

March 23, 2020

Modified Services in Response to Governor's Order 2020-21

At the Governor's Order, we are temporarily changing our services offered. From March 24 until April 15 we are providing veterinary services to address urgent matters. Adult pet wellness examinations and vaccinations and elective surgeries are postponed until COVID transmission is controlled. We *will* vaccinate young animals to protect them from common animal diseases, such as Parvovirus. If you are not sure if your pet should be examined or vaccinated, please call, text (517-323-4156), or email us (info@waverlyanimalhospital.com) and we'll offer advice about the necessity of a visit.

The goal of continuing to offer some services is to support you and the greater Lansing community should you need urgent veterinary medical and surgical services. However, we wish to do so in a safe manner that does not place you and us at risk of communicable disease. With that said, please remain in your vehicles and we will transport pet and medications between your vehicle and the hospital. Please ensure dog collars are tight, we have a firm grasp of the leash, and that cats are in functional carriers - all before your vehicle windows & doors are opened. For our safety, we will be wearing personal protective apparel. We will ask for payment by phone. We will leave your purchases on the vehicle hood. Please do not take offense to these impersonal safety precautions. Additionally, should you feel unwell, please arrange for a substitute person to drive your pet to us. Please advise us if you have had direct or indirect contact with a COVID suspect or test positive individual and advise us of foreign travel within the last 30-days.

If you have an urgent and unexpected need to board your dog or cat, please call us to make a reservation. For instance, we expect that some of you may be asked unexpectedly to work or travel, and we will board your pets in such times of duress.

Thank you for your understanding in these matters, and continued loyalty and support. We hope for you and your pet's health and safety in these trying times and look forward to visiting in person once normalcy returns.

Sincerely

J.M. Stuhler-Raphael DVM



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BOARDING & GROOMING • PET DAY CARE

