

Cranston Veterinary Hospital

As we are an essential service, we wanted to let you know our policy moving forward in these uncertain times. We want to ensure the health of your pets, their owners and our own amazing staff.

We are committed to maintaining a clean and sanitary environment and continue to adhere to a strict standard of protocols to achieve this.

We will continue to be open for business with the same operating hours

If you are ill or have travelled or have had closed contact with a person who was suspected or confirmed to have COVID-19 in the last 14 days, please DO NOT come to the appointment with your pet. A friend or family member that is well and has not travelled can bring your pet in so that he or she can be examined. Decisions, recommendations etc for your pet can then be made over the phone and/or email.

Coming in for an appointment?

We would like to be able to honour the recommendation to maintain social distancing, we would like to offer you a couple options

- 1) A drop off appointment where one of our staff will meet you at the car. Our vet will call you on the phone for a consult and your pet will be returned after the consult. Payment can be arranged over the phone or process payment at the car. Consent forms for procedures can be emailed out. We can deliver food and medications to the car.
- 2) A consult in the room with the veterinarian. You will then be asked if you would be comfortable with an examination of your pet in the back with a staff member holding This prevents close contact over the exam table

Pet food and medications – there is no decrease in supply of pet food currently. We are still able to order daily from our suppliers

If you need food or medication and cannot come yourself, we are happy to send it home with whomever you choose to send in to get it

You can also shop at our online store – <https://cranstonvet.clientvantage.ca> and either have it delivered directly to your house or pick it up at the clinic

Please understand that these recommendations are being put into place to keep all of us healthy while we work to keep our clients and their pets healthy.

Please call us at *403-288-7299* with any questions or concerns