



All Creatures Hospital Inc, 3665 Via de la Valle, Del Mar, CA 92014 (858) 481-7992

March 17, 2020

In these uncertain times, All Creatures Hospital is implementing new procedures so that we may continue to provide the highest quality care for your pets.

As the situation with coronavirus (COVID-19) continues to develop, our entire team is ready and standing by to support you and your pet. You rely on us every day for your pet's veterinary needs, and we are going to continue to provide reliable access to the services you count on. This includes routine health care needs as well as ill-pet concerns.

Effective immediately, we are adopting a concierge policy at our hospital. We will only allow patients (pets) inside the building. This is for the safety of you, our clients, as well as our staff and their families.

What to do when you arrive:

- Call the hospital **(858) 481-7992** when you arrive in the parking lot.
- Please remain in your vehicle with your pet.
- A team member will come to your car to retrieve your pet(s).
- Once your pet is in the hospital, the doctor or technician will update you on their condition and the recommended care plan.

We will continue scheduling elective procedures (spays; neuters; dental cleanings) but on a more limited basis. If you already have a procedure scheduled, we will be keeping these appointments as planned.

Please know that we are taking multiple steps to minimize health risks to our patients, our team, and the community. This includes enhanced cleaning procedures in our practice. To reduce the risk of spreading COVID-19 we have stepped up the following procedures:

- All employees continue to wash hands before and after each patient.
- All common areas in our office are cleaned using first-line American Hospital grade disinfectants throughout the day.
- We thoroughly sanitize all exam rooms after each patient by wiping down all chairs, examination tables, counter tops and door handles.
- We are restricting visits from clients if they have a fever or any respiratory symptoms. Please call us to discuss other options for caring for your pet. 858-481-7992.
- If anyone on our staff exhibits any symptoms of upper respiratory disease, they will also be staying home to convalesce.

We will keep you, our valued clients, informed of any relevant changes over the coming days and weeks. Please know that we will do all we can to continue to provide excellent care in a safe environment.

The Centers for Disease Control and Prevention has a comprehensive website with general information and more about COVID-19 and animals. <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

The American Veterinary Medical Association also has excellent information as to how COVID-19 relates to your pets. https://www.avma.org/sites/default/files/2020-03/covid-19-faq-pet-owners_031620.pdf

Hospital Hours

	<u>Monday – Friday</u>	<u>Saturday Sunday & Holidays</u>
Hours Open	6:00am – 8:00pm	6:00am – 8:00pm
Appt Hours	8:30am – 4:00pm	8:30am – 4:00pm

The hospital will continue to offer boarding for dogs and cats in our newly renovated kennels and runs.

Dr. Michael H. Mulvany DVM MS
Dr. Nicole Picht DVM
Dr. Katie Tiglio DVM
Dr. Nancy Norell DVM

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