



# Water's Edge Veterinary Hospital

Est. 2000

*Where Cold Noses & Warm Hearts Collide*

## COVID 19 PROTOCOL UPDATE

As our state begins the very slow process of re-opening during this Pandemic we would like to give an update of how Water's Edge will be continuing to remain open. Since the beginning of this Pandemic we have been very grateful that veterinary medicine was declared an essential service. We have had to make many changes to how we do things in order to keep our staff and our clients as safe as possible. We have been following best practices for cleaning/disinfecting and social distancing as much as possible for our employees in the building and doing owner contactless exams.

For those of you that have been in to have your pet seen or to pick up food or medications over the last 10 weeks you are already aware of these changes. We understand that many of you are wondering when things will get back to "normal" here at Water's Edge and the simple answer is: we don't know. Many of our clients are over the age of 65 or have underlying health concerns; in addition, some of our employees have underlying health concerns. For these reasons, we need above all else to keep everyone as safe as possible from the virus in our hospital. Our main goal has always been to be able to STAY OPEN and be available to treat our patients. While some businesses may have the ability to social distance from customers inside their facilities or have large workforces who are able to share hours- we do not have that ability. We are very proud to be one of the very few small practices in our area - but the downside to this is that if even one of our employees gets sick we would be forced to shut down completely, especially if the person ill is Dr Barlow. We feel a great responsibility to not only our clients but to our staff to keep everyone as safe as possible. We understand that appointments may take a little longer than usual and people want to be with their pets during their exams but that is just not safe or practical at this time. We will be continuing with contactless appointments and medicine/ food pick-ups will be outside on our porch.

We want to thank you all for your understanding and patience during this time. Below please find a summary of how we are doing appointments for now.

You are **REQUIRED** to wear a **MASK** when on our premises and practice **SOCIAL DISTANCING**. This means not waiting on the porch or approaching the doors without a prior phone call with us.

For those of you without a cell phone or poor cell reception we have the use of walkie-talkie for communication and these are cleaned after each use.

Now that we are back to full staff, our office hours will expand to be closer to normal.

We will be open:

MONDAY, TUESDAY, THURSDAY AND FRIDAY 8-4 (later if needed)

SATURDAY 8-12

\*When you contact the office for an appointment you will be asked if you have been exposed to COVID 19 – or if anyone in your family has been in the last two weeks-

1. When your appointment time comes you will be asked to call us from your vehicle to let us know you are here. When it is time to put your animal in our entry way (dogs on a leash and cats in carriers) we will call you and let you know
2. We also have a walkie-talkie available for you to take back to your car so Dr. Barlow can contact you to discuss your pets' visit. This walkie-talkie is disinfected after each use.
3. When the Dr. is finished with your pets' exam and you have spoken to her you will be transferred to the front office staff to arrange payment and pick up your animal from the entryway. You can give a credit card over the phone, drop a check or cash in the basket when you pick up your animal.
4. Prescriptions and Food- When you need to pick up medication or prescription food please call first, we will make sure we have what you need then set up a time for you to pick it up, where it will be waiting on the porch past the entrance door – again payment can be made over phone or you can leave a check/cash when you pick up . \*\*Please be aware shipping times are much longer than usual for medications and foods due to the ongoing pandemic shipping needs.

We understand this process takes longer than usual but this is the best way we know to keep everyone safe. A lot of clients have expressed concern over their animals who may be a little more anxious than others being without their family during the exam. As you know we take our time and act calmly to help these animals adapt to these changes.

Lastly, we really do appreciate all the support and positive calls we have received over the last few months, we are doing our best and are always open to hear your comments or thoughts. Our wish is for everyone to stay safe, stay healthy and someday we will be back to ourselves. Thank you so much for reading this VERY long post.

From all of us here at Water's Edge Vet Hospital