

## **COVID-19 Drop-off Policy**

**All clients:**

**If you are feeling sick with respiratory symptoms, have traveled to a high-risk area in the last 14 days or have been in direct contact with a person confirmed to have COVID-19, we kindly ask that you seek out another person to bring the pet to the hospital. If this is not possible, please call the front desk to make staff aware prior to arriving at the hospital. We will use additional protocols and ask that you remain in your car the entire time you are at our hospital.**

### **Interior Hand-off Method**

- When you arrive at the parking lot, please call our front desk at:
  - **Animal Referral Center of Green Bay – 920.494.9400**
  - **Animal Referral Center of Fox Valley – 920.993.9193**
- One of our team members will ask for your information, your pet's information, and the reason for your visit.
- A Client Service Representative will call you to let you know we are ready to have you place your pet in a kennel located in our lobby.
- Once the pet is in the cage, please verbally give your name and pet's name from a distance (greater than 6 feet) for confirmation and proceed to the exit prior to the staff member approaching.
- Our triage technician will take your pet into the main hospital for assessment.
- The cages will be disinfected before the next pet arrives, including the latch and handle. The exterior door handle will also be disinfected between clients.
- Our medical team will call you to discuss initial findings and secure authorization for diagnostics/treatment/hospitalization.
- You will receive a verbal estimate over the phone.
- Payment information will be taken at the time of the intake or discharge. Virtual payments will be taken when possible.

**As of April 1, 2020, our Associates are wearing PPE (gloves and mask). Triage technician at the front of the hospital is wearing full PPE.**