

CURBSIDE

Because We Care...



Why your pet can't come in with you...

As of the moment, we are required to follow guidelines from the Centers for Disease Control (CDC) and California Department of Public Health and recommendations from the California Veterinary Medical Board (CA VMB) and California Veterinary Medical Association (CVMA). From the May 28, 2020 CDPH Guidelines:

- Restrict entry to clinic staff. Clients should not be in the examination room unless absolutely necessary. Dissuade sales representatives, family and friends of employees, and other non-essential visitors to the clinic. Entry should be limited to the fewest persons necessary to operate the clinic and who can maintain six-foot distancing.
- Consider instituting curbside check in and parking lot "waiting room" wherein clients and patients wait in their vehicle until summoned for their appointment. Staff may retrieve the animal using the clinic's leash or carrier.
- Consider examination of pets in examination rooms without the presence of clients or guardians if six-foot social distancing is not possible. Communicate with clients via mobile telephone while the animal is in the exam room.

But really, WHY?

These guidelines are in existence to protect YOU and to protect US from the COVID-19 virus. You will see our staff wearing at the least masks and at times masks, gloves and even gowns. It only takes one employee testing positive to shut our doors for two weeks and be unable to provide your pets with necessary care. We are doing this NOW so we can welcome you inside sooner. Unfortunately, if the cases don't decrease, we can't open up our doors.

It's NOT easy for you; it's NOT easy for us...

We would love to talk to you face to face. We would love to be able to hug you. This approach creates a lot of extra work for our staff and decreases our efficiency and ability to see as many patients as we would like. Let's work together to make this visit as comfortable as possible. Follow the protocols now and we'll be back to normal in no time.

We REALLY do Care...

This is inconvenient. This is uncomfortable. This is not the usual. But this is to keep YOU safe, our team safe, and still provide your pets with the care they need. Because, through the mask, gloves and gown, we really do care!!

