



To Our Valued Clients,

Over the last few days, so much has changed for all of us. We've had to make so many adjustments and face uncertainty right in the face. Now and moving forward, know that our hearts go out to all of you and your loved ones. We also want you to know, we are still here for you and your beloved pets!

Here at the **Animal Clinic of Chardon**, we continue to take extraordinary measures to protect our team and you, our clients. Our team meets several times a day to discuss updates and protocols to help prevent the spread of COVID-19 and keep everyone safe.

Here is list of the measures ACOC has taken and protocols we've set forth:

- We are handshake free.
- We are practicing and encouraging social distancing by:
 - Encouraging you to wait in your car until we are ready for you.
 - Permitting only one person to enter the hospital during your pet's visit. Everyone else should stay home or be prepared to wait in the car, including children.
 - Offering for your pet's entire visit to be conducted while you wait in your car (don't worry we will still involve you and communicate everything with you).
 - Moving services, such as medication and food pick-ups, or specimen drop-offs to our drive through on the east side of our building (Rule of thumb: *If you do not have a pet with you than please go to the drive through, do not enter the building*).
 - Offering home delivery of prescription and food orders through our [on-line pharmacy](#).
- We are asking you to please CALL instead of entering our building if you have a fever, have not been fever-free for more than 24 hours or have been in direct contact with someone who has or is suspected to have COVID-19. If possible, we prefer someone else bring your pet to our hospital.
- We are asking the same of you who have traveled or live with someone who has traveled within the last 14 days.
- Our team is following enhanced cleaning protocols.
- We have adjusted business hours. We are now open Monday through Friday from 8 A.M. to 6 P.M. and Saturday from 8 A.M. to 1 P.M.

- While we cannot extend credit at this time, we will work with you to provide care to help make your pet comfortable. Please let us know if you are experiencing financial hardships. Also, [Rescue Village](#) has established a food bank for pets and [Geauga Dog Warden](#) has offered pet food to those in need as well.
- Never feel like you must abandon your pet. Call us or one of the two shelters first. And, please remember, pets do not pose any additional COVID-19 threat to you.
- We are also strongly encouraging you to create a plan for your pet in case you are sick and require hospitalization or unable to leave home for an extended period of time. Also, put together an emergency kit that includes at least two weeks' worth of food and any needed medication.

Please continue to check our [website](#) and [Facebook page](#) for updates. If you do not already have our app, please download it now from the [Apple App Store](#) or [Google Play Store](#).

We wish for each of you, your families, and loved ones the best. Stay safe.

Your ACOC Team.

Just in case you have not come across these yet. Here are links to reliable resources:

- [The Centers for Disease Control and Prevention](#)
- [The World Health Organization](#)
- [The American Veterinary Medical Association](#)