

Things to Remember

If you have had or been exposed to anyone with COVID-19 in the last 14 days? YOU MUST plan to reschedule when you are healthy. **Please call and leave a message at 716-783-8998 on box 6.**

CURBSIDE Intake and Discharge Instructions Procedures during COVID-19

INTAKE: PLEASE WEAR FACE MASK WHILE AT OPERATION PETS

Dog check-in is 7:30 am and dog discharge is 3:15 pm

Friendly cat check-in is 7:30 am and friendly cat discharge is promptly a 4:00 pm

Feral cat check-in is 8:00 am and discharged typically at 4:15 pm

UPON ARRIVAL:

1. If your pet has a current *Rabies* it must be emailed to oppetsrecords@gmail.com
2. Prior to check-in make sure you have completed the e-mailed surgery consent form.
3. If you have no e-mail you will authorize your consent with clinic staff.
4. Read the consent statement form that was emailed to you. **This is mandatory!!**
5. Please leave your pet in your vehicle.
6. Proceed to designated check in area.
7. Check-in with the appointment name, and the phone number of the person delivering the pet at the clinic.
8. Please return to your vehicle and wait for a phone call from an OP employee to complete this process.

DISCHARGE: PLEASE WEAR FACE MASK WHILE AT OPERATION PETS

1. You MUST check-in for pickup.
2. Return to your car and you will be called when it is your turn to collect your pet.
3. **DO NOT GATHER** in the parking lot or around door entrances.
4. You should review online discharge instructions at www.operationpets.org . You will also be given written instructions. If you need verbal instructions, ask staff for this information.

We ask you to arrive promptly for Intake and Discharge so we can expedite the curbside procedures. Please be prepared, allow extra time, and please know we appreciate your patience. Thank you for your patronage.