



Hello again to all of our friends and clients!

All of us at CHAH want to thank each and every one of our amazing clients for your continued business, support, and understanding during this challenging time. We have had to make changes to our policies and procedures to ensure the safety of our staff members by adhering to social distancing recommended by the CDC. We feel that these changes will allow us to continue to operate for your needs while also prioritizing the health and safety of our staff who will be caring for your loved one(s).

At this time, the goal is to keep CHAH fully functional as long as feasible for the care of your pets, whom we have all grown to love so much as part of our CHAH family.

We have made the following changes in our protocols for client interaction to achieve those operational and safety goals.

- **Our building is now a "Paws Only" zone!**
 - **We ask that all clients stay in their car when dropping off their pets-**
Please call our office at 713-526-1306 when you are in our parking lot and one of our technicians will come to gather your pet and ask you a few questions about the reason for your visit, any medication that has been recently given to your pet, clinical symptoms, etc... and then present him or her to the doctor. **All communication with the doctors will be over the phone.**

We are able to consult with you before any samples are taken, vaccines are given or any treatment is done if notified. We want you to feel safe and secure knowing we are a **Fear Free Clinic** and have LOTS of tricks up our sleeves to make visits enjoyable for your pet!

We have purchased new thick rubber mats for the exam tables that are easily disinfected between each pet. To aide in your pet's comfort, we have DAP (a dog appeasing pheromone derived from a mother dog's milk) for the dog examination areas and a feline calming pheromone, Feliway, for cat examination areas. We have an abundance of treats as well as distraction methods(singing and sweet-talking are the best!)

CHAH Staff Protection and Prevention practices:

- **The staff will continue to practice all prevention and protection measures recommended by the CDC.** We will be disinfecting between each patient and multiple other times throughout the day per usual. The CHAH staff will be washing their hands often and avoiding close contact.
- **Each of our employees will get their temperature taken** at the beginning of the day and asked to go home if there is any question of illness. If any of our owners are feeling ill, even if you suspect it may just be allergies, please stay home. We are quickly ramping up our telemedicine capabilities and we could explore providing an exam for your pet through these remote methods.. *We are required by law to have examined your pet in person within the last year in order to do this.* **Hands-on is the best way for us to treat your pet if at all possible and you are able to find someone that is well to bring your pet in.**
- **Until further notice, CHAH hours of operation will be 7am-6pm and we will strive to offer exceptional care and customer service as always.**

Please take care of yourselves and each other.

Thank you again for trusting us to care for your fur baby.

Sincerely,

Lucy Faulkner, DVM, and the CHAH staff