



COVID-19 Protocols

Hours: Our hours of operation remain the same. We are currently open:

Monday-Friday	8:00am-5:30pm
Saturday	9:00am-12:00pm

Booking: Appointments are required. We cannot currently accept 'walk-ins.' Please call to book an appointment at 519-869-4228 or you can request an appointment from our app or website.

Appointments: One person may accompany their pet into the clinic. A mask is required. If you are unable or unwilling to wear a mask, we ask that you remain in your vehicle during your pet's appointment.

You may accompany your pet into the exam room with the doctor. Should further assistance be required for your pet (ie holding for blood draw), your pet will be taken to our treatment area where a technician will assist the doctor. You will remain in the exam room.

Surgery: Drop offs for surgery will remain curbside. Please call when you arrive and a team member will come out to check in your pet. Pickups from surgery will also remain curbside. Please call when you arrive to pick up your pet from surgery.

Food/Medication: Pickups for food and medication will remain curbside. Please call when you arrive and a team member will bring your items out to you.

Payments: Payments are due at time of service. A staff member will bring out a portable debit/credit machine for you to use. You may also call in your credit card to pay for food or medications before you arrive for pick up.

End of Life Saying goodbye to your loved one is never easy. We'll permit up to

Appointments: 2 family members to accompany their pet to this type of appointment. Masks will be required in the building.

These conditions are subject to change as the situation evolves. We appreciate your patience and understanding during these trying times.¹

¹ Sept 22nd, 2021