



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



Release Date: 04-APR-2020  
Covid-19 (Coronavirus) Protocols  
If you require Information or assistance : 607-563-1345

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.

**Effective Immediately:**

- 1) All kenneling operations will be suspended until further notice.
- 2) In order to protect both clients and staff, access to the exam rooms and reception area will **ONLY** be allowed on a case-by-case basis, as determined by our staff. This also applies to emergency arrivals. You may be asked to wait in your vehicle while our staff treats your animal.

You can help us by following these procedures:

Please **do not enter** the clinic if you are displaying flu-like symptoms, or if you have been out of the country within the last 14 days.

Please **clean and 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.

**When arriving for an appointment (including emergencies), 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 to the door to notify staff you have arrived. Then please return to your car to wait for staff to prepare the exam room.
- 2) When your exam room is ready, a staff member will come outside and assist you.
- 3) You may be asked to remain in your car while the staff attends to your animal.

**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.

**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. Drive around the 'loop' in the driveway. Please do not enter the building - simply use the window.

Increased 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**.