

What Clients Need to Know

Please be aware that veterinary clinics have seen an increase in patient volume, especially on an emergency basis. The health and safety of your pet is our top priority and we will do our best to treat your pet in a timely manner, but the nature of emergency medicine is that some patients will take priority over others. We will do our best to keep you updated about wait times and we ask for your patience and understanding as we serve the needs of our patients.

Great Lakes Pet Emergencies (GLPE) takes the health and safety of our employees and clients seriously. We are all living through the spread of COVID-19 and the need for certain employees to continue in-person work. We want you to know that we are committed to reducing the risk of exposure to COVID-19 and we are ready to provide a healthy and safe workplace for our employees, customers, and guests.

Our plan is based on information and guidance from the Centers for Disease Control (CDC), the Occupational Health and Safety Administration (OSHA), and the Michigan Department of Health and Human Resources at the time of its development. Because the COVID-19 situation is frequently changing, the need for modifications may occur based on further guidance provided by the CDC, OSHA, and other public officials at the state or local levels.

For full information about GLPE's approach to reducing risk from COVID19, please see the COVID19 Response Plan, however we want to make you aware of some of the changes our clinic will be making for the safety of our employees and clients.

The spread of COVID-19 in the workplace can come from several sources:

- Co-workers
- Customers
- Guests - visitors/vendors/family members
- The General Public

Our employees fall into one or more of the following categories as defined by OSHA:

- Lower exposure risk (the work performed does not require direct contact with people known or suspected to be infected with COVID-19 or frequent close contact with the public).
- Medium exposure risk (the work performed requires frequent and/or close contact with people who may be infected with COVID-19, but who are not known COVID-19 patients, or contact with the general public in areas where there is ongoing community transmission).
- We ask that you call our clinic before bringing your pet in so we can be prepared for your arrival
- Upon arrival, please call our office and we will assess your pet's immediate needs
- Clients are asked to remain in their vehicles while their pet is treated
- Communication will be conducted over the phone as much as possible, and an employee will speak to owners at their vehicles if necessary.
- GLPE will do our best to keep clients updated with our practices as the situation evolves