



March 19, 2020

Dear Valued Client,

We need to inform you today of changes that are being made to the veterinary industry by our governing body, ABVMA due to the spread of the COVID-19 virus.

As of today, March 19, our clinic will remain OPEN for regular business hours (M-F 7:30am-5:30, Sat 9am-2pm), but we have been asked to limit the amount of people and foot traffic into the hospital.

1) **Restricted Client Access to the practice:**

**Medical Appointments:** We are going to facilitate low/no contact for routine appointments if possible. Our practice staff will be collecting patients from the vehicle for examination. Veterinarians and staff can then communicate with clients by electronic means such as Skype, or email and phone. Clients are asked to stay in their vehicle or outside of the practice, and their pet will be returned to them when the appointment is complete.

**\*\*\*We will accept emergency or urgent cases in the hospital\*\*\***

If your appointment is not urgent and you would like to reschedule for another time, we would be happy to delay any non essential appointments.

**Food and Medication:** Please call ahead with your food and medication requests. We are restricting payment to electronic form at this time (no cash). Please either call in your payment by phone ahead of time or we will allow only one client into the clinic at a time to pay for items. We can also deliver the items directly to your vehicle, rather than having clients pick up items in the hospital.

2) **Restriction of Walk in Traffic:**

We will be keeping our front door locked, even during business hours. Please knock at the front door if you would like to come in. The staff will allow only one client in the hospital at a time. Please restrict how many family members you bring to the hospital with you. Please let the staff know what you are looking for and we will pick the items for you and bring to the front desk.

### **3) Increased Sanitation Practices**

Our staff already has high standards of sanitation, but we will be disinfecting our counters, door handles, POS terminal and exam rooms between every appointment and transaction.

### **4) Ask clients who are unwell to stay home**

We have already heard from a few clients who are self isolating or in quarantine. We would be happy to deliver food or medication to you to help eliminate the spread of COVID. We are charging a small delivery fee for these items. Please call Bowmont Animal Hospital to arrange for drop off and payment.

### **5) Business Interruption**

Should the COVID situation in Calgary worsen, there is a chance that our business may be asked to close or restrict hours. We strongly recommend that all clients that have their pets on long term medication(s) or medically necessary veterinary diets have a two week supply of food and medication at home.

We will keep our clients and staff up to date with any further amendments from the ABVMA as we try to negotiate these challenging times. We will continue to send out information by email, have postings on our website and our Facebook page.

We recognize that these changes are hard for both our clients, patients and staff and appreciate your understanding and patience with these amendments to keep our staff and clientele healthy.

Should you have any questions or concerns about this email, please feel free to contact us by phone or email.

Sincerely,

The Staff at Bowmont Animal Hospital

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