

Dear Valued Clients,

The Ontario government has started phase 1 for reopening certain businesses starting on May 19. This list includes all veterinary services, including routine care and grooming. **This is good news for all our pets, but it does not mean we are immediately back to business as usual.**

Because of the restrictions we've had over the past 2 months we have a significant backlog of appointments. As we try to accommodate those clients that have had to delay their appointments, we still need to practice all the safety measures we put in place for the protection of you and our staff. At present, aside from staff, we will not be allowing anyone, except under unusual circumstances, into the building. As we adjust to more pets coming to the hospital, we will need to make changes in our existing safety protocols. We hope we will be able to accommodate a limited number of clients to come into the hospital in the near future.

As you know, the hospital can be very busy at times, often with many patients being dropped off for day procedures in the early morning. Normally, we try our best to accommodate many clients coming to the hospital around the same time. However, in order to continue with physical distancing, we will need to schedule specific times for every client to come to the hospital. Over the years, we have taken pride in trying to offer the best service to all our clients, and to accommodate you as quickly as possible. **We ask that you please be understanding if we cannot meet your requests as rapidly as you have become accustomed to. As always urgent care for ill animals will always take priority.**

Thank you for your patience during these extraordinary times, and rest assured we will be there for you and your pets to help in any way we can

Sincerely

The team at McGilvray Veterinary Hospital