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linwoodvet@linwoodvet.ca

We will provide industry-leading, reliable, knowledgeable service, in a friendly, courteous and timely manner, to benefit our clients and the communities we serve.

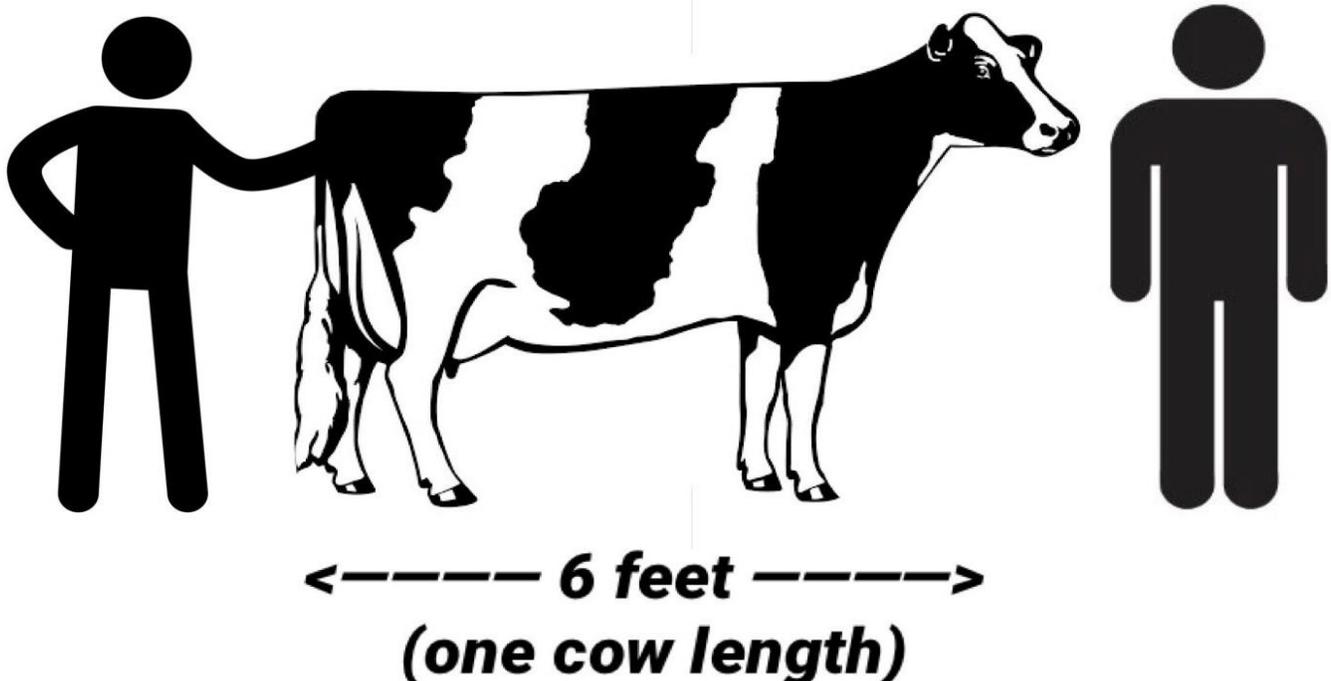
St Clements Clinic Hours: Mon-Fri 7am – 5pm Open Saturday 7am-12pm

Hwy 89 Clinic: Mon-Sat 7am-1pm

NOTE: CLINICS ARE CLOSED SUNDAY and NO DELIVERY SERVICE SATURDAYS AND HOLIDAYS
Orders for Delivery: Please, call BEFORE 9:30 am, for same day local delivery Monday to Friday

24 Hour Emergency Vet Service call 519-698-2610 519-323-9002 519-699-0404 1-800-663

APRIL 2020 NEWSLETTER



How is the pandemic affecting your Veterinary Services?

At time of writing, we are working hard to maintain “business as usual” with care around physical distancing, minimizing physical interactions, hand washing and sanitizing, and isolation where required. We will adapt as necessary, to continue to work with you to keep herds and humans healthy! Please call if you have questions, or to get updates if the situation changes.

Agriculture is an essential component of Canada's existence. We provide food for our population and for many other people. We are required to continue operating as an essential industry during this pandemic, and it is critical that we take precautions on farm and in our clinic to help reduce the spread of this novel coronavirus. There are still some unknowns about how this virus spreads, when people are infectious, and how long the virus can last on certain surfaces.

Therefore, it is important to:

- drastically reduce interactions with other people
- keep a minimum 6 foot physical distance from others
- frequently wash your hands with soap and water for a minimum of 20 seconds
- practice proper cough and sneeze etiquette
- disinfect surfaces frequently – anything touched in your environment, *such as* toys, tables, counters, toilets, handles, tools, phones, electronics, taps, pens, button controls, switches, keyboards and mice.

It is also important to notify us ahead of time **if you have symptoms, someone in your family has symptoms, you have been in contact with someone who has tested positive, or you/your family have traveled outside of Canada in the last 14 days**. This virus affects people of all ages, but is particularly hard on people over 65 and people with other health concerns, so it is important that we do what we can to protect ourselves and those we care about! We all have a role to play in this, and can help save lives together by taking these precautions.

Clinic Communications and Order Pick Ups:

Pick up orders: Please call or send in these orders ahead of time, and we will prepare and leave outside at St. Clements, or in the sun room at Hwy 89, for you to safely pickup. If you want to pay at pickup, please leave a cheque, envelope with exact cash, or give us Visa or Mastercard information verbally.

Please tell us when we are coming to your farm, if anyone has travelled, or if anyone is ill, so we can notify staff and take the appropriate precautions.

Recently we have seen widespread **issues with phone services**, due to the number of people working from home, and accessing services by phone, **particularly toll free numbers**.

Please dial the local numbers: 519-699-0404, 519-698-2610 or 519-323-9002 and keep trying if you don't get a line right away, or during business hours email linwoodvet@linwoodvet.ca Note that only phone calls to the clinics published numbers will get to vets out of hours or when the clinic is closed; texts and emails are wonderful means to send your orders in, or other *non urgent* queries. The **text only** number that is monitored during business hours is 519-503-2090

Our out of hours answering service is currently running 100% with all their employees working from home. They report experiencing occasional spikes in volume, so be patient if there is a wait to get through, particularly if events lead to reduced office hours.

Pharmaceutical Needs

Try to order a couple days ahead of need, in case we end up short staffed and deliveries are reorganized. Organizing your own order needs as best as you can predict, will lessen our delivery burden and more important, the number of visits to your farm.

ProAction validations suspended until April 30, 2020

To help producers limit farm visitors, the suspension includes ProAction validations and self-declarations. Penalties will not be applied for ProAction activities as a result of the suspension.

Similarly, Linwood Veterinary Services will be postponing on farm reviews with your vets for ProAction. Any questions or concerns please contact the office or speak to your herd health Veterinarian.

Friday April 10, the clinics will be closed to observe Good Friday. There will be no delivery service that day. Vets will be available for emergencies.