

Community Veterinary Outreach

COVID 19- Support for Clients
COMMUNITY AGENCY INFORMATION

The issue: COVID-19 outbreak involving all Outreach regions - Vancouver & Kelowna, BC

Our focus: Access to pet food and supplies AND Boarding for pets

Dear Community Veterinary Outreach (CVO) Partnering Agency staff :

Community Veterinary Outreach's mandate is to support community members and their pets who are experiencing homelessness and housing vulnerability. Through community partners and referring agencies and their case workers (in all of our Canadian regions), we can offer these supports through a **one-time emergency relief grant generously provided by Pet Smart Charities of Canada**:

1. Pet Food and Supplies:
 - Dog and cat food, and cat litter will be purchased with these funds in each region.
 - Food/ litter requests should be directed through communication with Dr. Doris Leung (doris.leung@vetoutreach.org)
 - Pick –up of food and supplies will be coordinated with Dr. Doris Leung (Location in Vancouver TBD)
2. Emergency Boarding for cats and dogs (for a maximum of 14 days per pet). Note that funds for emergency boarding are extremely limited and so should be used only when necessary (e.g. hospitalization).
- Removal of a pet is not required or recommended in homes where owners are showing respiratory signs (not confirmed as COVID19) or confirmed COVID19 cases.

Apply common sense measures:

- If a pet is a service animal or the client must care for their pet (no support in the home), the client should wear some sort of face mask (homemade if required);

refrain from sharing food, kissing, or hugging pets; and wash their hands before and after any contact with pets.

- If a client can limit their contact with the pet by getting other people in the home to provide care, do so.
 - Quarantine the pet with the client for the required period as instructed by public health.
 - Do not sneeze on or close to the pet, or engage in nose/ mouth contact with a pet.
 - Always wash hands before and after touching a pet, if you do. Washing hands will always be the main tool to keep everyone safe.
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- Even after discussing this information, if a client feels that they cannot care physically or emotionally for their pet, OR THE CLIENT IS ILL AND MUST BE HOSPITALIZED FOR ANY REASON, please reach out to Dr. Doris Leung (doris.leung@vetoutreach.org) with a request for boarding.

 - Responsibilities of the case worker / agency:
 - Reach out to Dr. Doris Leung with a request, indicating basic information (owner name/ address if exists / contact number; pet species, breed / approximate size, age, gender and neuter status, and vaccine status).
 - Your Regional Director may help to identify a potential boarding facility.
 - **CVO will provide funds to cover a maximum of 14 days of boarding per pet.**
 - The case worker/ agency must contact the boarding facility, confirm ability to accept the pet(s), and obtain an approximate cost for the estimated duration of stay.
 - Funds for boarding will then be advanced directly to the agency for boarding from Community Veterinary Outreach (michelle.lem@vetoutreach.org). A letter indicating a receipt of funds is required.
 - The case worker/agency is responsible for any pet transport, oral and written communication (with client and boarding facility), and concluding the boarding period. CVO cannot be involved in any communication or boarding arrangements.
 - A receipt must be obtained and forwarded to the regional director upon conclusion of the boarding period.

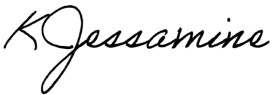
Please note that these funds are limited and there is no further support available once these funds are used.

Thank you, agencies and front line workers, for advocating for vulnerable clients. We will try to help in any way we can. Please reach out to Dr. Doris Leung (doris.leung@vetoutreach.org) or Kelsi Jessamine (kelsi.jessamine@vetoutreach.org) with any questions.

Doris Leung, BSc, DVM, MPH

A handwritten signature in black ink, appearing to be 'DL' with a long horizontal flourish extending to the right.

Kelsi Jessamine, BSc, RN, MSN(C)

A handwritten signature in black ink, written in a cursive style that reads 'K Jessamine'.