

## COVID 19 Guidelines - Frequently Asked Questions (updated 8-20-2020)

### ***Are facemasks required?***

Yes, for everyone's health and safety, we are asking all individuals to wear a facemask while in the building. We appreciate your understanding and compliance. We have disposable face masks available - please see a JVC staff member if you need one.

### ***Are you offering face-to-face appointments?***

Yes, one adult is allowed in the exam room with the pet. Face masks are required while in the building, and we ask that health and social distancing guidelines be followed.

### ***What do I do when I arrive for my appointment?***

We are limiting the number of individuals in our building and recommend that you remain in your car and call our office at 920.674.2383 to let us know you are here and confirm the doctor is ready for you. If you are not able to reach us by phone, one adult per pet is welcome to come into the building. Face masks are required while in the building, and we ask that health and social distancing guidelines be followed.

### ***What if I am sick or not feeling well – can I still bring my pet for his/her appointment?***

We encourage you to contact a healthy family member or friend to bring your pet to his/her appointment. If that is not an option, we may be able to see your pet via curbside service, or we can reschedule the appointment to a future date. Please contact our office at 920.674.2383 and a staff member will discuss your options and determine which is best for you and your pet.

### ***What if I prefer to not come into the building? Can I still make an appointment?***

Absolutely! We still provide curb-side service when necessary. When possible, please notify us at the time you make the appointment if you prefer curbside service so we can schedule your appointment appropriately.

### ***Are you limiting the number of clients that can be in the building?***

Yes. To ensure social distancing guidelines are met, we are limiting the number of clients allowed in the waiting area to 5 individuals. Please do not be offended if we ask you to wait outside if we have already met our maximum. Face masks are required in all areas of the building and we ask that health and social distancing guidelines be followed. We have face masks available if you need one – ask a JVC staff member.

### ***How can I get a refill for medications or food for my pet?***

We encourage you call ahead to place your order so your medications and/or food can be ready for you at pick up. When you arrive at the clinic to pick up your pre-ordered products you have 2 options:

1. You are welcome to come into the building for pick-up and payment, however we request that you wear a mask and follow health and social distancing guidelines. (Please refrain from entering the building if you have a sore throat, cough, fever or other signs of illness.)
2. You may call 920.674.2383 from your vehicle to make payment, and a staff member will deliver your products to your vehicle.

*Thank you to all our clients for your support as we adjust our protocols to meet to the continuously changing guidelines and recommendations. We genuinely appreciate your patience and understanding as strive to provide high quality patient care and service during this unusual time.*