

First and foremost, we want you to know that we wish we didn't have to operate via curbside service. While we are trying our best to execute it well, we would much rather have you inside the clinic with your pet. We miss interacting with you, and we love being able to witness the special bond you have with your pet. Most of all, we miss having the opportunity to show you in person just how much we love your pets too! We look forward to the day that curbside service is no longer necessary. Hopefully, this list of answers to our most frequently asked curbside questions will help you to understand our operating philosophy during this time.

Why are you still doing curbside service?

Our number one goal in conducting curbside service is **to remain open** so that we may continue providing veterinary services to the community. Curbside service is an effective way to limit prolonged close contact interactions between the public and our staff, minimizing the potential spread of COVID-19 to and among our staff members and clients.

Doctors' offices are now allowing more people in with patients, so why can't I come inside with my pet?

When it comes to remaining open during the pandemic, veterinary clinics are in a uniquely vulnerable position compared to our human healthcare counterparts. Should your "human doctor" and staff become infected with COVID-19, in most cases there are many resources to call in temporary doctors and nurses to fill those positions allowing them to continue serving you. Unfortunately, this does not exist in the veterinary industry in Columbia, SC. If our team becomes ill, we would be forced to close our doors until the team recovers. Unfortunately, this is not theory, nor is this over-reactive fear. This has happened to **MANY** veterinary clinics right here in our community since the beginning of the pandemic, and we continue to receive news weekly of clinic closings due to staff COVID-19 illness.

Perhaps most importantly **we are one of only three practices** in the entire Midlands that offers after hours care for your pet. We feel a particular responsibility to our community to do everything within our power to stay open during this time so that we may remain a valuable resource to all.

Do you plan to operate this way forever?

We do not. We look forward to putting this all behind us and getting back to normal operations. Unfortunately, we do not have a time frame for that just yet. Our continuation of curbside will be dictated by the course of COVID-19 and its impact on our local community.

What if I'm still not ok with this policy?

We respect the fact that we may still disagree on these issues and would hold no ill will should you choose to have your pet treated elsewhere. We understand tensions are high and these are stressful times for all, but please know that we **WILL NOT** tolerate abusive behavior towards our staff under any circumstance. It is unfortunate we even have to say that, but it's becoming increasingly more prevalent for clients to take out frustrations with the pandemic on our team members. Know that we reserve the right to refuse service at any time because of such behavior towards our staff. Your opinions are welcome if directed appropriately by emailing our owners at info@wellpetssc.com, they will read and respond to you timely. In the meantime, please be kind to our staff who are simply here to do what they do best for the love of your pet.

ABOVE ALL, PLEASE KNOW THAT WE ARE ABOUT PETS NOT POLITICS. The only thing that really matters today is that we share the desire to provide your pet with the care he or she needs, and together make the best decisions we can for your furry family member.

Tips for a Smooth Visit Today

We know that curbside service complicates communication significantly and we want to ensure that there is a good flow of communication between you and our team to provide your pet with the best care possible. There are a few things you can do to help make the process of your pet's appointment go much smoother so that we can safely and efficiently provide the utmost care for you and your pet!

- **Please be patient with us.** We are operating under different circumstances and continuing to improve processes as we learn what works best. We appreciate your patience during this time as we navigate the changes. Please note that our call volume has increased significantly with curbside procedures and you may receive our voicemail from time to time. We will respond just as quickly as we can. Texting is a great way to let us know that you've arrived, or to communicate other questions or requests. You can text our regular phone number at (803) 732-3883.
- **Please keep your phone on and volume up.** We will likely be using methods such as calling, texting, or emailing to communicate with you during your pet's appointment. Being attentive to your phone ensures that our team has a constant line of communication with you while your pet is in our care, and will make your appointment run much more smoothly.
- **Please have your pet ready for us.** We ask that all dogs be leashed with appropriately fitting collars or harnesses and that cats are safely secured in carriers. If you do not have a leash or carrier, please communicate that with the staff at check-in so that we can bring out the appropriate means of transportation with us. We are located on a busy street and occasionally pets can be spooked – we do not want them getting away from us or you for their safety!
- **Please remain on the premises.** Unfortunately, we do not have enough kennel space to hold your pet while you run even the quickest of errands. If you have an emergency and must leave for any reason, please discuss this with the doctor or a manager first so that we can come up with a plan that works for everyone.
- **Please have your payment method ready.** We will call or email you to take care of payment, please have your payment method ready so we can get you on your way as soon as your pet is ready to go.

Above all we ask that you do not leave your appointment with any questions in your mind regarding the care provided today, nor the course of treatment going forward. We want to ensure we have communicated with you effectively and that the doctor and team have addressed every one of your concerns. If there is anything you feel we have not addressed, please bring this to our attention before you go so we can be sure you leave feeling great about your visit and confident in your pet's care.

Thank you for entrusting us with your pet's care!