

Assurance to Our Beloved Clients



In respect...

One of the most difficult parts of dealing with the COVID-19 outbreak is the fact that we have such a close-knit relationship with you, our clients. Hugs, let alone hand shakes, are common in this family atmosphere. When all of this started, we would ask whether it was okay to handshake or hug, but we've come to realize that your politeness may cause you to compromise on your own important preferences. Your health and safety are our desire, as well. Because of this, please accept our wish to prioritize YOU over a loving hug and welcoming handshake. We DO love and respect you, and are glad you are here!

Service alternatives...

- Contact-less pick-up is possible if you need to get pre-paid prescriptions and food items. We can bring them to your car, or bring them outside for supervised pick-up when you arrive.
- We also have a drive-through window for supplies and prescriptions.
- If you prefer pet-entry-only, we can send you a digital history-taking form to fill out prior to your visit. Cell phone consultation can be done during your pet's exam.
- We are actively preparing to provide Skype tele-health consultations if business or travel restrictions affect your access to us for care.

Our commitment goes further...

It helps that we have real-world experience in managing infectious diseases in pets, so it isn't a difficult extension to work through this situation with human health as well. Our hospital is clean! In between client visits, we commit to wiping down writing pens, counter tops, arm rests, and card readers, in addition to our normal process of cleaning door knobs, door push pads, etc. We even aspire to wipe the outsides of our facial tissue boxes!

As you already know, your pet's health is of utmost importance and we want nothing to interfere with that provision, including concerns for your own health. This is to be a safe place, so be assured as our motto states, **"We care for your pet... and YOU!"**

***Dr. David Visser Co-Director
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