## COVID-19 Update:

As of January 19th, 2021: we are currently still unable to allow clients into the building except in the event of euthanasia. We have transitioned to a contact-free, curbside service for the foreseeable future. We can provide all veterinary services (surgeries, wellness care, grooming services, etc.) in this fashion. Please understand that we are experiencing an unusually high case volume and are booked out by about 3-4 weeks. We are taking limited new clients, but again, are booked out by several weeks so please plan accordingly.

Please watch for emails from us, or follow us on Facebook, for additional updates regarding COVID-19, policy changes, closures, updates, etc.

## Curbside Service: What to Expect

When you arrive for your curbside appointment: please remain in your vehicle and call the office at (503) 585-1616 to check-in with a receptionist who will take your contact information and relay it to a technician. A technician will call you back shortly to begin your appointment and gathered all the required information. Next, a staff member will meet you in the parking lot to collect your pet from you; please wear a mask while handing off your pet to a staff member. We do ask that you remain in the parking lot for the duration of the appointment. If you need to leave, please make sure you notify your technician before they retrieve your pet from you.

From all of us at OVVC, we would like to thank you for your continued understanding and cooperation at this time.