

COVID-19 UPDATE: Our practice is OPEN

To our Valued Customers,

The health and well-being of your pet is our top priority. As news of the coronavirus (COVID-19) in our community continues to develop, we are monitoring the situation closely.

At this time, our clinic remains open and is operating under regular business hours.

If you feel uncomfortable about coming into the hospital we can provide service while you wait in your car. If you need medications or food for your pet we can charge you over the phone and then bring it out to you. We can also examine your pet while you wait in your car. Give us a call when you get here and one of team members will come out and get your pet. We will converse over the phone what needs to be done and then get your pet back to you while you wait. You will still need to make an appointment. We can also do drop off exams but these will be limited due to our cage space.

While the CDC and other health authorities have indicated that dogs, cats, and other domestic animals are [not considered at risk for contracting COVID-19](#), we are taking extra precautions to ensure the health and safety of humans within our facilities— notably our clients and staff. Keeping our practice "hospital-clean" has always been a priority for us, and we continue to do so. Additionally, for the safety of our team and your family we are monitoring CDC recommendations and will continue to increase our attention to cleaning frequency and methods accordingly. We are happy to provide options for hand cleaning for both clients and team members, and we work closely with our staff to ensure that anyone who is not feeling well understands that we support them staying home. To our customers:

- If you are feeling ill or experiencing flu-like symptoms and have an upcoming wellness (not critical) appointment, we kindly ask that you call us to reschedule.
- If you are healthy with no signs of illness, please bring your animal to our hospital and practice social distancing including no physical touching, appropriate hand washing and keeping 6-10 feet of distance from others in the clinic.
- If your pet requires urgent care or has a medical emergency, and you are ill, please arrange for a trusted friend, neighbor, or healthy family member to transport your pet to our hospital. If you call ahead, we will gladly accommodate your representative and make appropriate arrangements.
- If you do not have a trusted friend, neighbor, or healthy family member to transport your pet, please call (661)297-8373 when you arrive at our hospital and remain in your vehicle with your animal

For more information and health guidance regarding COVID-19, please visit the [CDC websites](#). For additional questions, please contact us at (661)297-8373.

Thank you for your patience and cooperation. We look forward to seeing you and your pet soon.

Your pet healthcare partners at Saugus Animal Hospital