

Dear East End Vet Clients:

We are writing to inform you of some procedural changes we are implementing in light of the social distancing recommendations made to decrease the risk of exposure to SARS-CoV-2, the virus that causes COVID-19.

- 1) In an effort to minimize the exposure of both clients and staff, upon arrival with your pet we will put you directly into an exam room. There may be some wait time in the exam room, but at least you and your pet will be in an isolated space.
- 2) Although our exam rooms are always cleaned after each exam, my staff has been instructed specifically to clean the door handles entering and exiting each exam room, as well as those entering and exiting the building. This will be performed after each visit with a quaternary disinfectant effective against viruses.
- 3) Payment for examination and surgical services will take place in the exam room, not at the reception desk. You will be presented with a bill for your services, and a receptionist will process your payment while you wait in the room, after which you can leave the building directly.
- 4) For those of you bringing pets in for technician appointments, or who are dropping off samples or picking up prescription medications and diets, we would like to request that only one client be up at the reception desk at a time. If multiple clients are present in reception, we would ask that you respect our efforts to comply with social distancing recommendations and wait off to the side in the seated areas until the client in front of you has finished their transaction. If necessary, you can also wait outside the building. The receptionists will call you up one at a time.

We would also like to request that if you have signs of illness (fever, respiratory symptoms), please remain at home. If your pet was scheduled for a routine visit, please call to reschedule. If your pet is ill or hurt and needs more immediate attention, we can make arrangements for you to drop off your pet so we can evaluate and perform necessary treatments. In this situation, we would have you call us when you arrive, and a staff member will come out to your car to get your pet.

For more information about COVID-19 and pets, please visit the American Veterinary Medical Association site at: www.avma.org You can also follow them on Twitter: @AVMAvets

For the time being, we are planning to remain open during this crisis to most effectively serve you and your pets. As you all know, this is a rapidly changing situation, and we will keep you informed of any additional changes we need to make along the way. Thank you in advance for understanding and your help in implementing these changes.

The Doctors and Staff at East End Veterinary Medical Centre