



## OUR MESSAGE TO CLIENTS

### COVID-19

#### What we are doing

- We will resume all regular Veterinary Services effective Tuesday May 19<sup>th</sup>. All vet services will require an appointment so please call ahead. Appointments will be limited to certain days from 10am-2pm on weekdays and Saturdays 10:30a to 2:00pm. **NEW Hospital HOURS** Mon-Fri 8am-4pm & Sat 10am-4pm take effect Tues. May 19<sup>th</sup>.
- To our **Grooming Clients** WE WILL BE STARTING all grooming services again as of Tues. May 19<sup>th</sup> **BY APPOINTMENT ONLY. TIME SLOTS** will be given to each pet so please **ARRIVE ON TIME** as we are still implementing the same **social distancing protocols** as we have been for all appointments. Appointments will be curbside drop off.
- 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.
- **CHECK OUR WEBSITE AND FOLLOW US ON OUR SOCIAL MEDIA PLATFORMS (INSTAGRAM @WEST\_WOODBRIDGE\_PET\_HOSPITAL and FACEBOOK) FOR UPDATES.**

#### What can our clients do?

- We kindly ask all our clients to **CALL US from the parking lot when they arrive** for check in and wait in their vehicle. **Dr. Behdjani will be calling you** for a **telemedicine consult** over the phone. We will then come out and pick up your pet from the vehicle. Once we are done with your pet's appointment we will finish with payment over the phone with a valid credit card.
- **If you are picking up food or medication** we kindly ask that all clients please call us and order ahead of time and pay over the phone with a credit card. We have implemented **PICK UP TIMES FOR FOOD/MEDICATIONS** from **8am – 10am** and **3pm – 4pm** **MON-FRI** only. We are offering curbside pick-up.
- If you are **in self-isolation**, we kindly ask you not to bring yourself or your pet to our 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 appointments or 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>