Dear Community Animal Care Clients,

As we all continue to try and find our way through this COVID-19 crisis, we want to keep you updated as to news affecting the veterinary community and of course, how we are continuing to try and keep ourselves available to you and your pets. We are continuing to see appointments for those who need us and are screening appointments needed on a case by case basis.  This is being done so that we can adhere to safety guidelines set forth by the state, county, and the CDC.  We have reduced our staff numbers in the hospital throughout the day so that we can attempt to practice social distancing within the building and reduce exposure.  Our staff is also routinely disinfecting and taking the proper protective precautions when handling our animal friends.  This does mean that fewer appointment slots are available and more emergent issues are being given priority.  We thank you for your cooperation and understanding.

Recently there was a report of a tiger at the Bronx Zoo who was ill and tested positive for COVID-19. This tiger was believed to have contracted the virus from an employee carrying it.  This tiger and several others were symptomatic.  At this time there are no reports of animals infecting humans.  However, in light of this information, the New York State Veterinary Medical Society has offered the recommendation that clients who test positive for COVID-19, are symptomatic, or those in self-isolation should take the proper precautions to distance themselves from their pets just as they would from children or other family members.

For those coming to the hospital, we are continuing to function with “curbside” appointments.  Staff retrieves the animals to bring them inside while clients wait safely in their cars.  We still ask that clients help reduce our staff’s exposure by taking pets out of the car so our staff does not enter anyone’s vehicles.  We appreciate clients helping by wearing masks.

As Dutchess County is approaching its peak in cases, we would also like to continue to reduce our staff and client contact.  In an effort to protect our clients and staff from possible exposure, we are currently only accepting contactless payment in the form of Credit, Debit, CareCredit, and Scratchpay. You will be asked to provide payment information during check-in phone calls to allow for a more smooth checkout process.  In addition, we will be emailing receipts and paperwork electronically.

For check-ins requiring signatures, such as surgeries or drop off lab work, required forms will be emailed to you the day prior to your appointment for review and acceptance. You can either print the forms out, sign them, and take a picture of the completed paperwork with your cellphone in order to email them back. If a photo cannot be taken, simply respond approved by email.  Appointments such as emergency or sick appointments that require hospitalization or authorization to treat a patient will be handled in the same manner. We will email you the necessary forms for review while you are waiting in your car and you can simply respond approved by email.

Any client who is ill or experiencing symptoms of COVID-19 should make this known when scheduling an appointment so we can prepare appropriately.

We hope this update finds you, your family and furry friends well.  Please let’s all work together to stay safe and make it through to the other end of this crisis.

Sincerely,

The Doctors & Staff at Community Animal Care