



## Mountainview Animal Hospital

Dr. Stephanie Ewing BSc., DVM and Associate

The COVID 19 pandemic continues to present a challenge to communities across our country. Mountainview Animal Hospital wishes to ensure our clients that we remain open and prepared to care for your pets with the same commitment as always. Your safety and the safety of our team is our top priority.

### What are we doing at Mountainview Animal Hospital to keep our community safe?

- We are prioritizing our appointments:
  - Sick patients
  - Vaccinations for the particularly vulnerable pets like puppies and kittens
  - Vaccine boosters only for those where timing is significant.
  - As important as annual physical examinations and vaccinations are, we will be scheduling them for a later date. This includes surgeries that are not time sensitive.
- During appointments we are taking the patient history at a safe distance from our clients and performing the pet's physical examination in the treatment area away from our clients, to allow for social distancing.
- We are strictly controlling the flow of clients in and out of the hospital to allow for social distancing. Because of this, we have temporarily closed our online appointment booking.
- We are allowing time between appointment for additional disinfection of surfaces
- We have numbered the examination rooms. Receptionist will no longer escort clients into an examination room, instead they will remain behind the desk, ask you to weigh your pet and tell you which numbered room to go into.
- We are offering Telemedicine appointments. There may be times when the doctor can diagnose and treat certain conditions using video, pictures and a telephone.
- Whenever we can, we are asking clients to prepay for services, medications and food via credit card over the phone.
- Pre-paid food, supplies and medications are being left at the front door for quick pick-up
- We are encouraging clients to avail themselves of our online Web Store. Food, supplies, toys and non prescription medications can be delivered right to your front door.
- We might need to change our hours of operation. We will keep you informed.

As the disease spreads, there may be time when a pet requires treatment from a household that is considered high risk, history of travel in the last two weeks or sick family member. In these circumstances, we will:

- Have the owners remain in their vehicle.
- Team members will dress in Personal Protective Equipment
- The pet will be taken from the car, into the hospital by the back door, directly into our isolation for examination and treatment.

### What we ask of you, to help keep us safe:

- Do not enter the hospital if you have travelled in the last two weeks or you experiencing symptoms of COVID 19 or have been in contact with someone who is considered high risk.
  - Have someone else bring your pet or pick up food or medication
  - Call us from your car and we will take the necessary precautions to come out to you
- Practice social distancing. In this clinic's setting that would mean:
  - remain behind the tables we have set up to create a safe distance for our receptionist
  - In the reception area, give each other enough distance (2 meters or 6 feet).
  - Our reception area is big enough that we can accommodate the social distancing recommendation with up to three people at a time. If you arrive for your appointment and see that there are already three clients in the reception area, please call us from outside and we will give you direction.
  - While we normally love to see the whole family, now is not the time. Please minimize the number of people that come for your pet's appointment.
- Please avoid the instinct to over stock with pet food and supplies but do think ahead. We have been assured that there is plenty of food. The challenge has been to get it all out to everyone. Assume a 5 to 7 day delay in delivery.
- Sign up to our online webstore: [www.myvetstore.ca/mountainview](http://www.myvetstore.ca/mountainview)
- Be patient, we are doing our best to stay open, stay healthy, help those who need us and keep you safe.

We will continue to keep you informed about any changes to our protocol or hospital schedule. We will get through this together.

Your Mountainview Animal Hospital team.

### ~~TIME~~ TEXTING WITH TUX

