



CARRIAGE ANIMAL HOSPITAL

HOSPITAL | BOARDING | GROOMING | DAYCARE

Procedure and Policy updates due to COVID-19

As we navigate through these unprecedented times we are forced to reevaluate our policies and procedures to keep our staff and clients safe. In order to follow the 6 foot distance recommendation and minimize the amount of people in our lobby we will be enforcing the following procedures.

- We will only be accepting appointments as of 3/17/20, walk ins will no longer be accommodated. Our priority will be sick and injured patients, as scheduling will be limited. Routine and wellness services will be postponed until April. We ask that you call from your car to check in as our doors will be locked.
- Baths, nail trims, and grooming services will no longer be scheduled for the remainder of March. If you have a scheduled appointment we will update you tomorrow via phone or email in regards to cancellations.
- Boarding Reservations- We are not booking boarding for now.
- Curbside pick-up only for medication refills and food. We will only be accepting payment over the phone prior to pick-up. When you arrive please call and we will bring your pet's medication to your car. We strongly recommend at home delivery through our online store at this time.
- Our doors will remain locked during business hours. Please call when you arrive for your appointment or to pick up pet supplies.

If you are experiencing symptoms or have been exposed to someone who has tested positive for coronavirus, please do not enter our facility. Please help us in our efforts to keep our staff safe so we can continue to provide care for sick or injured pets.

Sincerely,

The Doctors & Staff at Carriage Animal Hospital