfected after each use.
6. All door handles will be disinfected after each appointment and periodically throughout the day.
7. Each hospital employee involved in handling a patient will wash their hands thoroughly after each appointment.
8. All hospital surfaces, high touch surfaces, media, equipment and floors will be disinfected at the close of each day in addition to multiple cleanings and disinfection throughout the day as warranted.
9. All team members are counseled not to report for work and to self-quarantine if they are feeling ill or have had any known exposure to someone with COVID-19.
10. Telemedicine services are available to address many health concerns. Using phone communication and taking advantage of email, photo and video tools, we can address many health concerns. This is a helpful option for existing clients.
11. We will provide updates on hospital policies and changes through social media (Facebook, Instagram) and our website, Fairfaxveterinary.com
12. We will continue to work with local, state and national public health organizations and partners to understand the impact and spread of the outbreak in our area and respond appropriately.