

COVID-19 Protocols

Effective June 2021

Veterinary practices are deemed essential services and are permitted to be open during the pandemic, including house call services. Graham Mobile Veterinary Weight Management Services abides by all current public health unit and government regulations regarding the COVID-19 pandemic. To keep our clients and ourselves safe and healthy we have implemented the following standard protocols aligned with the recommendations of the Ontario Veterinary Medical Association:

- Wherever possible, only the lowest-risk client in the household will participate in house call visits
- Clients are requested to complete the online [COVID-19 Customer Screening](#) 24 hours prior to each appointment and email the results to info@thehealthierpetwithin.ca; results will be kept confidential
- We will complete the online [COVID-19 Worker & Employee Screening](#) 24 hours prior to each appointment and will email the results to the client
- Clients are requested to wear a mask or face shield during appointments; masks will be provided, if necessary
- We will wear a mask and safety glasses during appointments
- Everyone involved in the visit will wash their hands with soap and water or apply hand sanitizer at the beginning of an appointment and as needed during the appointment; if required, we will wear gloves during the appointment
- Veterinarians and veterinary staff are included in Phase 2 of the provincial vaccination program and we have actively pursued this opportunity
- Appointments will be conducted maintaining two meters distance between the client and ourselves, wherever possible
- Appointments may be conducted outdoors or in a well-ventilated space such as a garage or enclosed porch, provided the space is secure from escape and pet comfort is not compromised
- All equipment will be disinfected before each appointment