

# Bank Street Animal Hospital COVID-19 Update

Dear Valued Clients,

The health of our patients, community and our team is a priority to all of us at Bank Street Animal Hospital. With the COVID-19 outbreak we are all navigating through uncertain times. In the Veterinary field we are in the difficult position of wanting to keep our community safe and limit the spread of this virus but also remain open to serve our patients who need us. There may be further changes required in the future but at this time we will remain open to serve you and your pets.

We take this pandemic seriously and to reduce the chances of transmission we are implementing the following protocols:

1. If you are feeling sick, have traveled outside of Canada within the past 14 days or have known exposure to someone exhibiting symptoms we ask that you please do not come into the hospital. If your pet needs to be seen for an urgent matter or you need to pick up food or medication please call ahead to make alternate arrangements.
2. To limit the number of people in the reception area we ask that you:
  - Arrive on time for your appointment. If you arrive early please wait outside until we are ready to take you into an exam room. However, if you arrive more than 5 minutes late.
  - When picking up food or medication please call ahead so that we can prepare it for you. Payments may be made over the phone ahead of time to limit your time in hospital.
  - Please limit the number of people accompanying your pet for their appointment.
  - While in hospital please maintain a safe distance (1-2 meters) between yourself and other clients and staff.
  - If your pet is scheduled for a Technician appointment (such as blood collection) please inform us of your arrival, take care of payment then wait outside. A Technician will collect your pet outside, take them to the treatment area then return them to you.
3. There will be waterless disinfectant available at the front desk and at the entrance. Please use it upon entering and exiting the hospital.
4. We will also be stepping up our disinfecting schedule. We will be regularly spraying down the exam rooms, reception and front door.

Please note that there have been delays at our distributor due to high demands. There may be delays in special orders. We will contact you when your food or medication is ready for pick up.

If you currently have an appointment booked with us in the upcoming weeks but prefer to reschedule to a later date we fully understand. We just ask that you let us know so that we can open the spot to accommodate another animal needing care.

Thank you for your co-operation and understanding in this matter.

**Bank Street Animal Hospital Prof Corporation**