



Dear Friends of ACOC:

You may or may not know that one of our CORE VALUES is VOICE. What does this mean? It means that we use our voice for pets, people, and each other. We advocate for our patients that do not have a voice and we are committed to educating you, our clients, so you can better help your beloved pets. It also means that we care enough to have conversations with each other in a respectful, open, and positive way (see our website for more about our core values).

Why am I sharing this with all of you? It is because along with helping you help your pets; we are also all about keeping you informed on the how and why we do things here at ACOC. This includes keeping you abreast of our current plans surrounding the COVID-19 pandemic. We hope the following information helps answer some of your questions and puts your minds a bit more at ease.

Why are you still not allowing clients in the building?

Quite frankly because it is working for us. We have been able to stay healthy, open, and available for you and your pet's needs. We understand that other places have "opened up". We understand your frustration not being able to accompany your pet inside. We also understand that given the rising infection rates and the approaching cooler weather and flu season, we are at greater risk of becoming infected. Simply put, mitigating this risk is essential for us to stay open and here for you.

Do you make any exceptions?

Yes, we allow you and one other person to accompany your pet into the building should the unfortunate need arise for an end-of-life exam and letting go process (euthanasia). Additionally, there are pets with extreme anxiety that cannot be effectively managed without one pet parent accompanying them. Finally, emergent situations where a pet is presented in critical condition, we will allow up to two people into the building to wait or be present depending on the circumstance.



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I really want to be part of my pet's exam, what options do I have?

Let's Facetime or Google Duo! If you let us know, we will be sure to make this happen. Note that this works best when you test things out at home, especially if you've never used these features. For Android users – please download the Google Duo app at home and have it ready! When you arrive, be sure you are connected to cellular and not Wi-Fi as this interferes with the process. It also helps if background noise is kept to a minimum.

Do you have a date or plans to allow clients into the building?

No, we do not have an exact date. We've chosen not to pick one because we haven't felt completely certain enough to do so. And, yes, we have plans that are in place for when we do feel we can safely open our doors to all of you. When this time comes, we will be sure to alert everyone of the process and what to expect. Also, worth noting here, once we do open, the process will take even longer than now with all the safety guidelines we will have to adhere. This means less appointments available and less patients we can safely treat.

What are your criteria to feel safe enough?

We continually monitor the situation locally and nationally. We refer to reputable resources. This includes the [Center for Disease Control](#), [Harvard Global Health Institute](#), [Stanford Medicine Clinical Research Center](#), and [Georgetown University Medical Center](#). We are looking for sustained (7 day) average daily number of new cases less than 10/100,000 and less than a 10% positivity rate for a seven-day period. We are looking at Ohio numbers and surrounding county numbers. We do have many clients traveling from counties outside of Geauga. We also want to see numbers falling, not rising. And this is not the case currently. So, basically, it is a bit of a wait and see approach but based heavily on data and predictions by experts in the field of epidemiology, public health, and infectious disease.

We know this continues to be a stressful time, but please believe that we are always acting in the best interest of you, your pets, and each other. Before concluding, we also want to assure you when your pets enter the building without you, *we treat each one as if our own* – giving lots of love, hugs, and treats. Check out our [Facebook page](#) where you can see many ACOC behind-the-scenes pics and videos!

Stay healthy, stay pawsitive and keep your heads up and tails wagging.

Drs. Tom and Wendy Frankmann and the entire ACOC Team



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