

PG Vet Protocols Effective June 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 remain locked 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.

Food, medication and retail products should be pre-ordered and pre-paid whenever possible; 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 to be connected with a staff member who will review the procedure and estimates. Then they 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.
- 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 will accept new clients and they will be fit into our schedule as we are able to accommodate.

Thank you for following these protocols.