

How will our service and practice protocols change with the new COVID-19 public health directives?

Like everyone else, we have struggled to adapt to living and working under COVID-19. From the start, we have done everything possible to ensure we're delivering the highest possible level of service while respecting public health directives, and, most importantly, ensuring we can keep the clinic open. To accomplish this, we've had to make difficult choices limiting accessibility of the clinic to our clients, and the scope of veterinary services we provide. While we would like nothing more than to go back to normal, our first priority is to assure our ability to continue delivering essential veterinary medical care to the community in the face of the COVID-19 pandemic.

We are exceptionally proud of our staff — their resilience, dedication and resourcefulness through the past two months have really gone beyond anything we would have ever expected to ask of them. Please join us in thanking them when you have a chance.

Our small staff means we're highly vulnerable to the COVID-19 threat — if any one of our staff is exposed to potential infection, it could force the entire staff into isolation or quarantine, and result in a temporary closure of the clinic. This is a risk we can't take — not for ourselves, nor for our community.

We're lucky and thankful that we've all managed to avoid exposure, and that our town and province have done so well with curve-flattening that restrictions are being easing. However, with this easing and our intention to begin increasing our capacity and extending the scope of services we're providing, we recognize that our risk right now is heightened and our vulnerability is increased. So unfortunately we have to continue with our limitation to providing only curb-side service for the time being.

We deeply regret this, and can't wait until we're able to see you again. We miss being able to see the people in our patients' lives at the times we're providing care to them. We recognize that it's hard for you not to be there for them when they're sick or injured, or just anxious about being at the vet. We also have always recognized that sometimes we provide care to you as well as your pet, and we're sorry we can't be giving that now. We look forward to being able to see you again during your pet's visits, but in the meantime we assure you that we give them snuggles and cuddles and care for them just like you do, and the same as we would if you were here with them.

Increasing our capacity and scope of services

We are slowly and carefully adapting our internal safeguards to allow us to provide increased in-clinic veterinarian availability to six days per week, along with increased availability of elective surgical and dental procedures. This is in addition to continued availability of telemedicine consultations. Our staffing and operational protocol both remain significantly limited so urgent care has to remain our priority for in-clinic appointments. Non-urgent matters can often be managed through a telemedicine consult — we would like to remind you that this remains our preferred first point of contact. In any case where the vet on telemedicine feels it's necessary, they will direct you to come for an in-clinic visit and the telemedicine fee will be applied to the in-clinic exam fee.

Surgery and other procedures

We have been recently resumed doing a limited number of elective surgeries and other procedures. We are gradually moving toward increasing our surgery capacity further so we can begin working through our wait list. If you have called to inquire about surgery, then we should

already have you on our wait list. If you would like to be added to the waitlist, or would like to enquire about elective surgery availability, please submit the following form:

==> <https://form.jotform.com/201290628401042>

When will clients be allowed inside the clinic?

We are actively planning the next step of resuming in-clinic client care. We will not do this until we are able to guarantee the safety of our clients and staff. We will continue to follow the direction of public health authorities and our professional organization. We hope to be able to begin seeing clients directly in the near future.

How can you help us?

With all the added complication of these safety protocols, we've been having a hard time keeping up with phone calls. You can help us by using of the following online forms for inquiries, requests and pre-appointment information instead of calling in:

<<jotform patient history = https://form.jotform.com/200806298626056?fbclid=IwAR162cD3pugbVfcBHNdka0NpMUstanfTi_asDa9s3sTrUGqJaX3XTFkL3Vk >>
<<jotform surgery waitlist request = <https://form.jotform.com/201290628401042> >>

If you need food or other products:

Please make use of our **WEBSTORE** — it's a convenient and secure way for you to purchase food and other pet products. Anything you have previously purchased in-clinic will be available through the webstore at the same price. There is also a very wide selection of other foods, treats, supplements and pet accessories.

- the webstore provides free delivery to your door on orders over \$100
- for orders under \$100, you have the option of \$10 shipping fee for delivery to your door, or your items can be delivered to the clinic where you can pick them up.

For small orders of food you typically get directly from the clinic, or for refills of prescription medications, please submit this online product request form <<JotForm product request>> and we will prepare your order and let you know when it's ready for pickup.

To help with efforts to maintain social distance, and to serve our clients who may be self-isolating, we are offering a temporary free home delivery service. If you would like to take advantage of this, please indicate on the product request form.