



## COVID-19 Emergency Protocol

### Northfield

Updated: Monday, November 9, 2020

- Upon arrival, please call from either your car or the vestibule located outside of the lobby.
- An Associate will gather the appropriate information to determine if your pet is STAT or not, and also get them checked in.

### **STAT patient:**

- An Associate will come out wearing PPE (gloves, gown, and mask, face shield) to retrieve your pet from the car or vestibule. WE MUST USE OUR LEASHES. Owner's leashes are not permitted in the building.

### **Not STAT patient (Pre-Risk Assessment):**

- The Associate will instruct you to leave your pet inside our vestibule in one of the cages provided.
- Please take all leashes, collars, coats, blankets, etc. with you when you leave.
- Please wait in your car for the doctor to call you.