

West Caldwell Animal Hospital

Changes due to COVID-19

Updated 3/30/2020

Because of our concern for the health of our clients, our staff and our community in the face of this pandemic, we are asking for your cooperation in the following areas:

1. If you feel sick at all, please do not come into the office. We will make every attempt to allow you to stay in your car and communicate via phone. Technicians can bring your animal in and out of the office. Call us when you arrive in our parking lot.
2. Based on information from the American Veterinary Medical Association, there is no evidence that pets can contract or carry COVID-19, however as a precaution, if you are feeling ill, it is not recommended to hug, kiss or snuggle with your pet.
3. Please let the staff know, preferably on the phone prior to the exam, if you have had any known direct contact with someone testing positive for COVID-19.
4. When it is possible, we will be trying to have you stay in your car until you can be seen. Please call the office when you arrive in our parking lot to let us know you are here. We will then have a technician escort your pet directly into an exam room and you can remain in your car and speak with the doctor on the phone. We will then receipt you over the phone allowing you to stay in the car.
5. If you are coming in to pick up medication, we can bring it out to you and receipt you out in your car, again to avoid having to come into the waiting room.

We are disinfecting high touch surfaces (especially benches, doorknobs, counters) multiple times daily. Our ventilation system ensures multiple air turnovers per hour. Our staff is practicing frequent handwashing, maintaining social distances when at all possible and remaining home if feeling sick.

We are planning to maintain hours as much as possible for as long as possible with some minor changes to allow minimal personnel exposure at any given time. We are reducing the staff to what will be needed to provide essential care. Our hours will be 8-7 Monday, Tuesday, Thursday Friday to comply with the New Jersey recommended curfew, 8-5 on Wednesday and 8-2 on Saturday.

While our primary concern has always been your animals, it is now time to be as cautious as possible with our precious clients and staff. Our hearts go out to all directly affected by this virus and we all pray for a safe and speedy outcome.

Drs. Mock, Lee, Stanisci and the entire staff of West Caldwell Animal Hospital