

## 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](http://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](mailto: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](mailto:info@spaymemphis.org).

## Parking Lot Rules during COVID-19 Pandemic



### Check-In

At 7:30 am, a staff member begins to pass out numbers to cars. We start at the parking spot labeled 1 on this map and continue in the order listed. We go in this order because our staff is unaware of the order in which people arrive prior to our clinic opening. After the initial numbers are passed out at 7:30 am, anyone arriving after is given a number on a first-arrive basis.

If you have prepaid AND filled out your intake forms online, you get to skip the wait! You'll receive a "blank" number. These pet owners are seen first, no matter the numbers waiting.

We are often asked how long the check-in process takes and it depends on a number of factors. If you've prepaid and filled out your intake forms online, it's pretty quick. If you have not done those things, it can take a while. While we schedule the same amount of pets per day, every day is different. Our small staff is working the best we can to provide quick service but please be patient with us. You must wait for a staff member to check you in (they will do so with an iPad) and for a staff member to take your pet(s).

## **Check-Out**

Check-out is a similar process but less crowded and faster due to the staggering of pick-up by species and payments being required at drop-off.

- If you are called for early pick-up (only available for dogs at this time), and picking up outside our normal times, please call 901-324-3202 (choose option 1) when you arrive so we know that you are here.

### **\*Important To Note:**

- Spots 5 and 6 are handicap spots but can be disregarded at this time due to curbside service.

No pet owners are exiting to come inside our clinic.

- Do not park in the spots marked with a red x. The far left is AEC's parking lot, the middle one is our can trailer, and the third/fourth are blocking sidewalks our staff uses to bring your pets inside our clinic.

- Indicated staff parking can be used if all other spots are filled and there is an opening there.

- To help traffic flow, please enter off of Summer Avenue and exit to Isabelle.

Email any questions to [info@spaymemphis.org](mailto:info@spaymemphis.org).