

Biosecurity Measures and COVID-19 - #4

May 2020

Following the New Provincial Guidelines,

All Procedures and Appointments can be now be booked

In compliance with the Province of Ontario's COVID-19 Emergency Order, Central Ontario Veterinary Services is now able to provide all services to our clients, while continuing to maintain existing biosecurity measures and physical distancing from our clients and barn staff on our calls (please see details below).

Please contact the office at (705) 722-3232 or info@centralontariovet.com to book regular appointments.



Biosecurity Measures and COVID-19 - #3

March 24, 2020

We hope that you are keeping well and safe during these challenging times. You may be aware that the premier made an announcement and a list of essential business was published yesterday. Veterinary services are considered an essential service, but in response to the ever-changing situation we have made a few adjustments to our current operations, effective immediately:

- **The office is closed to the public, but our phones are still receiving messages**
- **We will only be booking urgent and medically essential appointments until further notice.**
- **If you have questions about the nature of your appointments, please call**
- During business hours if you don't reach us on the phone, please leave a message
- Your calls will be returned as soon as possible
- Please call to make arrangement to pick up medications
- After hours, please select "1" for emergencies
- We will receive payment by credit card, debit on the farm, email transfer, or cheques
- We will not be accepting cash at this time

We appreciate your support and understanding. Our procedures for barn calls and after-hour emergencies remain the same:

Barn Calls

- We request that your animals be brought into a stall for the vets to treat
- Once in the stall, the vet and their assistant do not require your assistance
- Vets will have technical assistants to handle animals at all appointments during business hours - if this changes, we will let you know
- Regardless of weather, barn doors will be kept open during veterinary examinations and procedures

It is our goal to keep a 6-foot buffer between our staff and clients in order to reduce risk to all parties; to maintain the health of our staff and families so they can continue to treat your animals; and to achieve the goals of public health officials to "flatten the curve" at this time.

Please continue washing hands before and after touching your animals and equipment, adhere to recommended 20-second handwashing procedures, and avoid touching your face.

These precautions keep the risks of contact low for our team in order for us to continue to be available to treat your animals. We will keep adjusting these measures as required.

We appreciate your understanding and cooperation during this difficult and changing time.

After-Hours Emergencies

How to manage social distancing will have to be assessed on a case-by-case basis for after-hours calls. These details will be discussed with each client when they speak to a veterinarian at the time of their emergency.

Please read Notices #1 and 2 below



Biosecurity Measures and COVID-19 - #2

March 17, 2020

As the advice from public health officials continues to expand, so do the measures that we all must take. These measures ensure that we reduce the public health risk; reduce the risk to our staff, our clients, and their families; and maintain the level of care you and your animals are accustomed to receiving from our veterinarians and technicians.

What this means is that we will be adding the following biosecurity measures, effective tomorrow, Wednesday, March 18/2020:

Office Procedures

- The office door will be locked at all times
- The phones will be answered as usual during business hours, but there may not be someone available in the office
- Our staff will be available to deliver medications to your vehicle in the parking lot during the hours of 11:00 AM to 1:00 PM
- Please call the office to place orders for medications before noon. Our staff will let you know when they will be ready for pickup

Barn Calls

- We request that your animals be brought into a stall for the vets to treat
- Once in the stall, the vet and their assistant do not require your assistance
- Vets will have technical assistants to handle animals at all appointments during business hours - if this changes, you will be informed
- Regardless of weather, barn doors will be kept open during veterinary examinations and procedures

It is our goal to keep a 6-foot buffer between our staff and clients in order to reduce risk to all parties; to maintain the health of our staff and families so they can continue to treat your animals; and to achieve the goals of public health officials to “flatten the curve” at this time.

Please continue washing hands before and after touching your animals and equipment, adhere to recommended 20-second handwashing procedures, and avoid touching your face.

These precautions keep the risks of contact low for our team in order for us to continue to be available to treat your animals. We will keep adjusting these measures as required.

We appreciate your understanding and cooperation during this difficult and changing time.

After-Hours Emergencies

How to manage social distancing will have to be assessed on a case-by-case basis for after-hours calls. These details will be discussed with each client when they speak to a veterinarian at the time of their emergency.

Please read Notice #1 below



A Notice to Our Clients

Biosecurity Measures and COVID-19 #1 – March 14, 2020

Rest assured that the veterinary team at Central Ontario Veterinary Services always practices a high standard of biosecurity in order to reduce the risk of spread of disease between our clients' farms and stables. The measures we take in this regard will also help to reduce the risk of spread of the new human coronavirus, COVID-19. In particular, you will have noticed that we always wash our hands, sanitize our boots, and change coveralls between our visits. Handwashing, in particular, is recommended as one of the most important measures people can take to reduce the spread of infections such as seasonal influenza and COVID-19.

Additional steps

While we feel that veterinary visits to farms and stables present a low risk for transmission of COVID-19, our staff are taking these additional steps to reduce risk:

- None of the Central Ontario Veterinary Services team will come to work if they are feeling ill in any way
- We would ask that clients avoid contact with our staff and premises if they are feeling ill
- We will not shake hands with our clients or others with whom we do business
- We will avoid large gatherings of people
- We will enhance sanitation of our office and vehicles
- None of our team will be travelling outside of Canada

While we take the additional steps listed above, **our service to farms and stables for routine and emergency calls will continue as usual.** Should it become necessary to restrict the hours during which our office is open for dispensing of medications, we will keep you advised. If you feel ill on the day that a veterinary call is to be made, we ask that you stay inside and that you arrange for someone from outside your home to attend when our veterinary team is at your premises.

A Final Word

As animal owners, you will likely be aware that animal species are affected by various coronaviruses such as the Equine Coronavirus and the Bovine Coronavirus. While these viruses are in the same virus family as COVID-19 and the SARS Coronavirus, they are genetically very different and do not pose a risk to humans. Furthermore, although one dog in Hong Kong has tested positive for COVID-19, there is no evidence that the virus is circulating in animals in Canada. Nevertheless, animal owners and handlers should be aware that there are common diseases that regularly spread from animals to humans in Canada and that washing hands after handling animals, as your veterinary team does, is always recommended.

This link to Dr Scott Wiess's Worms and Germs blog provides further useful information:
<https://www.wormsandgermsblog.com/tags/covid-19/>