

COVID 19 ADJUSTMENTS - Because we care.

At this time the clinic will remain open, but with some critical adjustments with how we operate in order to help keep our community and our staff healthy. Our front doors are locked please call or text the clinic at 519 245 1153 when you arrive so we can assist you.

1. We are asking you to reschedule any non urgent and annual appointments until after April 6th.
2. If you are feeling ill, if you have been exposed to a known COVID 19 patient, or if you have traveled outside of CANADA in the last 14 days, we ask that you make arrangements for another family member or friend to bring your pet to your scheduled appointment.
3. We are still available to see our medical patients, however, we will be practicing "hands free" appointments. We will have a team member bring your pet into the clinic and guardians will be asked to standby for a phone consultation with the veterinarian. This can be either in the car in or in your home. We anticipate most appointments to take 30 minutes.
4. The hands free appointment model will also be adopted for any required boosters for puppies/kittens and adult dogs. It is very important to not let our pets immunity lapse, we feel strongly that these appointments should be kept.
5. In order to increase convenience for our clients, we will also offer drop off appointments. You will be given a scheduled time when the Dr. will examine your pet in the clinic and then call you to discuss your pet's case/condition.
6. We will be able to bring you food and prescriptions to your car - please call at least 24 hours in advance to help us arrange to have your items ready for pick up. When you arrive at the clinic, notify us when you are in the parking lot and a team member will bring you your items.
7. Payment can be done over the phone for services and medication.
8. We encourage you to order and pay for food through our online store. You can email the clinic to find out how to set up an account if you do not already have one. You can also make arrangements to have your online food shipped to your home. Our email address is strathroyclinic@rogers.com.

Together we can be work wisely to keep our community safe.