

KENNESAW MOUNTAIN ANIMAL HOSPITAL

EFFECTIVE FRIDAY 3/20

COVID-19 CORONAVIRUS

As we have monitored the progress of COVID-19, it is now that we have made the decision to restrict access to our facility to **EMPLOYEES ONLY** effective Friday, March 20th.

We must ensure our facility remains virus-free in order to continue to treat our patients. If our employees cannot come to work, we can't provide care for our extended family and that is not an option in our minds. Our doors will be locked, but our arms will remain open.

Our Pet Resort will be operational with employees only as well for grooming, boarding, day play, and training.

SHOULD I KEEP MY APPOINTMENT?

If you are experiencing or have been around someone who has experienced the following:

NO FEVER
DRY COUGH
SHORTNESS OF BREATH
SNEEZING

If any of the above listed symptoms apply to you and your pet is in need of treatment for a progressing condition, we will be ready for you. Strict isolation protocol will be followed, so we ask that you call ahead of time and inform us of your situation prior to arrival.

If any of the above listed symptoms apply to you and your appointment is for a non-emergent condition or wellness exam, we would ask that you reschedule.

WE ASK YOU TO EXERCISE CAUTION IF...

If you have been out of the country or traveled via airplane in the past two-to-three weeks.

If you have not been following suggested protocols locally in the past two-to-three weeks.

PLEASE SEE DETAILS OF THE NEW PROTOCOL IN THE SECOND DOCUMENT

KENNESAW MOUNTAIN ANIMAL HOSPITAL

EFFECTIVE FRIDAY 3/20 VIRUS-FREE PROTOCOLS

COVID-19 CORONAVIRUS

HOSPITAL APPOINTMENTS (TWO OPTIONS)

1. Appointments can become a drop-off appointment, to retrieve later after treatment is complete.
2. Appointments will be kept, but we will need you to remain in your car as we complete treatment.

Please keep your phone with you so our doctors and techs can contact you to discuss the details of the treatment.

We will need you to call us upon arrival at drop off and pick up. We ask that you call when you are physically parked at our building.

PET RESORT APPOINTMENTS

All grooming, day play, training, and boarding guests will be retrieved curbside and returned to you curbside.

We will need you to call us upon arrival at drop off and pick up. We ask that you call when you are physically parked at our building.

MEDICATIONS & FOOD

We ask that you call well in advance (24hours) for medication refills.

Food purchases need to be phoned in at least four hours prior to picking up.

ADDITIONAL INFORMATION FOR BOTH HOSPITAL AND PET RESORT CLIENTS

As a precaution, we will be asking a few questions when we first come in contact with you. Based on the information you provide, there is a possibility that we may not be able to accept your pet at this time.

Please have all dogs with collar and leash.

All cats need to be in a carrier.

We ask that you remove your pet from the car for us in order to avoid additional stress on them.

Payment for services, medication, and food will be completed over the phone.

We can email receipts to you if you prefer.