

## Sample Client Letter

To our much-valued clients:

Here at \_\_\_\_\_, it is our passion and privilege to be the guardian of your pet's healthcare. As your trusted advisor, it is also our responsibility to keep you apprised of any potential threats to your animal's welfare.

### Can my pet be infected by COVID-19?

According to the *American Veterinary Medical Association*, currently, there is no evidence that pets can become sick. Infectious disease experts, as well as the CDC, OIE, and WHO indicate there is also no evidence to suggest that pet dogs or cats can be a source of infection, including spreading COVID-19 to people. But this is a fluid situation, and more investigation is underway. As we learn more, we will update you.

Although our top priority has always been the well-being of pets, please know we are also committed to the health and safety of our owners and employees. To this commitment, we have in place, and are following, protocols for infectious diseases. We are diligently cleaning and disinfecting our facility and are confident we can safely treat your pets. Please know you are in good hands with us. But if you have a special situation or still have concerns, contact our office and we are prepared to make additional or alternative arrangements to see that your pet receives the care it needs.

In the meantime, the best information on this outbreak is found at the CDC website here: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>, and we recommend caution and common sense. The same practices that stop the spread of common illnesses such as colds and flu are recommended regarding coronavirus: Wash your hands often with soap and hot water for at least 20 seconds (alcohol hand sanitizers are also effective); Avoid touching your eyes, nose, or mouth; Avoid contact with people who are sick; Keep a "social distance" when in public; Stay home if you are sick; Cough or sneeze into a tissue or your elbow and; Clean and disinfect frequently touched objects and surfaces.

All of us at \_\_\_\_\_ are grateful for your loyalty and appreciate the privilege to be part of your families' healthcare. Any questions or concerns please contact us.