

To: Clients Entering our Facility

From: The Entire Team at SOVSC

**SUBJECT: Rules While Inside Our Facility**

If you are entering our facility your pet is either very sick or experiencing a euthanasia event. In either case, you have our love and support during this trying time, and we are happy to make an exception allowing you entry into our facility.

Please understand that if our staff is exposed to any contagious illness it could quickly render our facility inoperable and we would be forced to close our doors for up to 14 days. If we are forced to close many Southern Oregon pets would be exposed to extended suffering and possibly death. We must take every precaution possible to avoid this.

Here are the rules we ask you to respect while inside our facility:

- Your temperature will be taken prior and you may not be allowed to enter as a result
- No more than two people may enter  
(we cannot rotate multiple people through)
- Wear your mask at all times  
(must cover mouth and nose fully)
- Please limit your stay to 15 minutes
- We cannot allow access to our restroom
- Please remain inside your exam room and do not stray into our hallways
- We have provided disposable tissue packs for your use. If you handle the pack, please take it with you or dispose of it completely in the trash bin in your exam room
- Patient Visit: We cannot allow visits while your pet is hospitalized
- We cannot guarantee your safety against COVID-19 and you enter at your own risk. We reserve the right to ask you to leave at any time for any reason

We realize this is a very difficult time for you and we want your experience to be peaceful and respectful. Let us know how we can help you, your pet, and your experience. We appreciate your understanding and adherence to our rules. Remember, our goal is to stay open despite overwhelming contagious disease prevalence and you are helping us and all the other sick patients by doing so.

Respectfully,

The entire Staff of the Southern Oregon Veterinary Specialty Center