

GATEWAY

Built on Trust

March 23, 2020

As we all continue to closely monitor COVID 19 across North America, we want to reassure our veterinary clinic partners and pet parents that we remain committed to support you through the aftercare journey.

At all our facilities, our priority is the health and safety of our customers and employees, and effective immediately we have introduced new protocols to accommodate this new reality. We appreciate that we provide an essential service during a highly emotional time, and these protocols will help us continue to do so.

With our clinic interactions we are doing the following:

- Advising our team members to follow public health authorities' guidance regarding travel and hygiene;
- Ensuring we are following recommended disinfectant and cleaning procedures in our vehicles and facilities as outlined by public health authorities;
- Waiving the signature requirement to reduce touch points when visiting clinics;
- Providing the clinic the option to have our drivers not enter the clinic and instead wait outside.

At our retail facilities, members of the public will no longer be permitted to enter our facilities, which will impact the following services

- Viewing and Visitations / Retail Appointments;
- At-Home Pick-up Protocol;
- Burial Appointments and Burial Services;
- Payment Options.

If you are a pet parent, please reach out to your veterinarian or to us directly for more information and we can let you know your options at this time.

We are honored by the trust that our clinics and pet parents place in us. Our teams are committed to supporting our clinics and pet parents through the aftercare journey, and we appreciate your patience during this uncertain time.

