

Dear Valued Clients,

Thank you for trusting us with your furry family member. In an effort to continue to help our clients and to combat the new COVID-19 pandemic during this trying time, we are making the following changes to benefit pets, clients and our staff:

1. If you are picking up medications or food, please call our office before you come so that we have time to prepare your order and we will take payment by phone. When you arrive please call our clinic number, 281-476-0066, and we will bring the items out to you. Please stay in your vehicle as we are only allowing our staff in the building.
2. If your pet needs to be seen we still want to be able to help you. We ask that if you are sick or have had exposure to someone who is sick or have traveled, please inform us of that and we are happy to set up a Telemedicine Call appointment with one of our doctors through Facetime or Skype.
3. If you have not been ill or exposed to someone who is ill, or traveled, we will be happy to schedule your pet an appointment. When you arrive please remain in your vehicle and call us. We will ask the color and model of your vehicle. When we have the exam room ready for your pet, we will come out to your vehicle to get your pet. Please be sure to bring them in a secure carrier or with a secure collar and leash. This is necessary for the safety of your pet in going from vehicle to inside the clinic. We will then contact you by phone to discuss your pet's health. We will bring your pet back out to you and payments will be accepted by phone or outside as well.

We will also allow pets to be dropped off with us for the day to be examined and treated. This will also be using the same procedure as above. Please call us to schedule this drop off with us. When you arrive at the clinic please remain in your vehicle and call us 281-476-0066 and we will come out to your vehicle to retrieve your pet, again in a carrier or with a secure collar and leash. Our doctor will call and discuss their findings with you. When you return to pick up your pet, we will bring them back out to you.

4. At this time, we are discontinuing our low-cost vaccine clinic. This is a difficult decision because we feel this is a community service for our clients. We will reinstate it as soon as possible. According to health guidelines, that causes too many people to gather at one time and we understand the need for social distancing for all involved.

We truly want to continue to help as much as possible but the only way to do this is to protect our doctors and staff and at the same time protect you as well. There will be no hand shaking, hugging, etc, and our appearances may also include masks and gloves. We will continue to take direction from the CDC, World Health Organization, and American Veterinary Medical Association. Thank you for allowing us to continue caring for your family. Please stay safe and healthy.

Sincerely,

Spencer Animal Hospital

281-476-0066