

COVID-19 Guidelines

Animal Kingdom Veterinary Care Center

Like everyone, we have been closely monitoring the ever-developing threat of the coronavirus (COVID-19) in the United States and in our local area. Until local health recommendations change, we will maintain our usual business hours. We have developed some guidelines and procedures to help keep our staff and clients safe as we interact together in caring for our pets:

- We have increased our cleaning and sanitizing practices in all areas of the clinic. We have hand sanitizer available on the front counters for client and staff use.
- We ask that you call us when you arrive in the parking lot and we will advise you when your appointment time is called. You will have the option to remain in your vehicle (we'll come out and escort your pet inside), or wait in the lobby during your pet's visit.
- We want to observe "social distancing" in our lobby and will try to limit the number of clients to two or three at a time. We ask that only one person accompany the pet into the clinic. We will have you wait in the lobby area or in your vehicle while we are examining your pet. A staff member will assist with holding the pet for the exam and procedures.
- We will offer curbside delivery of medication, supplies, and food and can take payment over the phone. We can email receipts as requested. Please update your email address as necessary.
- Medications can also be ordered through our online pharmacy. Check the pharmacy link on our website at www.akvcc.com , or this direct link: <https://animalkingdomvet.vetsfirstchoice.com>)
- We are happy to review photos or videos of your pet. Please email them to us at animalkingdom@southslope.net
- Our staff has been instructed to stay home if they are sick. If you are not feeling well, do not come into the clinic. Please reschedule your appointment or have a friend or another family member bring in the pet.

There is no indication at this time that dogs and cats are susceptible to the coronavirus and little evidence that they can serve as reservoirs or carriers of the virus.

We appreciate your cooperation with us as we work through these challenging times. We will continue to send updates by emails and social media.

Please contact us at 319-626-2999 if you have any questions or concerns on this