

COVID-19 RESPONSE

Procedures and key messages for managing cases at the WCVM Veterinary Medical Centre

To help keep everyone safe, the WCVM Veterinary Medical Centre is limiting interaction between clinical staff and animal owners.

The risk of contracting COVID-19 from our animal patients is extremely low. Human-to-human contact is the main risk. Based on information from the World Health Organization and other sources, the following recommendations will help to minimize that risk:

- **WASH** your hands or use hand sanitizer frequently.
- **WIPE** objects after passing them between you and others.
- **WIPE** objects, counters, surfaces and any touch point after each use.
- **WIPE** counters and surfaces frequently, especially in areas used by more than one person.
- **DON'T ALLOW** clients to enter the hospital. Use the phone to talk to the animals' owners.

STEP-BY-STEP PROCEDURES

Reception staff

- **WEAR** a mask at all times in the hospital.
- **ALWAYS WEAR** a lab coat, mask and gloves when you interact with a client.
- **WIPE** any kennel or container with disinfectant before handling.
- **WEAR** a lab coat or gown, mask and gloves when you interact with staff in a space of less than two metres.
- **USE** the same lab coat and mask for a full shift unless they become soiled.
- **ALWAYS CHANGE** your gloves between interactions. Wash or disinfect hands when changing gloves.
- **ANY TIME** you have concerns, go ahead and change your lab coat, mask or gloves.

Technical staff and clinicians

- **WEAR** a mask at all times in the hospital.
- **ALWAYS WEAR** a lab coat, mask and gloves when you interact with a client.
- **WIPE** the animal with disinfectant before you begin a physical exam.
- **WEAR** a lab coat or gown, mask and gloves when handling an animal (and face shield if patient is a cat, ferret or hamster). Don't put your face near the animal's fur or skin.
- **WEAR** a lab coat or gown, mask and gloves when you interact with staff in a space of less than two metres.
- **USE** the same mask for a full shift unless it becomes soiled. Change your gloves and coat or gown between cases if possible. Wash or disinfect hands when changing gloves.
- **ANY TIME** you have concerns, go ahead and change your lab coat, mask or gloves.

VMC animal attendants, registered veterinary technologists or clinicians are responsible for accessing and returning animals. Meet clients at curbside (outside hospital foyer).

Admission procedures

- **WEAR** lab coat, mask and gloves (and face shield if patient is a cat, ferret or hamster) to meet the client at curbside (outside foyer).
- **WIPE** any kennel or container with disinfectant in the clinic foyer before you enter the reception area. Use your judgment if the animal's condition is critical.
- **CHANGE** your gloves after receiving the pet from the client. Wash or disinfect hands when changing gloves.

Discharge procedures

- **WEAR** lab coat, mask and gloves to meet the client at the door.
- **If payment must be received with client:**
 - **STAY BEHIND** the shield
 - **WIPE** the handheld payment terminal, pen and other items handled by the client
 - **CHANGE** your gloves. Wash or disinfect hands when changing gloves.

 **If you have concerns,
tell someone!**

Ask questions or email wcvm.covid19questions@usask.ca.
Your input helps to identify gaps or important messages.

Support each other!