



COVID-19 Emergency Protocol

Northfield

Updated: Monday, April 20th

- 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 in PPE (gloves, gown, and mask) to retrieve your pet from the car or vestibule. WE MUST USE OUR LEASHES OR CAT CARRIERS ONLY. Owner's leashes and carriers are not permitted in the building.
- Once these steps have been taken, the Associate will perform COVID-19 risk assessment and ask the following questions:
 - Are you exhibiting any symptoms associated with COVID-19?
 - Have you recently traveled to any of the areas of high infection rates?
 - Have you recently been exposed to someone who has tested positive for COVID-19?

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, CAT CARRIERS, blankets, etc. with you when you leave.
- Please wait in your car for the doctor to call you.
- An Associate will ask the following questions:
 - Are you exhibiting any symptoms associated with COVID-19?
 - Have you recently traveled to any of the areas of high infection rates?
 - Have you recently been exposed to someone who has tested positive for COVID-19?