



March 17, 2020

Dear Clients,

With the rising spread of COVID 19, and the unprecedented effect it has been having on our society, we wanted to assure you that we are taking additional steps to keep you and our staff safe during this time, while continuing to provide veterinary care for your family.

As we always have, we follow infection prevention protocols and best hygiene practices. We have increased the frequency and scope of our cleaning, to help ensure both client and staff safety.

We ask that if you have any respiratory illness, fever or cough, have traveled internationally, or have been in contact with someone that has been diagnosed with COVID 19, that you not visit the clinic.

During this time the clinic has implemented some new protocols to help keep us all safe, and following recommendations of public health.

- We ask that only one family member attend any regular appointments with their pet
- During any physical exam, and/or treatment your pet will be held by a staff member
- We ask that if you are coming in for services such as vaccines, nail trims, wellness exams that you reschedule these for a later date
- We may limit the amount of food or medications that you can purchase, this will help ensure that we maintain a supply for all clients
- Where possible, maintain a distance between other clients and staff of 2-3 meters, and avoid hand shaking

We will also be shortening our hours during this time, as we have a small family of staff here at the clinic, we want to protect them the best we can. This means we will be running on reduced hours, and rotating our staff so that all staff are not working with each other every day. We hope by doing this we can continue to offer you services during this time and avoid any closure due to self-isolations, if it is required.

These new hours will be Monday – Thursday 9am-6pm, Friday and Saturday 9am-5pm, the new hours will take effect on Friday March 20, 2020.

If you would like to reschedule an appointment please remember we do not have any fees or penalties for this.

We encourage everyone to stay informed by following the Public Health Agency of Canada <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/being-prepared.html> The World Small Animal Veterinary Association <https://wsava.org/news/highlighted-news/the-new-coronavirus-and-companion-animals-advice-for-wsava-members/> As well a great resource to follow is Dr Weese, and his Worms and Germs blog (relating to animals) at <https://www.wormsandgermsblog.com/>

Also please check our website www.castleridgevet.ca, our facebook page <https://www.facebook.com/Castleridge-Veterinary-Clinic-153652804680500/>, or download our app for further updates and notices, Apple users <https://apps.apple.com/us/app/castleridge-vet/id1018052186?ls=1> Android users <https://play.google.com/store/apps/details?id=com.vet2pet.aid220745>.

Currently, there is no indication that dogs or cats will become infected with COVID 19, so your pets are safe. However, we do not know yet if they can possibly become carriers of the virus from person to person.

We want to make sure our families and yours are safe during this time, and will take every measure we can to help in this situation. We will continue to track the situation and may make further changes if it is deemed necessary, but please do not hesitate to contact us if you have any questions or concerns.

Sincerely,

Castleridge Veterinary Clinic