

Beginning Tuesday, March 17, 2020, there will be changes enacted at Spay Memphis in an effort to promote social distancing and safety for our employees and clients.

**Check-In Process:**

During the morning check-in process, there will be no more than 10 people allowed in the lobby at a time. Only one human will be allowed per pet in the lobby. Please try to make arrangements to leave children at home. We encourage you to use your own pens to complete paperwork. We will provide a pen if needed and ask that it not be returned.

Beginning at 7:15 am each day, pet owners will be greeted at the door and asked to complete their paperwork in their vehicles. The clinic doors will open, as normal, at 7:30 am. Only once your paperwork is completed, will you be allowed to bring your pet in the clinic. A maximum of 10 pet owners will be allowed in the clinic at any given time. This will most likely mean pet owners may have to wait outside or in their vehicle for a short period even after completing intake paperwork.

For quicker service, intake paperwork can be printed and completed in advance. Intake paperwork is available in your email confirmation and reminders as well as on our website at [www.spaymemphis.org/spayneuter](http://www.spaymemphis.org/spayneuter).

Please know what additional services, if any, you would like for your pet in advance. If you have questions about your pet's surgery or additional services we offer, PLEASE ASK IN ADVANCE via phone (901-324-3202) or email ([info@spaymemphis.org](mailto:info@spaymemphis.org)) to make the check-in process run quickly for everyone.

**Check-Out Process:**

During this time, starting Tuesday, March 17, 2020, Spay Memphis will be staggering the pick-up of pets and limiting the lobby to a maximum of 10 people at a time. Only one human will be allowed per pet in the lobby. Again, please try to make arrangements to leave children at home.

- Dogs will be released at 3:00 pm
- Domestic cats will be released at 4:00 pm
- Feral/community cats in traps will be released at 4:45 pm

This may still result in pet owners waiting in their vehicles or outside for a brief period of time. If a pet is ready earlier than these times, we will call you and ask that you pick-up earlier if at all possible.

Spay Memphis plans to remain open as long as our staff is healthy and we are legally allowed to do so. As mentioned last week, we have suspended our cancellation policy at this time. If you or anyone in your household is sick/has symptoms, please reschedule your appointment. We ask for patience during this unprecedented time. It is our intention to make these changes as seamless as possible to protect our staff as well as the community we serve. Thank you all for helping us do our small part during this time.