



Dear Valued Customers,

RE: COVID-19 Update

The Covid-19 situation continues to rapidly evolve. As a result, Agwest Veterinary Group must also adjust our operations to continue ensuring the safety of our clients and staff. Please read the following important information for our most up-to-date operational status:

- Veterinary services will continue to operate for essential or emergency services only. If you would like to make an appointment for either an essential service or for a service that does not require immediate attention, please call the office at [604-826-5089](tel:604-826-5089) or email office@agwestvet.com to make your appointment. Agwest staff are available to book current or future appointments. If you have an emergency outside of business hours, please call the office for emergency contact information.
- The Agwest office is currently closed to the public. Staff are still working and able to assist you, however, for the safety of everyone and to ensure we are still able to provide service to our clients, this was a necessary measure. Rest assured our doors will open up again when it is safe to do so.
 - Phone line hours and email response hours are 7:30am to 4:30pm
- We have been advised by our phone service provider that due to all of the people currently working from their homes, all web-based phone lines are experiencing technical difficulties. If you are having trouble reaching us, please email us instead. Emails received during regular business hours will be responded to within the same day.
- Our veterinary staff will continue to operate using biosecurity practices to prevent contamination between farms.
- Farms with regularly scheduled visits from Agwest will receive a phone call or text notification prior to our arrival.
- Veterinary and support staff will adhere to physical distancing protocols. Therefore, all clients should remain in their homes when possible. If that is not possible, clients must maintain a distance of a 2-meter minimum from Agwest staff.
- If you are experiencing any symptoms of COVID-19 or have been exposed to anyone with the virus. Please inform us prior to our arrival so that we are able to accommodate your needs in a safe manner.
- Please note these changes are on a temporary basis. We will return to business as usual operations as soon as possible.

Once again, we thank you all for your patience and support. If you have any questions or concerns, please call our office and we will be happy to assist.

Agwest Veterinary Group