

VCA Animal Hospitals: Statement on COVID-19

March 17, 2020

New VCA Admittance and Check-Out during COVID-19 (Coronavirus)

Veterinary care is an essential part of our community and we want to assure you that our hospital is open and will continue to provide services at this time. We also want to work with you and our staff to limit direct contact in order to focus on safety for everyone during this pandemic.

Accordingly, we ask that you follow the below steps for the safety of all:

- Upon arrival at the hospital, please remain in your vehicle and call us.
- After receipt of the call, we will check you in as soon as possible from outside the hospital.
- If you believe you need to be inside our facility, please discuss that request in advance with the Hospital Manager, Medical Director, and/or attending veterinarian.
- If you are at the hospital to pick up food or medication, please remain in your car outside the hospital and call the front desk. We will deliver your order to your car as quickly as possible.
- If you are not feeling well or may be at risk of exposure to coronavirus, please ask a healthy friend or family member to transport your pet to the hospital on your behalf.
- We will do our best to coordinate your visit from outside the hospital, including providing follow up instructions and taking payments.

At VCA, we have various ways to help care for your pets without a trip or call to the hospital.

1. **Text Messaging:** You can send and receive texts and photos with us. Texting is only available during operating hours, response times vary, but we will do our best to respond quickly.
2. **myVCA Live Chat:** VCA CareClub® members can chat with a veterinarian anytime, day or night via our telehealth Live Chat service on the [myVCA app](#).
3. **Home Delivery:** Pet food and medications, including prescriptions and refills, can be ordered through our myVCA Online Store or myVCA app. Visit: [shopmyVCA.com](#).

Our goal is to keep our essential services available to the communities we serve and be there for you and your pets. Thank you for your cooperation and for doing your part in helping to keep pets and people safe, and please don't hesitate to call with questions.

We anticipate our phone lines will be busier than usual, and therefore, we appreciate your patience!

VCA Hospitals Statements on COVID-19

March 13, 2020

There's no doubt that the Coronavirus (COVID-19) is creating challenges for all of us, both personally and professionally. First and foremost, we hope that you, your family and your pet(s) are remaining safe and healthy. We are writing to keep you informed of our recommendations as well as the steps we are taking in order to continue offering the care your pets need while providing you, and our associates a safe environment.

We always keep our hospital clean and disinfected, and we have increased both the frequency and scope of these cleanings in accordance with CDC recommendations to help ensure both our clients and associates are kept safe. Similarly, handwashing hygiene is critically important in a hospital, a step we continue to emphasize to staff and clients. As always, we provide options for hand cleaning for clients and associates, and we work closely with our teams to ensure that anyone who is not feeling well understands that we support them staying home.

What do I do if I have been exposed to the coronavirus while my pet needs care?

In order to help us continue to serve pets in need, we ask that clients who have recently traveled to a high-risk country, had any exposure to symptomatic or confirmed positive cases, or confirmed positive themselves not bring their pets in the hospital unless they are having a medical emergency.

If your pet is due for routine care, (annual exams, vaccines, dental cleanings, nail trims, or any other non-urgent appointments), please call us to discuss rescheduling to a later time. If it is determined that your appointment cannot be rescheduled for medical reasons, and your appointment is necessary, we ask that you have a healthy family member or friend bring your pet to the visit.

I have not been exposed and my pet is scheduled for a visit or is sick.

If your pet is sick or scheduled for routine care, we are open and fully operational. We recommend you follow these simple steps:

- While in the waiting area, maintain distance between you and other clients and pets
- After checking in at the reception, you are welcome to wait in your car. We will optionally text you when we are ready to see your pet.
- Limit the number of people who accompany each pet to the hospital
- If you need to pick up food or medications for your pet, please call and we can arrange shipping of any food or prescriptions directly to your home (Home Delivery).
- Use a hand sanitizer or the client restrooms to wash your hands.

At VCA, we have various ways to help care for your pets without a trip or call to the hospital at this time:

Text Messaging: You can send and receive texts and photos with your hospital. Texting is only available during operating hours and response times vary by hospital.

myVCA Live Chat: VCA CareClub® members can chat with a veterinarian anytime, day or night via our telehealth service Live Chat on the [myVCA app](#).

Home Delivery: Pet food and medications may be ordered through VCA's Home Delivery available on your hospital website or myVCA app. Visit: <https://vcahospitals.com/shop>

We know many of our clients consider their pets members of the family and, as such, are concerned about the health of ALL family members. When it comes to the health of your pet, your veterinarian is your best resource! Here is what you should know about COVID-19 and pets:

What is the Coronavirus impact on pet health?

Can dogs or cats get COVID-19?

Based on what we know currently there is limited evidence to support risk of COVID-19 to your pet and no evidence that you are at risk from your pet.

What if my pets not feeling well or is showing signs of flu-like illness?

If your pet shows any signs of illness, such as coughing, sneezing or lethargy, call us immediately, and keep them indoors to prevent further spread. Signs of illness in dogs and cats are usually associated with various common viral and bacterial infections (kennel cough, canine flu, etc.) that are neither coronaviruses nor transmissible to people.

Should my pet wear a mask?

No. There's no scientific evidence that face masks protect pets from infectious diseases or air pollutants, and masks have the potential to be unnecessarily scary or uncomfortable for pets.

Should I get my pet tested for COVID-19?

At this time, testing pets for COVID-19 virus is unwarranted, as there is currently no indication that apparently healthy and unexposed pets should be tested for the virus.

Where can I get more information on COVID-19?

You can get the latest information from reputable sources such as:

- [U.S. Centers for Disease Control and Prevention \(CDC\)](#): About Coronavirus Disease 2019 (COVID-19)
- [World Small Animal Veterinary Association](#): Coronavirus & Companion Animals Advice
- [World Organization for Animal Health \(OIE\)](#): Questions and Answers on the 2019 Coronavirus Disease (COVID-19)

Please rest assured VCA is monitoring the situation closely and we will continue to consult and seek input from internal and external experts to provide the best guidance and advice for you, our valued clients. Do not hesitate to contact us if you have questions or concerns.

Your VCA Healthcare Team