

At the Evergreen Veterinary Clinic, our priority is the public health safety of you and our staff during the COVID-19 “shelter-in-place” order directed effective March 17 to April 7, 2020 by the Health Officer of the County of Santa Clara. In our effort to keep our clinic open to provide care for our pet patients while protecting ourselves and the public, we are instituting the following guidelines:

1. **Our schedule is open to see any sick or urgent patient.**
2. To limit public exposure to our staff, we are rescheduling all non-sick, routine appointments that have been pre-booked through April 7.
3. All elective surgeries and dentals will be rescheduled.
4. We are always available for phone consultations.
5. When you do arrive, we may ask you to wait in your car, so we can keep our lobby safe for all (to maintain 6 feet of social distancing).
6. Please do not personally come to our clinic with your pet if you or a member of your family has a fever, cough, or cold-like symptoms. If you are ill and cannot find another person to bring in your sick pet, please call us when you arrive in the parking lot. To limit exposure, we may take your pet to be treated and ask you to remain in your vehicle.

When you do arrive at the clinic, be assured that we have implemented additional sanitizing procedures to meet the CDC recommendations, including disinfecting surfaces more frequently, especially those touched by the public, such as door handles and our front counters. For our staff, we are recommending frequent hand washing and the use of hand sanitizers. We have asked our staff not to come to work if they or someone in their family is sick, coughing or has a fever.

Finally, we thank you for your understanding such that we can be available to help you and your sick pets during this time period. Let us all work together to protect our staff, our families, and all of you in our community.

~from your Evergreen Veterinary Clinic Family~