



# Your Safety is Our Top Priority: COVID-19 Response

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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 following all the public health recommendations to help reduce the spread of COVID-19.

We will be operating under reduced hours.

**Fletcher's Creek Animal Hospital** will be open:  
Monday, Tuesday, Wednesday, Friday 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** has opened for house calls and referral surgeries. Please be patient as we attend to the accumulation of deferred cases. For more information please call out offices.

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**

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

- We ask that you do not attend the clinic if you are experiencing any symptoms; such as fever, dry cough or tiredness. If you are experiencing symptoms please use an alternate care provider.
- We have implemented a maximum capacity of 2 personnel in our waiting room. If our capacity has been reached, please wait outside and a member of our care team will help you as soon as possible.
- We ask that all clients follow physical distancing measures by maintaining a two meter distance between each other and staff members.
- We are pleased to offer contactless appointments to better insure the safety of our clients and staff members. You can drop your pet off outside our offices and our team

will contact you to discuss the appointment. We will guide you through each step of the appointment.

- If you would prefer personal touch, we are able to offer in clinic appointments under physical distancing restrictions.
  - One qualifying family member may accompany their pet into the appointment. Please see the following procedures for details.
  - Upon arriving at our offices you will be asked to report any symptoms relating to COVID-19.
  - The entirety of the appointment will take place in the exam room to ensure minimum contact. If necessary your pet will be taken into the back treatment area for additional diagnostics and/or treatment. Appointment discharge and payment will be taken in the room via mobile terminal.
  - Each exam room will be completely disinfected between appointments.
  - Masks are required as PPE for all personnel entering the premises.
- The sale of pet food, medications and supplies will be available through curbside pick-up. Please call upon arrival and a member of our team will deliver your order. Payment can be taken over the phone or via mobile terminal.
- We are pleased to offer telemedicine to our clients. 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.
- We ask that any clients ordering food and over the counter products please consider doing so through [our online store](#).

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](mailto:info@seah.ca) [info@fcah.ca](mailto:info@fcah.ca) [info@cvms.ca](mailto:info@cvms.ca)

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

Regards,  
Tej Dhaliwal Veterinary Group