

!!! COVID UPDATE-11/19/20

As our region heads into another shutdown we will continue to be committed to the health of our patients. We will be continuing our curbside check-in protocol until further notice. We had hoped we would have been able to make provisions to allow in person appointments but unfortunately this isn't the case.

We want to thank our clients for your patience and cooperation the past eight months. We cannot foresee the future of this virus and we must remain proactive. The safety and health of our employees and clients are of the upmost importance to us. Please continue your kindness to our staff who are working around the clock to ensure your pets are well taken care of.

Here are the Current Updates for Curbside....

✓ ALL clients MUST wear a mask in their vehicles when interacting with our staff.

No mask puts our staff at risk.

✓ Any disrespect toward our staff members will NOT be tolerated. We are all in this together so please be respectful to your Veterinary team.

✓ Our hours will remain

- Monday-Friday 8am to 5:30pm
- Saturday 8am to 12pm

✓ We kindly ask you to give 24 hours notice if you need to cancel your appointment. We have an extremely full schedule and a missed appointment slot could've been filled by another patient.

✓ We kindly ask that collars be snug and fit accordingly. The two finger under rule is a good rule to follow. We do not recommend prong collars. These can cause more distress for the pet.

✓ Please leave retractable leashes at home. These can be dangerous when transporting your pet from your vehicle into the clinic. A regular latch on leash makes the visit a lot smoother for the pet, our Techs and our Doctors.

✗ ALL cats must be in a carrier with workable latches. This is for the safety of your cat and our staff.

✓ Restrooms are not available for clients unfortunately.

✓ Please make sure you have a working cell phone when you arrive. If you do not have a cell phone please inform us when you set up your appointment and we will make provisions.

✓ Once you arrive at our clinic please call us at 716-834-1636. We have some parking spots numbered. You will need to let our staff know your location.

✓ Once you arrive and your pet is inside our clinic you are to remain in our parking lot until your pets visit is complete. If you have errands to run please do so after your pets appointment. We have a full schedule with a busy staff and do not offer boarding.

✓ Please call ahead for medication and dietary needs.

✓ Up to two family members are allowed during end-of-life care.

Our staff will continue to provide our excellent, compassionate loving care to each and every one of our patients.

We cannot thank you enough for all of your patience and cooperation during this unprecedented time. We look forward to being here for all of your veterinary needs. Stay safe & healthy!!