

Livingston Animal Hospital – Covid 19

With the ongoing Covid-19 pandemic the following protocols will be in place until further notice. We will update you promptly if anything changes. Please read carefully below for our updated policies and protocols.

1. All clients will be expected to always make use of a proper face mask when interacting with any staff member. This includes interaction with staff from within your car for any in person conversations or food/medication pickups.
2. At no time will any staff member be permitted to enter a client's vehicle to retrieve a pet for any appointment.
 - a. We will be asking clients to get out of their vehicle to bring the pet out of the car/truck/van and pass them over to the staff member
 - i. All cats must be properly secured in a suitable carrier – if you do not have a carrier contact the clinic before the appointment and we can lend you one.
 - ii. All dogs must be properly secured in a suitable carrier or brought out on a collar and leash. Collars and harnesses must be properly fitted and tight enough to prevent your pet from escaping from them.
3. All appointments must be scheduled prior to arriving at the clinic – walk ins will not be accepted unless in life/death emergency situations.
 - a. We ask all clients to call ahead of time to reserve appointment slots for their pet to be seen in a timely manner.
4. We have a zero-tolerance policy on aggressive (physical or verbal), abusive or disrespectful behaviour and zero tolerance for violence. If any of this behaviour is displayed or exhibited towards any member of our team or another client your pet will be returned to you regardless of their condition and you will be asked to leave the premises.
5. No client is permitted to enter the clinic – all appointments will be conducted curbside only for everyone's safety until further notice.
 - a. It is very difficult to ensure physical distancing in a small clinic. Should one of the staff test positive for COVID-19 it would result in closure of the clinic for 14 days or longer. This in turn would severely affect the ability of us providing your pet with the medical care they need.

Appointment Procedure

- When you arrive for your appointment, please park in one of the designated parking spots to the side of our building and call the clinic to alert us to your arrival.
- Please ensure that you are on time for your appointment, appointments arriving late may be asked to reschedule for another date/time to keep the appointment flow moving on schedule.
- A staff member will go over some questions to obtain a medical history for your pet.
- Tablets will be provided to allow clients to see, hear and interact with the veterinarian during their pet's appointment
- For the duration of the appointment, we ask that you remain in the comfort of your car

- You will be provided with a summary of the appointment once it is completed by one of our doctors. Your pet will then be brought back to your car.
- Debit, Visa or MasterCard are preferred payment methods. Cash will be accepted.

Food and Prescriptions:

We will be asking for advanced notice for all food and medication orders whenever possible to provide the quickest and most efficient service.

For all special order medications that must come from an outside compounding pharmacy please allow up to 7 days for your order to be processed.

For all food orders we do ask that you make use of our online webstore which allows you to choose the items you wish to purchase and pay for everything at the time of ordering. You can select to have your order delivered to the clinic for pickup at no charge or there is even the option for home delivery.

Webstore Link → <https://www.myvetstore.ca/livingston>

Cleaning Protocols:

We have updated all of our cleaning protocols to meet the highest standards to help keep both clients and staff as safe as possible. Staff will be wearing masks at all times and we will be asking all clients to do the same for any interaction with any staff member.

Please do not visit the clinic if you have:

- Travelled within the last 14 days and have been advised to quarantine
- Any signs or symptoms of COVID-19 including but not limited to: cough, shortness of breath, sore throat, fever.
- Have been in close contact with anyone who has tested positive for Covid-19 within the last 14 days