

## **CURBSIDE SERVICE:**

We are still offering curbside service for our patients but have modified our protocol as we have found it challenging to maintain the distance with clients when coming out to the vehicles.

**Please call us at (818)847-7299 when you arrive.** If you do not have questions or concerns at this time, a staff member will receive your pet for their therapy session, doctor's exam, or consultation.

If you do have questions or concerns, please call us in advance of your visit or ask to speak with a staff member prior to taking your pet in for the visit. *We will need to minimize speaking to you when we are outside the building.*

**We still ask that you please keep a minimum of 6 ft of distance from our staff members or any other clients regardless of whether or not you choose to wear a mask or face covering.**

**If you or your pet needs assistance from your vehicle, a staff member will come out to your vehicle but you will need to step 6 feet away from your vehicle before we approach. We otherwise recommend you bring your pet to the penned area just in front of our entrance doors.** We will provide a carrier or a crate within the penned area for you to place your pet in. We will avoid bringing your own carrier or leashes into our facility at this time. Hand sanitizer will be provided for you at the pen site. The pen and each carrier or crate is sanitized in between each patient. We provide a freshly laundered sanitized towel, blanket or disposable potty pad in each carrier or crate for each pet. *We will provide treats to associate the experience with a positive experience unless your pet has a sensitive stomach or food allergy.*

Rest assured, we will be standing by waiting to receive your pet on the other side of the glass doors and we will open the door after you have stepped at least 6 feet away from the pen. **Please do not step away or leave your pet unattended until you have secured the pen and crate or carrier doors and see us behind the glass entrance doors.**

**We realize this may not work for every patient, so if you feel your pet will not cooperate with a carrier or crate, or if you are having difficulty with this method, we will alternatively provide a long leash and lay this out 6 feet or more away from your vehicle.** You will need to attach the provided leash to your pet's harness. Please let us know if you need us to provide a harness. A harness is very helpful to secure your pet during transfer and to avoid neck strain if your pet has a tendency to pull. After making sure you have attached the leash provided, you will then remove your leash and we will receive your pet while you remain at least 6 feet away from the staff member. Your pet's collar or harness will be kept in a fresh plastic bag within a sanitized bin during the visit.

**We will call you at the end of the visit to give you an update and discharge your pet to you in the same manner.**