

Updated Protection For You and Your Pet

Navigating Through COVID-19

To our valued clients,

While we continuously monitor new information and recommendations concerning COVID-19 and its impact to you and our teams we have continued to take the following measures:

- We are asking that ONE owner that is free of any symptoms of COVID-19 accompany your animal companion per appointment for the safety of you, your family, and our team.
- We are now offering **Remote Check-In**. When you arrive for your appointment please feel free to stay in your car, and give us a call. A client ambassador will check you in, and give you a call back when your room is open and available.
 - As cases of COVID-19 continue to rise and progress, for the safety of you, your family, and our work family, this may become required practice.
- We also ask if you are not feeling well, are presenting signs of COVID-19 or have been in known contact with someone who has tested positive for COVID-19 that you call and reschedule your non-immediate appointment, or contact us to discuss next steps.
- You may see some changes in our lobby as we continue to prioritize social distancing guidelines.

While lobby pickup is still available, to continue reinforcing social distancing guidelines we have provided the following new medication and food pick up protocols:

- We are offering a **Pay Ahead and Curbside Service**. If you need to refill your pet's medication or food, call Bell Vet - Metamora at 810-678-3938 or Bell Vet - Oxford at 248-572-6626 and you can pay ahead by credit or debit card. Once you arrive give us a call and we will bring your food or medication out to you or you can pop the trunk and we can put it directly in your car!
- You are also able to continue to take advantage of our **Online Pharmacy** linked on our Facebook pages, and websites. This allows you to order food and medication while keeping social distancing by staying home and avoiding in-clinic pick up.

These new additions will be implemented in concurrence with our previous policy and procedure adjustments stated below.

- We recommend our team practice social distancing, to help avoid those who are sick and requesting team members to self-quarantine should they become sick. As well as supervising team travel plans and initiating CDC recommendations post-travel.
- Always covering coughs or sneezes with a tissue or sleeve. As well as avoid touching their eyes, nose, and mouth, with unwashed hands.
- Practice proper handwashing protocols, and ensure having appropriate supplies readily accessible.
- Limiting large work-related gatherings and site visitors to required clinical rotations.
- Increasing our frequency of cleaning and disinfecting exam rooms, frequently touched objects, and surfaces (computers, keyboards, desks, cellphones, doorknobs, light switches, etc.).
- We have added a clean/used pen system at sign in and we are disinfecting clipboards between each use.

- During this time, if you would like our doctor team to wear gloves during the examination, please notify a team member and we would be happy to do so.
- Please be patient as we are asking any of our team showing symptoms or signs that could be associated with COVID-19 to stay home. This may result in longer wait times than you have experienced in the past.
- Due to the redirection of certain medications to human healthcare, we may experience shortages in some of our common medications. Please refill your pet's medication if running low.

With information and guidelines updating and changing daily we will continue to reassess and evaluate what will be the best to keep our clients, patients, and team safe. We thank you for being patient with our team as we continue to implement new safety precautions while protecting you, your family, and keeping exemplary service.

Your Bell Veterinary Clinic Family

Bell Vet - Metamora at 810-678-3938

Bell Vet - Oxford at 248-572-6626

Protecting You and Your Pet Navigating Through COVID – 19

Our hearts go out to those that have been affected by the outbreak of coronavirus (COVID-19). They are forefront in our minds while we develop ways to minimize the risk of exposure to all teams, clients, and partners.

At Bell Veterinary Clinic, we believe it is our role and responsibility during this time to prioritize two things: the health and well-being of our clients/patients and the health and well-being of our work family.

It is with these pieces in mind that we want to make sure we are doing our best to take precautionary steps in response to the developing public health impact, this includes retraining our team and implementing increased cleaning and sanitizing procedures in our hospitals and boarding/daycare facilities. We are also making temporary adjustments to our current client flow procedures.

What are we doing?

Our teams have initiated the following to prevent the spread of COVID-19 and other respiratory diseases such as:

- Staying home if they are sick and advising others to do the same.
- Always covering coughs or sneezes with a tissue or sleeve.
- Avoiding close contact with people who are sick.
- Avoiding touching their eyes, nose, and mouth with unwashed hands.
- Washing their hands often with soap and warm water for at least 20 seconds.

- Using an alcohol-based hand sanitizer with at least 60% alcohol, if soap and warm water are not available.
- Ensuring hand hygiene supplies are readily accessible throughout the hospital and daycare/boarding facility.
- Limiting large work-related gatherings (e.g., staff meetings and after-work functions). We have suspended our staff meetings at this time.
- Limiting student visits to required clinical rotations versus voluntary site visits
- Increasing our frequency of cleaning and disinfecting frequently touched objects and surfaces (computers, keyboards, desks, cellphones, doorknobs, light switches, etc.).
- We have added a clean/used pen system at sign in and we are disinfecting clipboards between each use
- We have added wiping down exam room door handles in between appointments to our regular room disinfecting procedures.
- During this time, if you would like our doctor team to wear gloves during the examination, please notify a team member and we would be happy to do so.
- We are limiting lobby wait time and/or exposure to other clients by offering a call on arrival option to our clientele. Upon arrival at the office, you can contact one of our client ambassador team members at 810-678-3938 for our Metamora location or 248-572-6626 for our Oxford location. The team will check you in and call you when a room is ready, allowing you to wait with your pet in your car
- Supervising team travel plans and initiating CDC recommendations post-travel.

Our ask from you as our most valued client to protect yourself and our team :

- Have essential family members only accompanying your animal companion
- If you or a family member are showing signs/symptoms of COVID-19, please consider rescheduling your non-critical appointments.
- Please be patient as we are asking any of our team showing symptoms or signs that could be associated with COVID-19 to stay home. This may result in longer wait times than you have experienced in the past.
- Due to the redirection of certain medications to human healthcare, we may experience shortages in some of our common medications. Please refill your pet's medication if running low.
- You can also take advantage of our online pharmacy linked to our website for food and medication orders to allow you to stay home and avoid in clinic pick up.

As circumstances continue to change, we will continue to evaluate what is best for our clients/patients and our work family as we are continuously monitoring the CDC and State of Michigan Department of Health recommendations.

We are here to work with you and your animal companions and will continue to provide the very best in care as we all navigate this changing and evolving situation.

Your Bell Veterinary Clinic Family

Metamora: 810-678-3938

Oxford: 248-572-6626