

Combs Veterinary Clinic COVID-19 Safeguard Plan

In light of Governor Holcomb's most recent Executive Order, and our commitment to fighting the spread of COVID-19, Combs Veterinary Clinic has implemented the following procedures in an effort to maintain a safe environment for our employees and clients, as required by Executive Order and IOSHA:

I. Employee and Client Health Screening:

- a. At the beginning of each shift, all employees will be asked the following questions:
 - i. Are you experiencing any symptoms related to COVID-19, including but not limited to a fever, dry cough, trouble breathing?
 - ii. Have you been in contact with a person known to be positive for COVID-19?
- b. Employees will be further required to:
 - i. Submit to a temperature screening at the request of any supervisor during their shift.
 - ii. Stay home if they are sick and/or have a fever. Employees must be fever-free for 72 hours without the use of fever-reducing medicine before returning to work.
 - iii. Immediately go home if they develop symptoms or a fever.
 - iv. Notify any supervisor if they are sick or experiencing symptoms related to COVID-19.
- c. Clients may be asked the following questions before being admitted into Combs Veterinary Clinic:
 - i. Are you experiencing any symptoms related to COVID-19, including but not limited to a fever, dry cough, trouble breathing?
 - ii. Have you been in contact with a person known to be positive for COVID-19?
- d. Clients experiencing symptoms of COVID-19 or having been in contact with an individual known to be positive for COVID-19 may be required to:
 - i. Convert an in-person appointment to a telemedicine appointment if possible.
 - ii. If the animal must be seen in person, because the use of telemedicine is not appropriate, the ill owner should have a healthy family member or friend bring their sick animal to Combs Veterinary Clinic.

II. Enhanced Cleaning and Disinfecting Protocols

- a. All Workstations, keyboards, doorknobs, countertops, and other "high-touch" surfaces will be cleaned regularly by employees. In between cleanings, these surfaces will be wiped down by employees with disposable wipes throughout the day, particularly after use.
- b. All surfaces in exam rooms, stethoscopes, and other tools will be cleaned between uses.
- c. We use Personal Protective Equipment (PPE) responsibly for all procedures where it is required and clean all reusable PPE regularly.

III. Enhanced Personal Hygiene

- a. Clients and Employees are encouraged to wash their hands in designated areas, and we strive to have hand sanitizer and tissues available for public use if supplies permit (once clients are again allowed to enter the building). Remember to:
 - i. Wash your hands with soap and water for at least 20 seconds as frequently as possible.
 - ii. Use hand sanitizer when available.
 - iii. Cover coughs or sneezes (into the sleeve or elbow, not hands).
 - iv. do not shake hands.
- b. No-touch disposal receptacles and trash cans are available throughout the office.

IV. Social Distancing Requirements

- a. We have evaluated our team and made accommodations to allow for the fewest number of employees to be in-office at any given time.
- b. Employees and clients are required to maintain a six (6) foot distance from each other as often as possible.
- c. Employees are required to wear a face mask when in contact with clients; and may be encouraged to wear one inside the facility.
- d. Clients are encouraged to wear a face mask or covering at all times.
- e. Until further notice, all appointments and drop-offs/pick-ups will continue to be conducted via curbside service. Telemedicine appointment options are available when medically appropriate.
- f. We offer curbside delivery of medication refills and veterinary diets.
- g. Once clients are again permitted back in the facility, we may postpone or reschedule your appointment in order to maintain an

- appropriate number of people inside our office to maintain social distancing requirements.
- h. We may offer direct admission for clients and patients to examination rooms from their cars rather than from the lobby, once clients are permitted into the facility.
 - i. All clients should come with no more than 1 healthy person in our office per appointment.
 - k. Appointments will be given priority. Any client without an appointment or for any walk-in service or to purchase retail items may be required to wait in order to maintain social distancing requirements.

V. Hours of Operation

- a. Regular Office Hours
 - i. Monday & Tuesday: 8:00 AM - 7:00 PM
 - ii. Wednesday, Thursday, Friday: 8:00 AM - 5:30 PM
 - iii. Saturday: 8:00 AM - 1:00 PM
 - iv. Boarding services are currently suspended.
- b. Individuals over 65 or with high-risk conditions needing low contact accommodations should make customer service staff aware when calling.
- c. We are currently taking appointments and will attempt to accommodate walk-in staff services based on our availability and ability to maintain social distancing requirements.
- d. We have telemedicine appointments available where medically appropriate.

VI. Questions or Concerns?

- a. Please call us at 812-825-4464 with any questions or to schedule an appointment.
- b. Visit us online at www.combsvetclinic.com or follow us on Facebook for updates.
- c. Ensure your contact information is up to date to receive any updates

These policies are subject to change per the need of Combs Veterinary Clinic and in order to comply with all orders, opinions, and regulations from Federal, State, or Local government or administrative agencies, including Executive Orders and IOSHA requirements.