



Guidelines COVID 19 - Home Euthanasia Visits

We are monitoring the COVID-19 situation in Buncombe carefully. While we know that this is an incredibly stressful time for everyone, we also recognize the very personal heartbreak as you face this difficult decision for your beloved pet. Our goal during this and all times is to be here to support you through your loss. We recognize that when fear and heartbreak increase in the world, so does the need for compassion and empathy. Unfortunately we are unable to help clients who are sick themselves, are in quarantine or who have been exposed in any way to family members or friends with COVID-19. We are able to help family members who are otherwise healthy.

We will continue to provide services as long as we are able while doing everything we can to minimize risk of disease transmission to your family as well as our doctors. **Whenever possible (weather permitting) we are attempting to conduct home euthanasia appointments outdoors. This outside location may include a screened in patio, a covered porch, a barn or a garage. We realize this can be especially stressful for kitty cats, who are not used to being outside. For kitties, we will give the sedative medicine inside your home and let your kitty fall asleep peacefully with you inside. Once your cat is sedated and comfortable we will move outside. For dogs that are unable to move outside please speak to our support staff to help guide you. During cold or inclement weather, we are able to conduct appointments inside your home. We do have a strict mask policy and would ask that any family members who are in the home at the time of the appointment please wear a mask. We ask that masks are worn for indoor and outdoor appointments at all times. It is challenging to truly maintain distance**

during such visits and thus ask that you respect our masking requirements, regardless of location. Additionally, for indoor appointments to increase ventilation we ask that windows and/or doors be cracked open. We also ask that you maintain distance from the doctor as best as possible. The doctor will also respect this boundary from you, to keep you and your family safe. It is important to note that in-home visits are not completely without risk to everyone involved.

What we are doing:

- Asking our doctors not to come to work, and consequentially your home, if they are sick or have any symptoms of being ill.
- Our team is taking extra hygiene and distancing precautions at all home visits. including but not limited to:
 - Refraining from shaking hands or hugging, avoiding all direct person-to-person contact
 - We may step away or outside during the time your pet is falling asleep (following the injection of the sedative)
 - Wearing a face mask at all times when we are in your home
 - We are obtaining verbal consent for euthanasia at the time of the appointment and will initial our consent document for you to avoid sharing pens and paper.

What we ask of you during this time:

- Let our support staff know if you or anyone in your family has been ill with COVID-19 symptoms, including symptoms of a “cold” or “allergies” or has had a known exposure to a person infected with COVID-19 so that we can help you reschedule your visit or identify potential accommodations.
- If you or anyone in your home is feeling ill, please cancel your visit and work with our support team to reschedule when it is safe to do so.
- Minimize the number of people present for the visit in order to maintain distancing.
- If children will be present, talk with them ahead of time about these precautions.
 - If the appointment is conducted indoors we ask that all family members in the home at the time of the appointment, wear a mask and that windows/doors are cracked open to increase ventilation.

As this situation unfolds, there may be additional recommendations handed down by the CDC or the other government agencies. We will monitor these recommendations and make changes to our plan as necessary. We promise to communicate transparently and clearly and do whatever we can to identify options and precautions to keep everyone safe and healthy.

Sending much compassion and wishing you and your family much health during this time.

Warmly

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