



BALANCED ANIMAL CARE

COVID-19 POLICIES (Updated 5/25/20)

Thank you for working together with me to navigate this unprecedented time. In order to return to seeing patients, the following changes will occur. Please review the information below and contact me if you have any questions.

BEFORE APPOINTMENTS:

- For the safety of all of us, I am doing my best to limit my time at locations. This means getting a history and following up with my findings and recommendations mostly by phone, text, or email rather than face-to-face.
- Please call, text, or email to give me an update on your pet. We can also set up a video call if that works better for you.

DURING APPOINTMENTS:

- I will wear a mask and gloves from my arrival to departure. I will also take my temperature before each appointment and will not see patients if I, or anyone in my family is ill.
- You are required to wear a mask while I am present for a visit. Please maintain 6 feet distance if possible.
- If possible, pets will be adjusted outdoors. Pets that are not able to be adjusted outdoors will be adjusted in the entry way of the home.

AFTER APPOINTMENTS:

- I will call, text, or email you with my findings and recommendations. If I need to show you something, a video call can be set up.
- Payments will all be online. I will send you an invoice via PayPal, which you can pay with either a card or a PayPal account.
 - If you are not able to pay online, please contact me.

Also, due to the new requirements, prices for adjustments will increase by \$10. Travel charges will remain unchanged. I am looking forward to seeing each of you and your pets again!

Well wishes,
Jody Campbell, DVM