

Berlin, 22.01.2021

Information for patient owners

Measures against the spread of SARS-CoV-2

Dear pet owners,

In order to continue to provide our patients with the highest level of medical care in the current situation and to protect you and our employees, we would like to ask you to observe the following safety measures when you visit our practices. We depend on your cooperation!

Please arrange an appointment with us and come only shortly beforehand – we will try to keep your time with us as short as possible.

We strive to limit personal contacts to what is absolutely necessary. We therefore ask you to come to your appointment with your animal on your own and without any other accompanying person, and to keep the recommended minimum distance to other people of 1,5 m in the waiting room and in the treatment room.

The wearing of a protective mask (surgery or FFP2 mask) is compulsory within our practices. The masks must be worn properly, meaning that the mouth and nose must be fully covered.

Please disinfect your hands upon arriving at and leaving our practices.

Please understand that we currently avoid shaking hands.

Please do not accompany your animal to the practice yourself if you or your direct contacts have cold symptoms or if you or your direct contacts have been in contact with a person who has tested positive. Ask a third party to bring your animal to us and give them a written authorisation. We reserve the right to refuse entry to anyone that is obviously sick. If you test positive for the SARS-CoV-2 within 14 days after your appointment, please inform us immediately!

In addition to the already high standard of hygiene, all contact surfaces such as door handles, chairs, toilets etc. are cleaned and disinfected several times a day.

If you have questions regarding SARS-CoV-2 and pets we refer you to the homepage of the Friedrich-Loeffler-Institute:

<https://www.fli.de/en/news/animal-disease-situation/coronavirus/>

Thank you very much and stay healthy!

Your Rosin Veterinary Practice teams