

## PG Vet Protocols Effective November 1, 2020

We are working to meet requirements of WorkSafeBC and the College of Veterinarians of BC to keep you and our staff as safe as possible. Protocols may change without prior notification.

### **Our front doors have restricted access at this time.**

If you or anyone in your household have been exposed to Covid-19 or shown any symptoms in the past 14 days – you must inform us prior to your visit and, if possible, have someone else bring your pet for care or pick up supplies. If that is not possible, we need to be aware that additional care is required to protect our hospital staff.

**Medication should be pre-ordered**, as per normal procedures. You may enter the building to purchase food and retail products; **LIMIT of 4 people in our reception/retail area – please wait for people to exit the building before entering if this number will be exceeded by your entry.**

We still offer **curbside service to anyone requesting it**; upon arrival at our hospital phone

**(250) 563-1541** - your items will be brought out to you.

### **Pet Visits:**

- 1) **Hospital admissions** - phone upon arrival – you will be advised to wear a mask and when to enter the building. You will be escorted to an exam room to review admission information.
- 2) **Technician visits** (nail trims, etc.) - phone upon arrival to check in. Hospital staff will come outside to get your pet. Please have your pet on a leash/in a kennel and get him/her out of your vehicle to transfer to our staff member.
- 3) **Exam room appointments** – phone upon arrival to check in.
  - a. **You are required to wear your own mask in order to gain admittance to our building.** If you do not have a mask or prefer to not wear one – we will provide curbside service; you will remain in your vehicle and your pet will be brought into the building. The doctor will communicate with you by phone.
  - b. When the doctor is ready, hospital staff will come out to alert you and escort you and your pet(s) directly to an exam room.
  - c. **1 client per appointment only** with a few exceptions such as family euthanasia visits.

*At this time, we are giving priority to our own current and active clients to get their pets brought up to date on vaccinations as well as elective procedures such as spays and neuters. We may accept new clients and they will be fit into our schedule as we are able to accommodate.*

**Thank you for following these protocols.**