

Dear Friends,

With our new reality and COVID-19 developments evolving day by day, we wanted to reach out to you and keep you updated on the changes at Arch Beach Veterinary Clinic as we continue to navigate this challenge. With new restrictions in place, our priority remains rooted in providing all possible care to our patients while being committed to the health and safety of our staff and clients.

Arch Beach Veterinary Clinic is open! We will continue to offer all services at this time and are available to accept all cases. Our hours of operation have not changed, we will be open Monday, Tuesday, Thursday, and Friday from 7am to 5pm and Wednesdays from 7am to 12pm.

To achieve our goals, Arch Beach Veterinary Clinic has implemented the following procedures:

- Clients displaying symptoms of COVID-19 (fever, cough, or shortness of breath), who have knowingly come into contact with a COVID-19 positive person, or have traveled internationally in the last 14 days or to an area in the United States with high incidence of COVID-19 should arrange for another individual to bring in their pet.
- We will now be offering **curbside service** for exams, drop-offs, or medication pick up for clients who may be interested.
  - For exams, please call when you arrive and we will send a staff member up to your vehicle to pick up your pet. Your pet will then be transferred to the treatment area where Dr. Gordon will give them a full examination. From there Dr. Gordon will call the phone number provided to discuss physical findings and go over a treatment plan. Owners will then be placed on hold and transferred to the front desk to facilitate payment, once treatment plans are approved. All documents can be emailed to clients directly. Your pet will then be brought back to your vehicle.
  - For surgery or treatment drop offs, please advise us before your appointment and we will email over all paperwork ahead of time. You will still have time to speak with Dr. Gordon the morning of over the phone to answer any questions you may have prior to their treatment or surgery.
  - For medication pick up, please call when you arrive in the parking lot and we will facilitate payment over the phone and bring the medication up to your vehicle.
- If you would like to come into the clinic for your exam, drop-off, or medication pick-up that option will still be available to you.
- For the safety of our clients and staff, we ask that only one pet owner or family is inside the lobby at a time. Please wait out front on the bench or in your vehicle until the lobby is clear.

We are here for you, your patients, and the communities in which we live and serve. We will continue to keep you informed as news and information becomes available.

If you have questions on what processes we have put in place to keep our team and clients safer, please feel free to reach out.

Dr. Gordon and staff at Arch Beach Veterinary Clinic