



## COVID-19: Additional measures we are taking

**Last updated:** July 20, 2020

Dear Clients,

Due to the close contact that our work requires, we have taken additional measures to protect you and our team while providing care for your pet.

**Note:** If you are experiencing respiratory symptoms, please let us know when you book your pet's appointment. As the potential to spread to pets is still relatively unknown, it is possible that your pet could create a risk to other people who may be handling him or her.

### 1. WE CAN SEE ALL CASES BY APPOINTMENT ONLY

This includes vaccines, wellness exams, blood work, spays and neuters, dental services, and more!

### 2. SAFETY MEASURES FOR APPOINTMENTS

- We are currently operating with a **"closed waiting room"** policy to protect our clients and team. When you arrive, please remain in your vehicle and use your cell phone to call us at 604-544-7387. We will bring your pet into the hospital for an examination with the veterinarian. We will then call you on your cell phone to discuss the issues with your pet, and you will have a telephone consult with the veterinarian to discuss further diagnostics required or a treatment plan for your pet. Following the end of the appointment, we will return your pet to you.
- If you are **ordering food or medications**, please allow 2-4 business days as our suppliers are dealing with increased demand and are trying to fill orders as quickly as possible. We will advise you as soon as your order arrives. Please call us when you arrive to pick up your order, but do not enter the hospital. One of our team members will bring your order to our designated pick up location, outside our front doors. Payment will be processed over the phone. You can also use our online store and have your food delivered directly to your home. To sign up for the online store, visit our website.

### 3. OPERATING HOURS

We are OPEN with the following hours:

- Monday to Friday: 9:30 am - 5:30 pm
- Saturday: 9:00 am - 5:00 pm
- Sunday: CLOSED



Following the recommendations of our government and medical experts, we are doing our best to practice social distancing within the constraints of our roles. As such, we have taken measures to avoid both contracting and facilitating the spread of this virus.

In these uncertain times, please see the below link for the most recent information for the public on COVID-19 and animals from the Government of Canada (specifically the Canadian Food Inspection Agency). <https://www.wormsandgermsblog.com/>

Thank you for helping us be diligent for everyone's safety. As we have heard from all levels of government, the situation is fluid and any updates will be provided as changes occur.

- Your dedicated team at Queen's Park Pet Hospital