

To Our Valued Clients

As the situation around novel coronavirus (COVID-19) continues to evolve, we here at ICSB Oregon are doing everything we can to ensure the safety of our staff and clients.

Currently our business is unaffected by any state or federal restrictions, however this can change at any time. We encourage our clients to check our website and Facebook page for updates. You can also check the Oregon Department of Health website for updates on any restrictions.

In office we will be instituting the following practices:

- In between all appointments all high contact surfaces such as counter tops and doorknobs will be sanitized.
- Our company requests that any client feeling ill cancel their appointment. We further request that any animals currently residing with individuals who are feeling ill, not be brought to appointments, even by healthy handlers. This is due to the confirmed ability of the virus to survive up to three days on surfaces.
- Our company also reserves the right to refuse service to any individual displaying symptoms upon their arrival at our facility.
- All appointments must be scheduled in advance and the time for the appointment will be firm. This is because we will not be allowing multiple clients in the office at the same time to limit exposure.
- All clients coming to appointments in office will be required to wear a mask or some other facial covering such as a scarf or balaclava. ICSB Oregon will provide gloves. The gloves and masks must be worn at all times while the client is in the office.

ICSB's ability to attend large events such as dog shows will be dependent upon the associated state's or any federal guidelines for such events. Check the appropriate state's Department of Health website for current restrictions.

At any unaffected events ICSB Oregon attends, we will institute the same policies as in office. Again here are those policies:

- In between all appointments all high contact surfaces such as counter tops and doorknobs will be sanitized.
- Our company requests that any client feeling ill cancel their appointment. We further request that any animals currently residing with individuals who are feeling ill, not be brought to appointments, even by healthy handlers. This is due to the confirmed ability of the virus to survive up to three days on surfaces.
- Our company also reserves the right to refuse service to any individual displaying symptoms upon their arrival at the collection area.
- All appointments must be scheduled in advance and the time for the appointment will be firm. This is because we will not be allowing multiple clients in the collection area at the same time to limit exposure.

- All clients coming to appointments will be required to wear a mask or some other facial covering such as a scarf or balaclava. ICSB Oregon will provide gloves. The gloves and masks must be worn at all times while the client is at the appointment.

Currently all other day to day operations of ICSB Oregon, such as shipping and phone and email communications, remain unaffected.

We have received notification from our shippers UPS and FedEx that any delays in shipments caused by closures due to COVID 19 will not be covered by insurance or be eligible for guaranteed service refunds. This means if the shipper is unable to deliver due to the destination being closed, they will not cover that cost. We strongly encourage our clients to contact their veterinarians before shipping to check of any change of hours and to ensure the facility is still offering reproductive services.

During this time our staff are taking all recommended precautions to limit their potential exposure to this virus both at work and outside the office.

We will keep you updated with any further changes.

Thank you

ICSB Oregon Staff