



Aurora Animal
Care Center, Inc.

Aurora · Mantua · Streetsboro
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COVID-19 UPDATE

March 16, 2020

To our clients,

On Saturday, March 14, 2020, Governor Mike DeWine requested that all “veterinarians postpone all elective surgeries during this critical time in an effort to conserve all personal protective equipment (PPE), such as gloves, gowns, and goggles.” In compliance with the governors request, Aurora Animal Care Center will be postponing all elective surgeries and procedures through the end of March, or longer, if necessary. The health and safety of your pet(s) is our top priority, so we will look at each case individually, based on pain and health risks.

We are taking COVID-19 very seriously. We are committed **to you, your pet(s), our staff and the community** and we are committed to help stop the spread of this virus. In an effort to maintain the best quality care for your pet(s), we will be following the CDC’s guidelines. Here are some of the things we will be doing to help make our clinics a safer place for all of us:

- We will be extending appointment times to add additional cleaning/disinfecting time to each room, which will include doorknobs and handles, benches and counters.
- We will be cleaning/disinfecting the restroom and lobby areas more frequently.
- We will continue to wash our hands thoroughly.
- We will be a “NO TOUCH” clinic for now...this includes **no** hand shaking or hugging.

We are committed to you and **request your help** with the following:

- If you or a family member is ill, please do not come into the clinic. Call first if you are concerned.
- If your pet needs to be seen and you are ill, please send your pet to the clinic with someone else.
- Please only send one family member into clinic at a time.
- If you are concerned, we will be happy to have you wait in your car. Let us know when you arrive at the clinic and we will come to you and bring your pet in for his or her appointment and return them to you.
- We encourage you to wash your hands frequently.
- **Please understand and be patient.** We may be short staffed, in an effort to keep everyone healthy.

At this time, world health organizations are emphasizing that the “current primary concern is for human health.” It is important for you to know that there is no concern regarding the transmission of COVID-19 to or from animals and that our animals are NOT at risk for contracting the disease.

For more information, click here <https://www.vwpohio.com/blog/covid-19-update-3152020>

Thank you from all of us at Aurora Animal Care Center.