



647 State Hwy. 7  
Unadilla, NY 13849  
607-563-1345



Release Date: 19-MAR-2020  
Covid-19 (Coronavirus) Protocols  
If you require Information or assistance : 607-563-1345

### **Effective Immediately:**

In response to the most current information from the CDC, the AVMA and other trusted sources we are changing our clinic policies to reduce client time in the reception area. We are asking that clients no longer wait for appointments in our reception area.

### **When arriving for an appointment, please:**

- 1) Stay in your car and announce your arrival by calling the Front Desk (607-563-1345). If you can't call, leave your pet in your car and step inside to notify staff you have arrived. Then you can return to your car to wait for the next exam room.
- 2) When your exam room is ready, a staff member will come out and direct you to the room.
- 3) Please limit the number of people in the exam room to 2 - additional people can wait in your car.

**All orders delivered at the drive-thru** pickup window. This includes food, prescriptions, over the counter disbursements etc. This window is on the right side of the clinic - just drive around the 'loop' in the driveway. Please do not enter the building - simply use the window.

We are **reviewing services** as events unfold to reduce potential exposure to Covid-19, to allow our staff to address personal issues created by this situation, and to comply with the latest recommended procedures. The need for treatment will be evaluated by our doctors on a case-by-case basis. Serious and emergency issues will be dealt with as required to insure the health and safety of your pets.

**Large animal care** will be evaluated on a case-by-case basis to insure your animals receive the care required. Urgent situations will be addressed immediately, as always.

Other provisions we announced remain in effect:

Please **continue to sanitize** pet carriers, leashes, and other pet items before coming to the clinic.

**DO NOT bring personal items** (toys, blankets, leashes, etc.) to be left with your pet during their stay.

All cleaning and **sanitizing protocols remain in effect** throughout our clinic.

If you have any questions about our procedures, you can call us at 607-563-1345.