



Update on COVID-19 (Coronavirus) as of April 9, 2020

Please be advised that we take the public health risk of Coronavirus very seriously. The nature of our diagnostic work allows us to stay open and continue to process orders and your results will not be affected. As a DNA and diagnostic facility, we maintain the highest levels of sterilization.

**PLEASE NOTE: In order to maintain employee safety, we have spaced out the shifts of our sample processing technicians. This means you may be waiting 3-4 days past the 2-week mark for your results. This is necessary to continue processing in a safe environment.**

**We are experiencing significant delays in the postal service due to COVID-19 which is impacting when we receive samples and when kits are being received from your order. We will continue to process samples as fast as possible and ask for your understanding that they are taking up to two weeks to arrive to us.**

Our office is not open to members of the public until further notice. We are still able to accept mail and couriers. We have an ample amount of supplies to keep testing. If anything changes, we will update you in this space.

Please keep yourself and your families safe during these stressful times. With the influx of information related to COVID-19 we encourage all of our clients to seek out the latest advice from recognized experts. Please check in regularly with your local authorities and check the following resources for updates: World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

For Pet Safety please refer to the World Organisation for Animal Health or the World Small Animal Veterinary Association. Please do not rely on other non-accredited information.

CDC-COVID19 and animals: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/animals.html>

World Organisation for Animal Health

<https://www.oie.int/en/for-the-media/press-releases/detail/article/covid-19-and-veterinary-activities-designated-as-essential/>

World Small Animal Veterinary Association

<https://wsava.org/news/highlighted-news/the-new-coronavirus-and-companion-animals-advice-for-wsava-members/>