

To Our Valued Clients,

We are STILL OPEN, but in order to abide by the new mandatory social distancing recommendations from our governing bodies here is an update on protocols for Vegreville Veterinary Clinic

We are considered an essential medical service to the community and will still be providing health care, supplies and medications for your pets.

Our office hours will remain the same **Mon-Thursday 8-5pm, Fridays 8-4pm.**

Moving forward, until further notice, clients will no longer be permitted inside Vegreville Veterinary Clinic's main office. All communications will be performed over the phone regarding patient care. Our client representative will ask you if you have traveled outside of Canada in the last 14 days, if you have any signs or symptoms of the flu or cold, or had any contact with someone that has traveled or been sick. Please be cooperative and patient, our staff is doing everything they can to get your questions and pets taken care of as efficiently as possible.

At this time method of payment for all services, products, food, etc is debit or credit card. WE WILL NOT BE ACCEPTING CASH AT THIS TIME. Credit card payments may be made over the phone, but for debit transactions you will be allowed into the building to use the terminal. You will be required to disinfect your hands upon entry into the facility and using the terminal. The terminal is disinfected after every use.

For appointment booking, inquiries of food, supplies or medications: please contact the clinic prior to ensure we have the product or food in stock and ready for pickup. If your pet is on a special order product please give ample time to allow for ordering, as deliveries have been delayed due to large volumes being distributed at this time.

For a scheduled appointment, products, or prescription refills, PLEASE REMAIN IN YOUR VEHICLE and CALL our clinic at 780-632-2515 to inform our front staff you have arrived. Our client care representative will check

your pet in over the phone and one of our team members will come outside to further assist you. **Our front doors will be LOCKED at all times.**

For your pets examination one of our team members will come to your vehicle and retrieve your pet. We do however ask you to remove your pets collar and leash and keep in vehicle, as we will be using our own slip leash, that will be disinfected between patients. If your pet is being brought in a carrier, we will admit the pet in the carrier but the carrier is immediately disinfected on entrance and exit of clinic. During your pets appointment please remain in your vehicle at the clinic, after your pets examination they will be delivered back to your vehicle.

If your call is directed to the voicemail please leave a message and be patient. Our staff is busy assisting other clients and will get to you as soon as possible. Our staff is doing everything they can to assist every client and patient in an efficient and orderly fashion.

If your pet is booked in for a scheduled procedure/surgery:

On arrival to the clinic, PLEASE remain in your vehicle and call the clinic at 780-632-2515. The client care representative will go over the consent forms and pricing with you and check your pet in over the phone and one of our team members will retrieve your pet.

For all large animal appointments please contact our main office for further directions on protocol at the large animal facility

Thank you for your respect and understanding during the challenging time. We are doing our best to keep our team healthy in order to continue providing healthcare services for your pets in the upcoming weeks.