



COVID-19

UPDATE as of Thursday, October 1st, 2020:

In a continued effort to minimize our impact on the spread of SARS CoV-2, COVID-19 **we are continuing our closed-door policy. Our front door will remain locked.**

Procedure for Pet Examination:

1. Upon your arrival, please remain in your vehicle and call 780-439-4353.
2. We will take your pet's history and note your concerns over the phone.
3. We will then take your pet from you in the parking lot and bring them inside for the examination.
4. You **MUST** bring your cat in a carrier. We will not accept cats not in a carrier as this represents a significant risk of loss of your cat in transition outdoors.
5. For cats in carriers, we will take the carrier inside and spray with disinfectant while the cat is being examined.
6. The Dr. will perform the examination while on the phone with you. We will e-mail you pictures of any visible concerns.
7. Our client services staff will take payment with a credit card over the phone or with the point-of-sale terminal in the parking lot. While cash payments are accepted, transactions over the phone is strongly preferred, to reduce contact with surfaces.
8. We will then return your pet to you.

***For pets who must remain with their owners for behavior concerns, please do not book any non-essential visits, including vaccinations for now. These require close-contact with pet owners and we must reduce this contact as much as possible. For urgent cases with this requirement, we may ask to sedate your pet in your vehicle to then bring them inside for examination.

If you have traveled by air or had any symptoms of COVID-19 in the past 14 days, please do not schedule any appointments.

- If you do fall under the above criteria and believe your pet needs to be seen urgently please call and we will triage your pet over the phone and decide on the next actions. You may need to have somebody else bring your pet in.
- We have reduced the availability of preventive care health checks and vaccine visits to increase capacity for urgent cases. This may mean health checks and vaccine visits book 1-2 weeks out. Your patience is appreciated. Please call 780-439-4353 for appointment availability.
- Saturday appointments are not available for the foreseeable future. We will inform you once these resume.
- We are still scheduling elective surgical procedures such as spay/neuter and dentistry week to week. Please note these may need to be rescheduled on short notice.
- Our pharmacy and drug availability is not affected. Please call ahead to secure your pet's prescription.
- Pet food supply is stable. Please do not purchase more than you normally would, but ensure you have 2-weeks on-hand at any time.

For more information please visit the [Alberta Veterinary Medical Association](#).