

Festival and Fallston Veterinary Clinics are committed to providing care for our patients during this COVID-19 crisis. We are working within the guidelines of the Centers for Disease Control (CDC), American Veterinary Medical Association (AVMA), and the Maryland State Board of Veterinary Medical Examiners.

It is important that we take all precautions to keep ourselves healthy so we can continue to care for your pets.

These include

- Minimizing contact with people.
- Frequent hand washing.
- Avoidance of face touching.
- Wearing masks when distance between us is not conducive to patient management.
- Disinfecting all surfaces throughout the day.
- Asking staff to stay home if they are sick or someone in their family is sick.

In order to mitigate the spread of the virus we have closed our doors to our clients. We kindly request that you call when you arrive in the parking lot and wait in your car for instructions.

- Food and medications will be delivered to your car. Payment by credit card over the phone is preferred.
- If this is a visit for your pet, a staff member will contact you by phone for information needed to understand your concerns.
- A staff member will escort your pet into the hospital for his or her examination or other medical need.
- Once again, you will receive a phone call to discuss examination findings, request permission for additional diagnostics or simply summarize the visit.
- Your pet will be escorted back to your car and payment for services will be collected. Credit card payment over the phone is preferred.

Until further notice, routine surgeries are being postponed allowing us to manage our current schedule with fewer employees. We will gladly advise you of any schedule changes or allowances as they occur.

Please be patient with us. We will be doing our best with frequent staff shortages and extra steps involved. We are here to help you and your family and want to do our best to lessen the spread of this virus for the well-being of all of us so we can resume our normal lives as soon as possible.