

## COVID-19 PROTOCOL

Our staff is committed to helping prevent the spread of COVID-19 by reducing person-to-person interaction. We will be providing curbside services during the time of this pandemic, and our lobby will remain client free. Exceptional circumstances will be considered, such as end of life procedures, on a case by case basis.

**\*\*If you are feeling ill or have been quarantined, please have someone else bring your pet in for care or to pick up prescriptions, prescription foods, preventatives. If there are no options available, call ahead so that we may take the necessary health precautions to protect our staff and other clients while we care for your pet.**

We have returned to our normal hours and are no longer restricting appointment to only essential.  
**Monday - Friday 7:30 a.m. to 6:30 p.m. and Saturday 7:30 a.m. to 12:30 p.m. Closed Sunday.**

### PROCEDURES:

Upon arrival, please call from your vehicle and provide the following information:

- Your name and pet's name
- Parking spot number
- Reason for your visit

Our staff member will discuss what comes next, including our appointment process and how we will work with you to obtain your pet's medical history.

When it's time for your pet's appointment, a member of our team will come to your car to retrieve your pet. Please leave collar and leash on dogs and have cats ready in a carrier.

**Please do not leave while your pet is in our care.** This makes getting a hold of you during your appointment a lot easier should we become unable to reach you by phone. It also prevents unnecessary back up of our schedule that could lead to longer wait times for other clients.

Your pet's doctor will call you to discuss your pet's condition and review a care plan that includes diagnostic and treatment needs. After diagnostics are done, you will be called with diagnosis, medications, and at home care instructions.

All payment will be taken over the phone (**no cash accepted at this time**). Your pet will be brought back to you CURBSIDE and your receipt will be emailed to you.

The exception to the curbside process would be end of life care (euthanasia) on a case by case basis. No more than two people will be allowed into the building at a time, and both must wear a mask prior to entry.

Please give us a call if you have any questions or concerns. We are still here for you.