

DERRYDALE ANIMAL HOSPITAL
COVID-19 Update at March 24th, 2020

To all our valued clients:

In these difficult and unusual times, we are asking for co-operation as we work together to keep our clients, staff and community safe, while still striving to provide the best services possible. We will continue to stay open for our regular hours 8am-7pm.

These are the following precautions we currently have in place and we continue to review practices as new information and recommendations evolve.
WE HAVE IMPLEMENTED EXTRA DISINFECTING PRACTICES.

WE ARE PRACTICING SOCIAL DISTANCING WHERE EVER POSSIBLE.

OUR DOORS ARE LOCKED AND WE ARE ASKING THAT CLIENTS PLEASE PHONE UPON ARRIVAL BEFORE ENTERING OUR CLINIC, UNLESS IT IS AN EMERGENCY. ONCE WE SPEAK WITH YOU BY PHONE, WE CAN IDENTIFY THE BEST WAY TO MEET YOUR NEEDS. (905) 454-1600

WE WILL BE ASKING CLIENTS ABOUT TRAVEL DETAILS AND/OR SYMPTOMS ASSOCIATED WITH COVID-19. IF APPLICABLE, WE WILL PROVIDE FURTHER INSTRUCTIONS.

WE ARE ASKING THAT FOOD, MEDICATION AND OTHER PRODUCTS BE PAID FOR WITH A CREDIT CARD BY PHONE AND THEN PICKED UP AT OUR CLINIC. UPON ARRIVING FOR PICK UP WE ARE ASKING FOR CLIENTS TO STAY OUTSIDE THE CLINIC IN THEIR VEHICLE AND CALL US. THE ITEMS WILL THEN BE BROUGHT TO YOUR VEHICLE.

PLEASE ONLY HAVE ONE PERSON ATTEND ANY NECESSARY APPOINTMENTS INSIDE THE CLINIC. WE ARE ASKING CLIENTS ARRIVING FOR AN APPOINTMENT TO STAY IN THEIR VEHICLE AND CALL US. OUR STAFF WILL THEN IDENTIFY THE BEST WAY TO PROCEED WITH YOUR VISIT.

WE HAVE BEEN PUT ON AN ALLOCATION SYSTEM FOR OUR PET FOOD PURCHASES AND WE MAY EXPERIENCE DELAYS SO PLEASE ALLOW AS MUCH TIME AS POSSIBLE IN ORDERING. LIMITS MAY ALSO NEED TO BE CONSIDERED.

WE ARE ASKING CLIENTS THAT THEY PLEASE NOT USE OUR WASHROOM FACILITIES.

