

## Social Distancing Protocol

To our Valued Customers,

The health and well-being of your pet is our top priority. As news of the coronavirus (COVID-19) in our community continues to develop, we are monitoring the situation closely.

We are OPEN and we are considered an essential business for the community. We are operating under normal business hours with the exception of canceling elective Spay and Neuter procedures for now.

1. We remain an appointment-based clinic and walk-in vaccine clinic. Please arrive 15 minutes before your appointment time.
2. Park your car in our parking lot and if possible, leave your pet(s) in the car while you check-in with our receptionist outside and fill out paperwork. Please wait to be direct inside and wait at your number. We NO Longer allow clients in our exam rooms and limit clients in our lobby to no more than 5 at one time.
3. One of our veterinary assistants will come to you to collect information and your pet(s). We request that clients maintain a 6' social distance from other clients and from employees.
4. All cats MUST be in carriers. We also recommend that small dogs be in carriers. All dogs (not in carriers) will be double slip leashed by the veterinary assistant.
5. The patient(s) will be brought into an exam room with the veterinarian. While the patient is being weighed and all vital signs collected, the doctor will call the client to discuss all concerns or be directed to stand behind our glass partition where the doctor will speak with you.
6. Once all concerns have been dealt with, the full exam performed, tests and treatments performed, and medications dispensed; the client will be able to pay their bill over the phone with a credit card(preferred). Pets will then be brought up for transfer back to the owner. You will be asked to exit out the back door.
7. All patient exams are written by the doctor. The report includes all vital signs, exam findings, and doctor recommendations. If you wish to have a copy, one can be emailed to you at your request.
8. Clients can email or call our office with any questions or concerns at any point in time. We will answer emails and phone calls throughout the day, as time allows. This does not guarantee that a question will be answered on the same day. Please allow 1-3 days for email responses from our staff.

While the CDC and other health authorities have indicated that dogs, cats, and other domestic animals are not considered at risk for contracting COVID-19, we are taking extra precautions to ensure the health and safety of humans within our facilities— notably our clients and staff. Keeping our practice "hospital-clean" has always been a priority for us, and we continue to do so. Additionally, for the safety of our team and your family we are monitoring CDC recommendations and will continue to increase our attention to cleaning frequency and methods accordingly.

**Thank you for your patience and cooperation. We look forward to seeing you and your pet soon!**