

Dear Cherished Clients:

We hope you and your family are healthy and weathering the Covid-19 pandemic. As this unprecedented situation unfolds, we are adjusting our protocols to continue to provide care for our patients in a safe fashion. We are maintaining strict cleaning policies and have instituted additional disinfecting procedures. Currently, there are no cases of Covid-19 associated with our clinic. We thank you for your patience and understanding as we work through our new procedures. Our primary goal is to stay healthy, keep others around us healthy and continue to provide services.

We ask that all routine wellness visits be postponed for the next two weeks. We are available by CURBSIDE SERVICE ONLY for sick pet visits, Rabies vaccines, puppy/kitten vaccines, non-routine surgery or dentistry, emergencies, and to dispense medication and diet. However, our HOURS HAVE BEEN REDUCED and we are CLOSED WEDNESDAY AND SATURDAY.

1. If you have been sick with symptoms of COVID-19 or other illness, been exposed to someone diagnosed with COVID-19, or have traveled to a COVID-19 endemic area, we will ask you to reschedule your appointment for 14 or more days OR have another individual bring your pet if they need immediate attention.
2. Please carefully clean your pet's carrier, leash and collar with a disinfectant solution prior to your visit. Please remove any blankets, towels or personal items from cat carriers. Newspaper is OK. No blankets, towels, toys etc can stay with your pet if admitted.
3. When you arrive for an appointment, call us 413-268-7738, and a staff member will meet you by your vehicle to bring your pet into the clinic. We ask that you then return to your car and call the front desk so that you can explain what has been happening with your pet.
4. After we examine your pet, we will call you back (be sure your phone's ringer is on) to review our findings and recommendations.
5. If your pet needs to be admitted or additional diagnostics are needed, a treatment plan/estimate will be provided for your approval.
6. Discharge instructions and recommendations will be communicated to you by phone and/or email.
7. You may pay over the phone by credit card, debit card or Carecredit; or write us a check.
8. At the end of the visit, a staff member will bring your pet and any medication or diet back to your vehicle.
9. **Medication and food refills:** Please call ahead for refills 413-268-7738. You may pay by phone before arrival if using a card; or bring a pre-filled check. When you arrive, please call us from your vehicle. Your medication/food will be verified, and a staff member will bring these items out to you.
10. In emergency situations where an appointment has not been made, we will do our best to follow the same procedures outlined above. We realize that certain adjustments may need to be made on a case-by-case basis.

Following these procedures will maximize the chances that we all stay healthy and that the Williamsburg Animal Clinic will be able to continue to provide your pets with the services that they need.

Please check our Facebook page, Website or just call us for more information.

Be well,  
Williamsburg Animal Clinic