



Bowmont Animal Hospital

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UPDATES TO OUR CLINIC PROTOCOLS DUE TO INCREASES IN COVID -19 CASES IN CALGARY

Dear Clients,

Bowmont Animal Hospital is going to be asking all clients to complete the COVID -19 Daily checklist prior to visiting our hospital. With the recent increase in cases of COVID-19, we are doing this to protect both our staff and clients and ensure that our facility can remain open.

Please go over the Alberta Health Daily checklist found here prior to visiting our clinic. One of our staff member will go over this on the phone with you at the time you book your appointment or at your appointment reminder call:

https://open.alberta.ca/dataset/56c020ed-1782-4c6c-bfdd-5af36754471f/resource/6607784e-b42e-46c2-ba76-031c3b0217c5/download/covid-19-information-alberta-health-daily-checklist.pdf?fbclid=IwAR0LCRvZcfsidX__AbARSSoJdFHuWctKk0kley5HolYHkSqHHuPNhl6g9g4

If you do not complete a form prior to your appointment, we will have you complete a paper version of this form at the clinic before your appointment starts.

Additionally, we are continuing to follow these guidelines to help control the spread of COVID-19

- 1) We are only allowing a single client to accompany a pet into an appointment at this time. Children may accompany a parent. We may allow more than one client for euthanasia appointments, but this is at the discretion of the veterinarian on staff.
- 2) All clients are required to wear a mask or face covering while visiting the hospital.
- 3) We have hand sanitizer available for use on our front counter and in all exam rooms for client use. We ask that you sanitize your hand prior to your appointment.
- 4) We ask if you are exhibiting Covid-like illness and your pet requires a non urgent appointment to reschedule your appointment until you are fully recovered and have no symptoms.

- 5) If you are ill and your pet requires an urgent appointment, please arrange to have a friend or family member who is not part of your household bring the pet into the hospital. If this is not possible, please call the hospital so that we can arrange a socially distant appointment for you and your pet. This also allows our staff to prepare for your appointment by wearing appropriate PPE protection.
- 6) We continue to offer socially distant appointments (where you do not accompany your pet for the appointment in the clinic and the veterinarian will communicate by phone), if you would prefer not to come into the clinic. Please let the receptionist know when you book an appointment if you require this type of appointment.
- 7) We can also arrange to have your food and medications prepaid and delivered to your car, if you would prefer not to enter the hospital. We can also deliver food and meds for a small delivery fee.
- 8) All rooms are disinfected between appointments. We are continuously cleaning our POS terminal, front counter and door handles to limit spread in these locations.

Thank you for your patience and understanding as we try to navigate through these challenging times and try to keep our Staff and Clients safe.

Please take care,

The Staff at Bowmont Animal Hospital

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