

Covd 19 Update

October 15,2020

Dear Clients:

Starting on October 19, 2020 we are planning on moving to the next phase of our pandemic protocols.

In the next phase we will be allowing limited access into the clinic for those clients who are purchasing food and retail items, or picking up medications. We will, however, be continuing with our no contact appointments, and will not yet be allowing clients to accompany their pets into the clinic for their exams / treatments.

When entering the clinic you will notice a few changes. We have installed a plexi glass barrier at the reception counter, hand sanitizer stations, as well as an additional door limiting access into parts of the facility. To help control flow of clients into the clinic, and accommodate physical distancing, we have also installed a door buzzer, this will only allow clients in one at a time. This means when you arrive at the front door you will need to ring the doorbell, or call us to let us know you have arrived, one of the staff will then buzz you into the clinic.

We do request that you call the day before to let us know what you need to pick up so that staff can have your items ready when you arrive. This will help us to provide services quickly when you come.

As always, we will maintain a clean, and friendly environment for you and your animals. Our staff have enhanced cleaning procedures and will be wearing face masks while assisting you.

All clients entering our facility are required to wear a face mask. If you do not have one the staff will provide you with one. If you are unable to wear a mask, we will have you wait outside the front door and we will help you outside.

Thank you all for your patience and understanding as we navigate through these new times.

The Staff of Castleridge Veterinary Clinic