

To all of our Valued Clients,

With the increasing concerns about COVID-19 (Coronavirus), please know that we are doing our best to maintain a safe environment for all our clients and staff. We have many clients in high risk groups (such as elderly, immunocompromised, or with underlying medical conditions), so we ask for all of your help and support as we navigate this situation together.

With that being said the City of Flagstaff has just declared a State of Emergency due to the impacts of COVID-19. We want to make sure we are taking all necessary and proactive measures to ensure the safety and well being of our staff and clients during this crisis. We stand behind our clinic name with "Wellness Center" being such an important part of what we strive to be. In order to be available for all of our pet patients and be a safe environment for our clients we are having to change how we operate for the time being. We appreciate your support during this time as we strive to "flatten the curve" and keep everyone safe while providing your pets with the same continued superior care and service that you are used to from our clinic.

To achieve these goals, we are adjusting some of our protocols. We have always taken care to carefully disinfect clinic surfaces to prevent spread of contagious illness between patients. We will be increasing our disinfection cleanings in the coming weeks along with changing our appointments in order to protect everyone.

If you are currently sick with fever or respiratory symptoms we kindly ask that you reschedule your appointment or send a non-exposed representative to drop off your pet for their appointment. As of Monday, March 16th we are kindly asking our clients to call our office when they reach our parking lot and we will send a staff member out to meet you to get your pet and bring them in to our building. Our team will examine your pet and our doctors will then call you to discuss a treatment plan. We want to limit your exposure and also our staff's exposure during this time where it is essential to not panic but work together to "flatten the curve." By limiting in person contact we can decrease the spread of this virus by respiratory droplets by 70%. If you are needing to pick up a prescription or food for your pet please call us when you arrive and we will be happy to take a payment over the phone and bring your supplies out to your car so you do not need to enter the building. If you should have any concerns about not entering our building or about your pet's care please do not hesitate to contact us as we will be happy to figure out a solution that meets everyone's needs. Thank you for understanding this change we are needing to take in order to protect all of our loved ones. Again, we feel strongly that this virus does not need to send us in to panic but to reach out and love our community even more through our actions to "flatten the curve."