

COVID-19 UPDATE effective November 16, 2020

After months of offering curbside and appointment options, we have decided to return to exclusively curbside care due to the recent increase in COVID infection rates in our community. Our efforts to keep our Care Team and our clients safe will include some precautions to help minimize risk. Here are the guidelines in place effective 11/16/2020:

- Appointments with a veterinarian, groomer, or board admit will be curbside only. Facility access is restricted to Lakewood Animal Health Center employees only. Exceptions will be made for end of life appointments. Please call to discuss.
- Clients should bring a cell phone and confirm cell phone is ON. Please wear a face mask that covers your nose and mouth when interacting with our Care Team before and after the appointment.
- Clients will be asked health screening questions prior to Care Team interaction.

IMPORTANT: If you are experiencing fever, respiratory symptoms, loss of taste or smell or have recently traveled out of state or to a high risk area in the last 14 days, or been in contact with someone who has tested positive for COVID 19 please let our Care Team know so that appropriate precautions can be taken.

- Please bring your pet secured with a collar and leash to our front doors under the awning. For safety reasons we will not allow our Care Team to enter your vehicle to retrieve your pet. Please wait for our Care Team to secure our loop leash before releasing your pet to our care.
- Please CALL FIRST when you arrive in our parking lot and “Sit -Stay” in your cars until you hear from our Care Team and the veterinarian calls with a treatment plan.
- Payment processing will take place over the phone prior to bringing your pet back to you.

Clients who schedule a Surgery appointment, or a Drop-Off appointment, where pets are left with us for the day, will be handled as Curbside appointments and all medical history and conversations with our Care Team will be handled by phone.

Clients who need to pick up a prescription, pet food or other product will call us from our parking lot and we will deliver your product to the red collection bin placed by our front doors. Payment will be handled by phone.

If your pet is experiencing an emergency please call our hospital to let us know you are on your way so we can be prepared for you when you arrive. Please make sure to call as soon as you arrive and let our team know this is an emergency so we can make sure your pet receives priority care.

These measures, we hope, will limit the risk to our Care Team and our clients, while enabling continued communication over the phone as we continue to partner together in providing your pet with the best care!

In time, we hope to open up the hospital again to anyone who wishes to enter, but for now, we will continue to exercise caution to keep everyone safe. We are sincerely grateful for your understanding and cooperation.

The Doctors and Staff of Lakewood Animal Health Center