



Your Safety is Our Top Priority: COVID-19 Response

To our valued clients and patients,

As the situation regarding COVID-19 continues to evolve, we want to assure you that all of us at Tej Dhaliwal Veterinary Group are doing everything we can to keep our customers and employees safe. We will be supporting the public health recommendations to reduce the spread of COVID-19.

To help combat the spread of COVID-19 TDVG will only be accepting **only urgent cases in clinic** as per CVO guidelines.

Urgent care includes providing veterinary medical care for illnesses or injuries which require prompt or emergency attention. This does not include elective procedures that will not impact the animal's immediate health. Preventative medicine may be necessary in specific cases that may have long term animal and public health impacts, such as rabies and canine parvovirus.

We will be operating under reduced hours.

Fletcher's Creek Animal Hospital will be open:

Monday and Saturday 9am - 2pm,
Thursday 9am - 5pm.

South Etobicoke Animal Hospital will be open:

Monday, Tuesday, Thursday and Friday, 10am - 5pm,
Wednesday and Saturday 9am - 2pm.

Countryside Veterinary Mobile Services will be closed for out of clinic cases until further notice. However we will be accepting cases via referral for in-clinic treatment.

Please contact our offices for details.

Our phone lines will remain open to better serve you and your pets. We have introduced new avenues to handle the influx of calls:

For bookings and general inquiries please contact our offices at **1(866)209-1001**

For after hour inquiries please contact us at **(647)325-9124**

TDVG will be implementing **new procedures** to help increase the safety for our clients and employees:

- Effective immediately we will **only be accepting emergency cases** as per CVO guidelines. Non-urgent in clinic appointments will be rebooked when appropriate or accommodated through telemedicine services.
- Rabies and parvovirus vaccinations are still available in-clinic.
- We are pleased to offer telemedicine to our clients in which one of our doctors will contact you through video conferencing to discuss your pet's case. Additional fees apply. For more information please see the [American Veterinary Medical Association](#) guidelines.
- All arriving clients must remain in the car and call us upon arrival. A staff member will meet you at your car and bring your pet into the clinic for evaluation. We will contact you over the phone to obtain your pet's history and relay our treatment plan/ recommendations. Once the care of your animal is complete, the discharge process will be discussed.
- We will only be providing medications for emergency in-clinic cases. All other cases will be provided an external prescription.
- The sale of pet food and supplies will be available through curbside pick-up.
- Please select at home delivery for all online food and product orders to avoid any difficulty in the event that our offices close.

We have increased disinfection protocols across our clinics to further ensure a clean environment. Hand sanitizer has been made readily available for employees and clients.

For further information regarding COVID-19 and the impact that it will have on veterinary service please see the following links for additional reading.

[College of Veterinarians Ontario](#)
[Canadian Veterinary Medical Association](#)
[Ontario Veterinary Medical Association](#)
[American Veterinary Medical Association](#)

If you have an emergency outside of our normal operating hours please contact:

[Mississauga Oakville Veterinary Emergency Hospital](#) at (905)829-9444. Please call ahead to ensure a smooth intake process.

We apologize for any inconvenience this may have caused. Please call or email our offices with any questions or concerns 1(866)209-1001 info@seah.ca info@fcah.ca info@cvms.ca

Please check our website or social media accounts for any updates.

Regards,
Tej Dhaliwal Veterinary Group