



OUR MESSAGE TO CLIENTS

COVID-19

What we are doing?

- **HOURS OF OPERATION** will change from **8:00am to 3:00pm Monday to Friday** and **Saturdays 10:00am to 4:00pm**. EFFECTIVE Thursday March 19th for the next 14 days. We will keep you posted if this extends.
- We are **committed to continuing to see patients** for all of accidents, emergencies, ailments and illnesses, and will continue to see wellness vaccine and preventive appointments, especially with tick season nearly upon us. **Appointments will be limited to Mon-Fri from 10am-2pm and Saturdays 10:30a to 2:00pm – HOWEVER we will be cancelling elective procedures including spay and neuter surgeries and regular dental cleanings (until further notice)**
- To our **Grooming Clients** we apologize in advance. Appointments will be limited to **MONDAYS ONLY**. Drop off will be from **8:00am to 9:00am** and pick up will be no later than **2:30pm** as we will be closing at **3:00pm**. (this will be temporary until further notice)
- Be assured we are focused on ensuring that our facility is being regularly and thoroughly disinfected. Sanitation at our hospital has always been top priority and will continue to be no matter what.
- **PLEASE MAKE SURE YOU KEEP AN EYE OUT FOR FUTURE EMAILS WITH FURTHER UPDATES. FOLLOW US ON OUR SOCIAL MEDIA PLATFORMS (INSTAGRAM @WEST_WOODBRIDGE_PET_HOSPITAL and FACEBOOK) TO GET UPDATES** and our **WEBSITE** as we will be posting updates.

What can our clients do?

- We kindly ask all clients to **CALL US from the parking lot when they arrive** for an appointment for check in. We will then notify you when you can enter the hospital with your pet. We ask that you **limit the amount of people coming into the clinic to one (1) person**.
- **If you are picking up food or medication** we kindly ask that all clients please call us and order ahead of time and prepay over phone if possible. We have implemented **PICK UP TIMES FOR FOOD/MEDICATIONS from 8am – 10am and 2pm – 3pm**. Try to avoid just showing up as we are limiting the amount of people entering our hospital at **ONE TIME**.
- If you are **in self-isolation**, we kindly ask you **not to bring yourself or pet in hospital**. If you have **travelled to a high risk area**, have come into possible contact with a **COVID-19 positive person**, have any sign of respiratory disease, coughing or fever we ask you to **delay any routine care appointments or elective surgeries for your pet**. Or send another family member who is not having these symptoms accompany your pet to their appointment.
- **SENIORS and HIGH RISK CLIENTS** are highly advised to send a family member with their pets for their appointments and to pick up medications/FOOD.

We apologize in advance for our new prevention measures as we need to be prudent in limiting the spread of COVID-19 to protect the health of all of our clients, our friends and families. Protecting public safety is everyone's responsibility. As this pandemic is an unprecedented situation and is changing day by day, we continue to closely monitor new developments of COVID-19 in cooperation with the appropriate health authorities. If you have questions, please do not hesitate to reach out to us.

INFORMATION LINKS:

- **WORMS & GERMS BLOG** <https://www.wormsandgermsblog.com/>
- **Gov't of Canada COVID -19 Prevention & Risks** <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>