

Update as of May 27th, 2020

Dear valued clients of West Boulevard Veterinary Clinic,

We want to take a moment to thank every one of you for the patience and understanding you've shown us during this time. It has been very much appreciated and has helped us to continue our work as smoothly as possible.

As the government eases restrictions we think another update is needed. For the time being, we anticipate continuing our current COVID protocols which are outlined below.

We are working closely with the CVMA (Canadian Veterinary Medical Association) to follow recommendations that will ensure the ongoing safety of our staff and clients. We have one staff member in particular who is immunocompromised so it is very important to us that we take all necessary precautions. While we acknowledge that the current circumstances aren't ideal they have allowed us to continue working and treating your pets. Should any one of us become ill it could cause far greater changes to our operations so we would prefer to avoid that.

- Our daily hours are now 8am-5pm Monday to Friday, 9am-5pm Saturdays
- In line with the advice given to us by the Canadian Veterinary Medical Association we have made the difficult decision that clients will continue to not be given access to the inside of the clinic. When you arrive for your appointment, please call us and a staff member will come to retrieve your pet from you outside. A vet will perform a physical exam and then call you to discuss. When finished, a staff member will then bring the pet back to you and we'll take payment over the phone. We do not have the space in our exam rooms to effectively maintain sufficient physical distance. For sensitive appointments such as quality of life discussions & euthanasia we will work with you to be sure that you can be by your pet's side.
- We will be prioritizing appointments for sick patients. Routine check-ups and vaccines are important but we have more flexibility with those so will ask that you be willing to book them in a few weeks time. If your pet is coming up due, please still call now so that we can book ahead.
- We currently already follow recommended infection control measures but we will be increasing the frequency and intensity at which we do this.
- For clients collecting medication and foods, please give yourselves plenty of time to order ahead. We will also ask that you call to pay ahead over the phone for any items you have ordered so that you can then just come and collect them without transferring payment directly hand-to-hand with a staff member. You can ring the doorbell and we will bring your items out to you.
- We have been pushing harder for clients to give us 24 hours when requesting medication refills and this will come into play even more so now. We are very busy with patients all day and can not be filling medication refills on short notice.

Thank you again for your ongoing patience, understanding and co-operation!

If you have any concerns or questions, please feel free to email us westboulevardvet@gmail.com or call us at 604 266 7421.