

To Our Valued Clients,

We continue to monitor this rapidly changing health crisis to help ensure the health and wellbeing of our patients, clients and team members. As a result of new CDC recommendations and a NYS executive order recently put into place, we are increasing our efforts to minimize the spread of COVID-19.

Effective immediately:

We will be moving to a car-side service format. Our front doors will be locked and you will be asked to call when you arrive for your pet's appointment. A team member will meet you at your vehicle and bring your pet inside. When you call, both to make the appointment and when you arrive for the appointment, you will be asked four screening questions. If you are symptomatic, we require you to wear a face mask, bandana or scarf during car-side service. If you have been diagnosed with COVID-19, someone else will have to bring your pet in. This is to ensure we are not putting our team members at risk.

We are currently booking appointments only for pets experiencing any medical problems, new puppies/kittens in need of vaccinations, puppy/kittens in the middle of a vaccination series and adult pets in the middle of a vaccination series. Any new wellness appointments will be booked after June 1. Our team members will be contacting you shortly to reschedule any wellness appointments currently scheduled.

We will only be booking emergent surgeries. Elective surgery appointments will be scheduled after June 1. If you have already scheduled an elective surgery for your pet, that surgery will be performed. If you have questions about an upcoming surgery or would like to reschedule, please call us.

If you will be boarding your pet with us, we ask that you do not send any personal items (blankets, leashes or toys) with your pet. If your pet requires a special diet, please send a small bag with the appropriate amount of food for your pet's stay.

Starting this Saturday, March 21, we will be reducing our hours through the end of April. The new hours will be:
Monday-Thursday - open until 7 p.m.
Friday - open until 5 p.m.
Saturday - open until 2 p.m.

In order to provide continuity of care during these temporary changes, we are working on developing telemedicine options for you. We will be sharing information about this soon.

Thank you for understanding these temporary adjustments in service. Do not hesitate to contact us if you have any questions and please stay safe. We look forward to continuing to provide compassionate care for your pet as we move through this crisis together.