

To our valued clients,

In light of the rapidly changing COVID-19 pandemic and the recent Ontario State of Emergency, we are taking multiple precautions to minimize the risk to our clients, staff and community while still providing the necessary care to your pets. We are doing our best to provide your pets with the care that is needed and are implementing the followings steps to continue to do so:

- We are cancelling all elective and non-urgent appointments. These will be rebooked when appropriate.
- We will do our best to see our current clients with ongoing medical issues, depending on the urgency.
- If you do need to use our services, we ask that you call ahead to determine urgency and wait times.
- We are asking that all clients remain in their car and call us upon arrival. Our staff will come and get your pet to have them triaged.
- We will get your pet's history and relay our recommendations and treatment plan over the phone and via email.
- We will not be accepting cash as payment, and will be asking to take payments over the phone and not in person.
- We are restricting visitation for any pet that is in hospital.

We hope to continue to offer the same level of care you have come to depend on. However, this will be limited to emergency cases. We ask for your patience and understanding during this time. You can reach us by phone at 905-829-9444, or by email at [MOVH@vca.com](mailto:MOVH@vca.com). Please also watch for updates on our Facebook page <https://www.facebook.com/2285MOVEH/>

Our management team is always available, so please reach out to us by phone or email with any concerns or questions.