

COVID-19 Drop-off Policy

For clients who are not quarantined and do not have symptoms.

- One of our team members will call you to obtain your information, your pet's information, and the reason for your visit.
- Our team member will ask screening questions about possible COVID-19 exposure.
- You will then be instructed to enter the hospital, enter an exam room, and place your pet in one of the kennels provided.
- Once the pet is in the kennel, please verbally give your name and pet's name from a distance (greater than 6 feet) for confirmation, take leash/collar/belongings, and exit the hospital prior to the technician approaching.
- Our technician will take your pet into the main hospital for assessment.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization.

For clients who are experiencing symptoms, have been exposed, tested positive or have a travel history:

- Please call ahead or upon arrival.
- Upon arriving, bring your pet to the fenced backyard to place your pet in a wire carrier. Return to your car to wait for our call.
- If your pet is in need of a gurney, please let us know by phone. This is the one exception where our Associates will come to the car. They will be wearing full Personal Protective Equipment for the safety of all. We respectfully ask that you do not assist us.