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Covid-19 Update, July 2021

Dear Clients,

Our veterinary team is following our governing bodies' Covid-19 safety recommendations to the fullest extent for **your benefit and ours**. (Our governing bodies are The College of Veterinarians of BC and The Canadian Veterinary Medical Association.) All protocols are designed to maximize social distancing and minimize the risks of COVID-19 transmission. ***We must all do our part to reduce the devastating and far-reaching impacts of Covid-19.***

Please note the important, updated changes to hospital visits:

- We are continuing to provide **full veterinary services**. *Our doors still remain locked; however, we are excited that we can now welcome **3 people** at a time into our hospital.* When you arrive, please call our hospital and our receptionists will assist you. Our team members will continue to assist your pet's entry and exit of the hospital when our 3-person maximum has been reached, and curbside service is still available for those who prefer it. These Covid-19 protocols are inconvenient and have increased our workload exponentially, but they are vital to protecting our team, our clients, and our ability to continue providing the essential veterinary services that our community counts on.
- **Masks are still mandatory when interacting with our veterinary team outside. Masks and hand sanitizing are mandatory for everyone who enters the hospital.** *Please bring your own masks as supplies can still be challenging to obtain.* We are sanitizing surfaces and door handles continuously, but please try not to touch anything in the hospital whenever possible.
- If you have symptoms of a respiratory infection, or even a mild cold or cough, **please have someone else bring your pet to the hospital (and inform us in advance).** If this is not possible, **alert us in advance, stay in your car when you arrive at the hospital, and we will handle your pet with isolation protocols in place.** If your pet is needing urgent care in this situation, we will take a history from you while you remain in the vehicle and then bring the patient into the hospital for examination to minimize the risk and stress to our team.
- If you are self isolating as a result of travel outside of Canada, *or have travelled outside of our province or our health authority*, and your pet has a medical emergency, please have someone else bring your pet to the hospital **(and inform us that you are self isolating).** If this is not possible, **alert us in advance, stay in your car when you arrive at the hospital, and we will handle your pet with isolation protocols in place.**

We care deeply about the health of our team, patients, clients, and our community, and we thank you very much for your patience and understanding as we work to overcome this challenging situation. ***We must all do our part to protect our loved ones and our community.***

Stay safe, stay well, and look out for one another,

Dr. Doug Magnowski & Family