

Dear North Shore Veterinary Clinic clients,

In light of mounting concerns about the momentum of COVID-19, we would like to reassure you that the clinic intends to remain open - subject to directives from the Federal Government - and staff are taking every precaution possible pursuant to the recommendations of the Canadian Veterinary Medical Association and Provincial and Federal Governments.

#### **MEASURES TO KEEP OUR STAFF AND CLIENTS HEALTHY**

In the interest of this, we are implementing strategic measures to protect veterinarians and support staff. We hope you will understand that these measures are designed to ensure we can continue serving you and your furry loved ones.

Effective March 18, 2020, clients will no longer be allowed to enter the clinic. Instead, we ask simply that you give us a call on arrival at the clinic and a staff member will assist you outside and bring your pet into the clinic for assessment and treatment. We also ask that you please try and maintain a distance of two metres from our staff during your interactions with them.

All payment transactions must be conducted by credit card over the phone.

Elective visits are not a priority at this time so we ask that clients delay those until the COVID-19 situation stabilizes. We will advise you accordingly.

Finally, we are changing our Wednesday clinic hours. The clinic will now be open from 7:30 a.m. to 6 p.m.

We will be monitoring developments going forward and will keep you updated as information becomes available to us. Veterinary care is considered an essential service and, as long as we have healthy staff, we will continue to be here for you and your pets.

#### **MAINTAINING A SAFE AND CLEAN CLINIC**

To provide further reassurance, we have implemented additional measures within the clinic:

-We are not allowing veterinarians or support staff who are exhibiting any symptoms of illness to come into work. We appreciate your patience as we have a current shortage of support staff.

-All surfaces are being regularly sanitized, and increased handwashing has been put into effect.

#### **PHARMACEUTICALS AND FOOD:**

As of Monday, March 16th, our veterinary supply distributor informed us that they have received an excess of order requests for pharmaceutical and food products. At this time, they are unable to provide a timeline of when orders will be processed and shipped. We apologize for the inconvenience and appreciate your patience during this time.

#### **BE KIND**

Please remember that some circumstances are currently beyond our control and we are doing our best to help you.

If you have any questions, please call the clinic at 604-980-0440 or email [northshorevet@shaw.ca](mailto:northshorevet@shaw.ca).