

Due to the state's announcement of opening on June 30th, we have decided to allow people into the building starting July 7. We continue to have concerns with Covid-19 and keeping our clients and staff safe. There will still be limitations on how many people we can accommodate at one time in the building. Our exam rooms and lobby still don't allow enough space for everyone to keep their distance. Because of this we are still having some restrictions on how we will operate.

If your pet is scheduled for an exam with one of our veterinarians you have the choice of coming in with your pet or you can choose curbside service. Please let the receptionist know which you prefer at the time of making the appointment. When you arrive please call us to check in for your appointment.

**** Please do not come into the building without being escorted.****

If you do choose to come in with your pet for their exam we ask these things from you.

- After calling and checking in with one of our receptionists, please remain in your vehicle until a staff member comes out to escort you into the building.
- Only one person in the exam room with your pet. The only exception to this is if the owner of the pet needs physical assistance (family member, caregiver).
- If you **have not been** vaccinated for Covid-19 we ask that you wear a mask the entire time you are in the building.
- If you **have been** vaccinated for Covid-19 you have the choice of wearing a mask or not.
- We ask that you remain sitting on the bench in the exam rooms so to give staff room to examine your pet
- Please remain in the exam room until a staff member escorts you and your pet outside. If you have any question(s) after staff leave the exam room please hold on to the question(s) until a staff member returns to the exam room.
- We will do all payment transactions while you are still in the exam room.

We will continue with curbside for the following:

- Picking up prescriptions, food, or other products.
- Anesthetic procedure drop offs.
- Technician appointments.
- Drop off appointments
- Picking up pets post anesthetic procedures or drop off appointments.

If there is any indication Covid-19 cases are on the rise we will change our new protocols to curb side only again. We listen to Oregon State, Jackson County, and the Oregon Veterinary Medical Association guidelines and recommendations concerning Covid-19.

We ask for your patience and understanding while we make these small steps back to normal business as usual. This has been a tough 1 ½ years for everyone. We are no exception. This will be a learning experience for us just as it was March 2020 when we had to learn all the ins and outs of curb side service.

We look forward to seeing all of you again!