

NWVDS COVID-19 Precautions

We are open to serve you and your pets but we maintain physical distancing. For everyone's safety, we are not currently allowing clients inside our clinics.

Please call the reception from your parked car when you arrive. If you did not bring a phone, please knock on the front door.

Vancouver, BC	604-428-0070
Langley, BC (Boundary Bay Veterinary Specialty Hospital)	604-514-8383
St. Albert, AB	780-470-5100

In Vancouver and St. Albert, a staff member will bring your pet into the practice, while you wait in your parked car. In Langley, we have placed a crate outside the front doors. Please place your pet inside the crate. A staff member will bring your pet into Boundary Bay Veterinary Specialty Hospital.



We cannot accept ANY personal property (i.e. collars, leashes, blankets, toys, etc.)

These must be removed and left with you. We will use slip leashes when retrieving your dog from your vehicle. Cats will need to remain in their carriers. We will sanitize these in the clinic.

Your pet will be evaluated, and we will call you to discuss the history, findings, and treatment options.

No treatments will be performed without your consent.

Consent for treatment estimates and deposits/payments will be done via email or telephone. We are not accepting cash payments.

At the time of discharge, instructions will be emailed or given to you and discussed over the phone. A staff member will bring your pet and medications to your car.

Please contact us to discuss alternative consultation options if you have:

- Travelled outside of Canada in the last 14 days.
- Tested positive for COVID-19.
- Been in contact with someone that may have been exposed to COVID-19.
- A cold, the flu, or any of the following symptoms: cough, sneezing, runny nose, sore throat, diarrhea, vomiting or fatigue.

Please visit the following websites for more information:

www.bccdc.ca/health-info/diseases-conditions/covid-19

www.albertahealthservices.ca/topics/Page16997.aspx

We appreciate your understanding at this difficult time.

The team at North West Veterinary Dermatology Services.

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