

March 16, 2020

## To Our Clients/Pet Owners

As most have now heard, the Covid-19 pandemic is still on the rise in North America. Due to the recommendations from health care and disaster relief professionals there are some changes that will be implemented at our hospital. These changes are to try to increase the safety and well being of our patients, our clients and our staff.

### Stay safe and healthy!

- Purchases of food and drugs will be limited to 'normal purchase history' – this is to avoid hoarding and risking other animals going without.
- PG Vet has implemented a stringent cleaning protocol to keep clients and staff safer
- If you are not feeling well, please arrange for a healthy friend or family member to bring your pet to us if there is an urgent issue. In this event, please let us know so we can take precautions for the safety of our staff. Animals exposed to people who are sick, can transmit viruses on their haircoat just like any other 'surface' that can be contaminated.
- Any immune-compromised pet owners can request that our staff retrieve their pet from the vehicle and return to the vehicle to decrease exposure risk. Please let us know when booking.
- Appointments may be cancelled or rescheduled with little or no notice during this current situation. We will do our best to keep you informed and have alternative options.
- We will not be able to do house calls at this juncture.
- Please be patient as we adjust with this changing situation as we try to ensure that both you, and our employees stay safe.

