



## **COVID-19 CLOSED-DOOR PROTOCOL**

In response to COVID-19, we are implementing a **closed-door protocol**, to reduce the risk of exposure and transmission of COVID-19 and to follow best practices required to keep our clients and staff safe.

**We will keep the door locked, but we will still remain open.**

**EFFECTIVE IMMEDIATELY, OUR CURRENT OFFICE HOURS ARE:**

**MONDAY – FRIDAY, 9 a.m. – 12 noon.**

Clients will **not** be allowed into the clinic and all communications will be done over the phone (**905-830-0437**). This will include, but is not limited to:

- Triaging patients,
- Any requests for ordering pharmaceuticals and nutritional products

### **Steps to follow:**

1. Please remain in your vehicle or outside of the hospital and call us.
2. After calling, we will check you in from outside the hospital.
3. One of our staff members will meet you outside and bring your pet inside.
  - Please note that personal collars and leashes will be left with you and we will bring our own leashes to retrieve your pets. Cats may stay in their cages, which we will sanitize upon retrieval.
4. All examinations will be done without owners present. The attending Veterinarian will call you to go over history and exam findings while you wait in your vehicle.
5. If you are looking to pick up medication and/or food. Please call in advance and when you arrive, and one of our staff members will bring your products out to you.

At this time, we will not be accepting cash or cheques as form of payment; all payments will be done over the phone by credit card.

Thank you and wishing you and your families good health and safety during this challenging time;

The Staff of North Yonge Veterinary Hospital

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