

Dear WVC clients,

Thank you all for your patience and cooperation during the last few months of the COVID-19 pandemic. We could not have done it without you!

We will be allowing clients back into the building starting Monday, June 15<sup>th</sup> on a **limited basis** (our front door will remain locked). As ordered by the State of Washington, we have put together the following protocol for our clients to follow so that you may safely accompany your pets to their exams during Phase 2 Reopening:

- Clients are not permitted to enter the building without wearing a face mask. This mask must cover your nose and their mouth entirely. If you do not have a mask, we can provide one for you. Clients that fail to wear a face mask will not be allowed in the building. Curbside appointments may be provided in these instances.
- Please respect social distancing (minimum of 6 feet apart) and stay on the designated marked spots located in the waiting room and in the hallway.
- Clients **MUST** reschedule their appointments if they are exhibiting flu-like symptoms (fever, cough, shortness of breath), or if they have been in direct contact with someone who has tested positive for COVID-19.
- If you are a high-risk individual, please do not come to the clinic for an appointment. Please give us a call to determine if a telemedicine appointment is appropriate for your pet. We can also provide a curbside appointment.
- Clients must remain in their cars prior to their pet's exam and call the clinic phone number upon arrival: **(360) 588 – 4645**. The technician/assistant will get more information about your pet from you over the phone. We will then come and retrieve you and your pet from the car and bring you inside to an exam room.
- No more than one member of each household may accompany the patient to their exam with the doctor. We will allow two people from each household into the building for euthanasias. Technician appointments (all appointments not with a doctor) will remain curbside appointments.
- No more than 3 clients will be allowed in the building at one time.

- Exams will be performed with the doctor/technician/assistant in the exam room with your pet, while you stand outside in the hallway on the other side of the lower door on the designated marked spot. Payment will take place via our touchless credit card processing terminal.
- If you and your pet do not have an exam scheduled, all interactions and medication pick-ups will take place over the phone, including payment.

Thank you all again for your support and for your commitment to ensuring the safety of our staff and our clients!