

## Coronavirus (COVID-19) Email to Clients

We have been so grateful for all of the support you have given us as we have tried to balance the needs of your pets and the necessity of trying to prevent spread of the Coronavirus during these past few weeks. Thank you all!

As the virus continues to spread and the Federal and NY State governments continue to implement preventative measures, we want you to know that we will remain open to serve you and your pets as long as we are legally allowed to do so. At this time, we are anticipating that veterinary offices will be classified as an “essential business” in New York State and will be able to remain open for business. This means that at this time, we WILL be continuing our normal hours of operation.

This also means that if your pet is having an emergency after hours, all of the local veterinary emergency hospitals will remain open as well.

In order for us to continue to act responsibly and maintain as much social distance as possible, we are going to be instituting some additional measures on top of the measures we instituted last week. Please read below as this will affect all trips to our office until further notice.

### **What to expect when you call for an appointment:**

#### **\*\*WE WILL NO LONGER BE ALLOWING NON-EMPLOYEE HUMANS INTO THE HOSPITAL\*\***

- What we ask is that when you park your car, please call us from the parking lot to let us know you are here and a staff member will come out to get your pet.
- A doctor or staff member will then call you on your phone to get a history and to relay what the recommendations are for your pet
- After the visit is done, we will call you for payment over the phone. (NOTE – if you are paying in cash, we will come to your car to get the cash)
- A staff member will then bring the pet back to you in your car

### **If you are picking up medication or supplies:**

- Please call us from the car and we will take payment over the phone. We will then instruct you that we will be placing the medication/supply on the front steps and you can come to the front door and pick it up.

### **In addition, we will continue to do the following:**

1. We will be asking all clients who call for an appointment if anyone in the household is sick or has been diagnosed with COVID-19.
2. If anyone in the household has been diagnosed as positive for COVID-19, we will be unable to see your pet at this time
3. If any household member is experiencing any symptoms of fever or respiratory illness, we will not be making wellness, elective or non-urgent appointments for your pets

4. If any of your pets' needs can be delayed, we ask that you delay making an appointment for them, but we are here if they need to be seen.