

March 17, 2020

Hello Livingston Animal Hospital Family ~

As we continue to deal with the evolving situation of COVID-19, I want you to know that my staff and I are continuing to do everything that we can to protect our community while ensuring that your pets continue to have access to the medical care that they may need.

In conjunction with best practice advice from the Ontario Veterinary Medical Association (OVMA) we remain OPEN and are putting measures in place to keep everyone safe.

- Staff are self monitoring and will be staying home with any signs of illness.
- We are amplifying our already rigorous infection control procedures so that all clinic surfaces including door knobs, counters and payment terminals are being cleaned before and after each client visit . Clinic Staff are wearing protective clothing and providing hand sanitizer to all clients immediately upon entering the clinic .



Keeping our Community Safe:

As we work towards ensuring that all who work at or visit Livingston Animal Hospital remain safe, we will be practicing social distancing and limit patient time in the clinic to ensure a smooth transition between patients. In order to do this, please assist us as we establish the following clinic procedures:

Prior to any clinic visit, please notify us if you or any member of your household are showing any symptoms of illness AND if you have been in contact with ANYONE who has travelled within the last 14 days - this is very important information, allowing us to enact additional protocols to assist you and your pet as needed.

Prescription Refills and Food Orders:

- ***Please DO NOT “drop in” for these items***
- Phone the clinic to place your food order or prescription refill
- We would appreciate prepayment by credit card for your order (if possible)
- Clinic Staff will notify you by phone and provide pick up instructions when your order is ready
- Park at the designated pickup door and call 905-309-9600 to notify clinic staff of your arrival
- Your order and receipt will be delivered directly to your car
- Please note that food orders may take longer to arrive than usual, please do not come to the clinic until you receive notification to do so - we thank you for your patience.

We have accelerated the process of activating an Online Webstore - this will allow pet food to be conveniently ordered and delivered directly to your home! Stay tuned!

For Clients with pre-booked appointments:

- The clinic will call to confirm your appointment
- Upon your arrival - please call reception 905-309-9600 or knock on the front door
- Wait in the comfort of your vehicle until notified
- Once sterilized and ready, we will welcome you and your pet, leading you straight into your designated exam room.
- Note that clinic staff will be wearing protective clothing. As a result, we expect that some of our animal patients may be a bit nervous, we anticipate and are prepared for this
- A sterilized wireless payment terminal will be provided in the exam room allowing for your direct exit once the appointment is complete.

IN CASE OF EMERGENCY:

During Business Hours - Please call the clinic 905-309-9600 - depending on the nature of your emergency, we may advise you go directly to Emergency care.

After Hours - Please call the Burlington Veterinary Emergency and Referral Hospital 905-637-8111

Here are some additional resources that you may find helpful:

The Public Health Agency of Canada - Infographic
Public Health Ontario - Self-Isolation Guide

As per the OntarioSPCA: “At this time, there is no evidence that companion animals can become ill with COVID-19 or transmit the virus to humans. As a general precaution, the World Organization of Animal Health recommends regular hand washing with soap and potable water before and after touching animals, their food, or their supplies.

In accordance with the latest updates, Clinic Staff will be meeting daily to assess and update protocols as needed. Thank you for trusting Livingston Animal Hospital with your Pets and their medical care as we all navigate through this very difficult and stressful time.

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