



DEPARTMENT OF AGRICULTURE, TRADE AND CONSUMER PROTECTION

Veterinary Examining Board

May 13, 2020

Reopening Guidelines to Keep Clients, Employees Safe

As businesses begin to look ahead, the Wisconsin Veterinary Examining Board (VEB) encourages veterinarians to remain diligent in limiting contact with clients to necessary and essential business. The road through this pandemic has been rough, but Wisconsin veterinarians are trained professionals who have made difficult decisions on whether a client's animal can and should be seen. The VEB thanks you for your diligence and professionalism in navigating these decisions, and helping to mitigate the spread of COVID-19.

As we begin to think about safely reopening state businesses, the Wisconsin Economic Development Corporation (WEDC) and the Department of Health Services (DHS) have worked together to create [Reopen Guidelines](#) for your operations. Here are some key takeaways:

Require employees to wear face coverings when interacting with co-workers and clients.

- [WEDC General Guidelines](#): Workers who have frequent, close contact with customers or other workers may need to wear some combination of a face mask, a face shield and/or goggles. Personal protective equipment (PPE) for workers will vary by work task and the types of exposures workers have on the job.
- The Centers for Disease Control and Prevention (CDC) recommends wearing cloth face coverings in public settings, especially in areas of community transmission. A cloth face covering does not protect the wearer from viruses, but it may prevent the spread of

viruses from the wearer to other people. Face coverings are not PPE and are not appropriate where masks or respirators are required.

- [WEDC Retail Guidelines](#): Supply face masks or cloth face coverings for all employees. Employees should wear a face mask or cloth face covering when near other employees and customers. The CDC illustrates how to properly wear a face covering and has several tutorials for how to make one.

Maintain as much social distance as possible between employees, and limit capacity for client/customers to maintain social distance.

- WEDC General Guidelines: Maintain social distancing of at least 6 feet between people at all times. The capacity of customer-facing businesses should be reduced to ensure that adequate distancing is possible.

Maintain strict infection control policies as recommended by the CDC. [Those policies can be found here.](#)

Proactively communicate with staff and clients/customers regarding the need for them to stay home if sick.

- WEDC General Guidelines: Require employees to stay home when sick.
- WEDC Retail Guidelines: Post signage on the door letting customers know about changes to your policies. Instruct them to stay away if they are experiencing symptoms of illness.



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Continue to inquire as to the health status of your customers/clients to screen for a COVID-19 positive status, symptoms or exposures to someone who has tested positive. For those who have been exposed, are positive, or experience symptoms, consider alternative methods of treating the animal or request that another person bring the animal for examination. For guidance on handling the pets of anyone who is sick or has been exposed to the virus, refer to the American Veterinary Medical Association's [guidance for social distancing](#) in veterinary practice.

Clean and sanitize workplaces and waiting areas throughout the workday. WEDC General Guidelines:

- *After opening:* Disinfect common and high-traffic areas common areas include door handles, desks, phones, light switches and faucets. Consider assigning people to clean and disinfect surfaces throughout the

workplace, and provide training for disinfecting contaminated areas. Always wear gloves appropriate for the chemicals being used when cleaning and disinfecting. Never mix household bleach with ammonia or any other cleaner. Employers must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with Occupational Safety and Health Administration standards.

- *Before opening:* Sanitize your business to limit the spread of virus. Minimize exposure by involving as few employees as possible in this process. Disinfect all areas. Give special attention to tools, workstations, restrooms, food service areas, phones, computers and other electronics. Replace HVAC air filters following manufacturer's guidance. Workplaces should consult with HVAC professionals when considering ventilation changes to reduce the risk of COVID-19.



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