

Spay Memphis New Protocols (effective May 6, 2020)

Spay Memphis is located at 3787 Summer Avenue. Please note that to promote safety during this pandemic, all transactions will take place in your vehicle or right outside of your vehicle. When you arrive, please stay in your vehicle and a staff member will come to you with instructions. **No pet owners will be allowed inside our clinic.** Public restrooms will not be available so please plan accordingly. Pets must still be leashed or in a carrier when you arrive.

Drop off is 7:30 - 8:30 a.m. For cats, dogs and pigs - No food after midnight the night before your pet's appointment but water is okay. **For rabbits -** DO NOT fast them, give them their food as normal up until you bring them to our clinic, and bring some of their food or favorite snack with them. Please be on time. Arriving late to drop off or pick up will result in a \$20.00 late fee. **Until further notice, pick up will be at 3:00 pm for dogs, 4:00 pm for domestic cats, and 4:30 pm for rabbits & pigs, and 4:45 for feral cats in traps.**

If you schedule online or give Spay Memphis your email address, you receive an email with an option to complete your intake form and surgery consent release online. If you do not complete this online, you will need to complete physical paperwork the morning of your pet's appointment. Post-op care instructions and a price list are both available at www.spaymemphis.org/spayneuter. Please read these over in case you have any questions on the day of your pet's spay/neuter and know what, if any, additional services you would like on the day of your appointment. Pre-op bloodwork is required for pets 5 years of age and older, which is an additional \$25.

IMPORTANT: If your pet is actively taking a steroid-based medication or in the midst of heartworm treatment, please email info@spaymemphis.org to let us know immediately.

Full payment of services is due at your pet's appointment. Spay Memphis accepts cash and all major credit/debit cards for payment. We DO NOT accept checks or Care Credit.

PREPAID? If you did not add your dog or pig's size into the services, the total may not be correct. The cost will be based on their weight is when they come into our clinic for their surgery. Price list is attached for reference.

Please note: Our clinic reopening (on Tuesday, May 12) and staying open is contingent on the City of Memphis staying in Phase One (and beyond) of the Back to Business Plan. If you or anyone in your household has been diagnosed with COVID-19 or has symptoms of COVID-19, please wait a minimum of 14 days out to schedule your appointment. On your pet's surgery date, clients will not be allowed in the clinic. No public restroom will be available so please plan accordingly. All transactions will take place in or right outside of your vehicle. Our staff will be wearing appropriate PPE and using hand sanitizer but we ask that if you have a mask, please wear when checking in or out to further help protect our staff and yourselves. Spay Memphis operates with a small staff in a relatively small space, if just one of our staff members becomes ill with this virus, we will have to close for quarantine.

Thank you for your patience as we navigate these uncharted times. Please email any questions to info@spaymemphis.org.