

Norwalk Animal Hospital's Updated COVID-19 and Curbside Protocols

Updated: June 1, 2021

As the state of Connecticut loosens COVID-19 restrictions we will be following suit at Norwalk Animal Hospital. Starting June 1st we will begin to allow clients to enter the hospital in a limited, controlled, and phased-in approach.

During this time we appreciate your cooperation and patience. At Norwalk Animal Hospital we're focused on doing everything needed to keep our clients, patients and staff safe and healthy. We'll continue to use recommended cleaning and sanitization guidelines as well as personal protective equipment. In addition we are working with a company that provides our hospital with a long lasting anti-viral surface treatment applied every three months to keep your family members and our staff healthy and safe.

The following are our updated COVID-19 and curbside protocols in accordance with the Centers for Disease Control (CDC), American Veterinary Medical Association (AVMA) and American Animal Hospital Association's (AAHA) recommendations:

- **We still require you to wear a face mask that covers your mouth and nose when interacting with our staff outside in the parking lot or while in the hospital.**
- Temperature checks will be taken for anyone who enters the hospital. If you're experiencing a fever, cough or shortness of breath or have been in contact with someone who tested positive for COVID-19, please call us to reschedule your pet's appointment.
- Depending upon the appointment type we may require you fill out all pertinent paperwork (new client forms, surgical consent forms, etc.) prior to the day of your appointment so we have all of the information needed to provide efficient and the very best veterinary care.
- When you arrive for an appointment, park in any one of the numbered spaces in our parking lot and let us know your space number when you call or text us.
- **Clients may continue to request curbside service or may be called inside for doctor appointments. Please let us know which you prefer when scheduling your appointment.**
 - **Curbside Service** –These protocols remain the same: Call upon your arrival and tell us your space number and cell phone number. Remain in your car and wait for a technician to meet you at your car, gather pertinent information, and bring your pet inside. Please remain in your parking space and do not leave the premises while the doctor examines your pet. The doctor will call you at the number you provided to discuss findings and review treatment recommendations/course of action. At the end of the appointment, we'll call you for payment and return your pet to your car.

- **Doctor Appointments** –Call upon your arrival and remain in your car until we let you know we're ready for your pet's appointment. We ask that only one adult family member enter the hospital to limit the amount of people in the exam room. After a temperature check you and your pet will be escorted directly into an exam room where you'll wait for the doctor and technician. Check-out and payment will occur at the front desk.
- **Surgeries, Dental Procedures, Boarding and Grooms** — Call upon your arrival and remain in your car. A technician will come to your car to retrieve your pet and answer any questions you may have. When you arrive to pick up your pet, call or text to let us know you are here. A technician or doctor will call you to review discharge instructions. When we are ready and space allows, you will be called into the building to make payment and retrieve your pet inside.
- **Technician appointments will continue as curbside service only.** When you arrive, park and call or text us to let us know you are here. Remain in your car until we're ready for your pet's appointment and a technician will come outside to retrieve your pet. Please remain in your parking space until the appointment is completed. At the end of the appointment, we'll call you for payment and return your pet to your car.
- **Food and medication pick up or sample drop offs will be allowed inside the building.** Text or call us when you arrive in the parking lot and we'll call you inside when space allows. You may choose to pick up your medication/food refills or drop off samples from the shelving unit at the front door if you prefer not to enter the building. Just inform the receptionists of your preference and you will either pick up/pay inside, or pick up outside and pay over the phone. You may also order medication and food refills directly from Vetsource, our online pharmacy, and have them shipped directly to your front door.

We appreciate your patience and understanding during these strange and difficult times and will keep you informed with further updates to any of these protocols.

We are so thankful for our continued health and the opportunity to serve our clients and their pet's throughout this pandemic and beyond. We're looking forward to seeing many old and new faces back inside of Norwalk Animal Hospital!!