

PG Vet Protocols Effective March 11, 2022

We are working to keep you and our staff as safe as possible. Protocols may change without prior notification.

If you or anyone in your household have been exposed to Covid-19 or shown any symptoms in the past 10 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.

MASKS ARE STRONGLY RECOMMENDED AT THIS TIME

Medication should be pre-ordered with a minimum of 24 hours in advance, as per normal procedures. You may enter the building to purchase food and retail products.

Curbside service is available to anyone requesting it; upon arrival phone **(250) 563-1541** - we will retrieve your pet from your vehicle if you are here for an appointment or your items will be brought out to you if you are here to pick up medications or food.

Pet Visits:

- 1) **Hospital admissions** – when you arrive within 10 minutes of the start of your appointment time, you may come into the building to check in. Please wait outside or in your vehicle if you are more than 10 minutes early.
- 2) **Technician visits** (nail trims, etc.) - phone upon arrival to check in. Hospital staff will come outside to get your pet or you may be directed when to bring your pet into our building. Please have your pet on a leash/in a kennel.
- 3) **Exam room appointments** – phone upon arrival to check in.
 - a. 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.
 - b. **2 clients per appointment only** with few exceptions such as family euthanasia visits which should be arranged in advance.

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. Unfortunately, we are unable to accept new clients at this time due to our current caseload.

Thank you for following these protocols.