

Clearspring Animal Hospital COVID-19 Protocols

Dear Clients:

Clearspring Animal Hospital (CAH) has implemented some policies and procedures to reduce the chance of spreading the COVID-19 virus. There is no need to panic but it is important that everyone does their part. We want to continue servicing our clients and patients but we recognize that social distancing is vital to help prevent new infections. Our goal is to control the flow of people in a manner that will reduce unnecessary human interactions. These changes may cause very minor delays in providing service but we feel it is necessary to do whatever is possible to help protect our clients, our staff and the general public while still providing quality veterinary service. We feel that facing minor inconveniences today will help to reduce major inconveniences tomorrow. Thank-you in advance for your patience and understanding.

1. When you call us we will ask you some questions:

- a. Have you travelled outside of Canada in last 14 days?
- b. Are you sick?
 - i. Cough
 - ii. Difficulty breathing
 - iii. Fever
 - iv. Running nose
- b. We will recommend that you stay home if you are sick and/or have travelled.

2. When you come to the clinic with your pet:

- a. When you arrive at the CAH parking lot please **stay in your vehicle**. No Clients will be allowed in the building.
- b. Signs are posted in the parking lot to instruct you when you arrive.
- c. Call us at **204-346-1429** and we will give you further instructions.
- d. If you do not have a phone, honk your horn 😊 a few times or put on your hazard signal lights. Please remain in your vehicle for further instructions.
- e. If you need to take your dog out of your vehicle for any reason while you are waiting, please maintain the recommended social distancing of 2 meters with other people.

3. Picking up Medications or Food

- a. If possible call 24 hours ahead so we can get your medication or food ready for you.
- b. Upon arrival to the CAH parking lot, call us at **204-346-1429** and **stay in your vehicle**.
- c. If you do not have a phone, honk your horn 😊 a few times or put on your hazard signal lights. Please remain in your vehicle for further instructions.
- d. **Paying with a credit card over the phone is highly recommended and preferred.** We will deliver your medication, food and invoice to your vehicle.
- e. We are not doing CASH transactions but still accept debit.

**We all need to work together to “flatten the curve”
Thank you for your patience and understanding during this time**