



In light of the current COVID-19 status within Alberta, we have had to modify our clinic protocols, so that we can continue to safely serve you and your pets.

All appointments will now be done **curbside**. Please call the clinic at (780) 809-8508 to inform us that you have arrived at the clinic. We will ask that all humans remain in the vehicle for the duration of the appointment. We will start by collecting a history over the phone, then bring your pet in for physical exam and have the veterinarian call you to discuss further.

- At your request, you can watch your pet's examination via Facetime or Zoom
- We encourage you to dress for warmth and comfort, as you will be waiting in your vehicle for longer than normal

**Non-urgent** wellness care will be **deferred** until 2021. If your pet is due for any wellness care (i.e. annual check-up or vaccinations) that you feel is more urgent, please call the clinic.

Any in-person interactions will be limited. We ask that you make any requests or payments **over the phone** when possible. Preferred method of payment is credit card. We will accept e-transfer or cash if required. We request that everyone wear masks, use proper mask etiquette, and maintain at least a six-foot distance during any in-person interactions.

We realize that these measures can be challenging, especially through the winter months, and we truly appreciate your patience and understanding during this time. It is our hope that we can return to allowing clients into the clinic in the near future. Since this situation is constantly changing, please check back regularly for updates and changes to our protocol.

With sincere gratitude,

Your team at Brintnell Veterinary Hospital