



March 23, 2020

In lieu of the Covid-19 pandemic and the closing of businesses that are not essential, I wanted to let you know how we will be doing things for the next few weeks until something changes.

First of all, we are essential and we want to continue to be so, therefore, we need to put several safety measures into place to protect our clients and our staff.

- 1. We will continue to provide essential wellness care and emergency care** to our patients with a few changes. We ask that you NOT be present at your appointments. Make sure that your horse is in a stall and easily accessible. We can call you before, during and after we see your horse. But, remember, you should not be leaving your homes unless it is absolutely necessary. We will bring an assistant with us and complete the work without an excessive amount of person to person contact. If we cannot bring an assistant with us, we ask that only 1 person is present for the veterinary visit. Our staff will let you know if we need you to be present.
- 2. We will NOT be doing elective surgeries or unnecessary procedures** during this time so please be understanding with our staff if they are unwilling to schedule a certain appointment that is deemed nonessential at this time. While we will make every effort to keep your horse healthy, relieve any suffering and do no harm, we cannot put ourselves or others in harms way for procedures that can wait. If you have an appointment scheduled in the next week, our staff will contact you to let you know whether or not the appointment will stay on the books.
- 3. If you have an appointment at our clinic, we ask that you do not enter the building.** A member of our staff will come out to greet you and take your horse into the hospital. You will be asked to stay in your vehicle. Please bring some reading material and snacks as all of the local eateries are closed. Visits to our restroom will be accommodated.
- 4. We will be practicing social distancing** and keeping a distance of 6 to 8 feet from all humans. There will be no hand shaking.
- 5. We will be wearing personal protection equipment** and all of our medical devices will be wiped clean and disinfected after each visit.
- 6. Our staff may be contacting you prior to your appointment to make arrangements for payment.** This is so our doctors do not have to accept cash or checks from you personally or ask you to sign for your credit card authorization. Please don't be offended by this procedure, we know that most of you already have a method of payment on file with us.
- 7. If any of our staff become sick with respiratory signs, we will NOT come to your farm and will call to reschedule.**

It is important to note that we are the only clinic in the Valley that is available for emergencies 365/24/7, so we are doing everything that we can to protect our staff and make sure that we do not contact or spread the coronavirus. We want to continue to be there for your horse friends if something emergent should happen and we need to be healthy in order to do that.

If you have any questions , please do not hesitate to call the office at 920-779-4444.

Please stay healthy, respect the stay at home order and pray for a speedy end to this pandemic and for those who have fallen ill or even died because of it.

Thank you, Dr. Rob.