

Reopening to Clients in Spencer Animal Hospital

We know this year has been challenging for all and we have had to make a few changes to the way we now do things definitely. Thank you for sticking with us, understanding and allowing us to work with you in the manner we hope will keep everyone as safe as possible. We are happy to announce that starting Monday, November 2, 2020, we will begin allowing clients to accompany their animals in to our facility. Of course, we will have several protocols in place and continue to offer curbside to anyone choosing to stay that way. Below are the protocols we will be following:

1. We will continue to have clients call when arriving and asked to remain in their cars until we are ready to bring them directly into the exam room.
2. Upon entry, temperature will be checked. If elevated you will be asked to remain outside.
3. Everyone must wear a mask over mouth and nose at all times.
4. Only 1 client will be allowed inside per pet or 2 clients per euthanasia unless doctor approves differently.
5. Clients will be asked to fill out a questionnaire about health and previous travel.
6. Client will be brought in through the front door and down our waiting room hallway into the exam room and dismissed through our exit door to keep people separated.
7. Each client must stay seated on the bench during their entire visit to keep social distancing and no direct interaction/contact with staff.
8. Our techs will hold the animals, with no client contact.
9. We will keep as many doors closed, i.e.: doctors' offices, hallway doors, pharmacy and treatment doors.
10. We continue to offer and encourage curbside.
11. Food and medication pickup will remain curbside.
12. Surgeries and drop-offs will remain curbside.
13. There will be 3 chairs available between the 2 waiting areas specifically labeled that clients can wait in. This will ONLY be offered when clients have to wait any significant time to allow further diagnostics and rooms are needed for other patients. We will first ask clients to wait in their car or run an errand and if client declines then we may offer a chair out front.
14. Receptionist will sanitize our waiting room chairs after one has been sat in with Quat-Plus.
15. Technicians will be responsible for sanitizing the exam room after clients have exited the room. Each tech takes care of cleaning their rooms and will use Quat Plus to disinfect

the bench that the client has sat on, as well as normal disinfecting of table and other surfaces and items.

We are hoping that by following these protocols we can keep our staff, as well as clients, safe and be able to continue to help everyone. Should you have any questions please feel free to give us a call at 281-476-0066.