



## Rascal Unit Wellness Clinic – Information for Clients

We are extremely grateful to our friends at Mutts&Co for allowing us to resume our Rascal Unit wellness and vaccine clinics. While we are excited to offer these services, we will have special protocols in place to ensure the safety of our clients, the Rascal Unit staff, and the Mutts&Co staff. This is the first time we have had to change our intake practices, so we appreciate your patience as we adjust to these new procedures.

- All clients coming in close proximity with the staff MUST wear a mask. The Rascal Unit staff members will be wearing masks to protect our clients as well.
- Only one person per household will be allowed in the store at a time. The store will not allow more than two individuals in the store at the same time to help maintain social distance. We recommend bringing someone with you to stay in the car with your pets if you have to come inside to check in.
- We ask that all clients completely fill the paperwork ahead of time. If you have multiple pets, we require one form per pet. If you are unable to print and fill ahead of time, there will be forms at the clinic, but having a pre-filled form will speed up your check-in process and place in line. Please type or write legibly. Forms are available at [www.RascalUnit.com](http://www.RascalUnit.com).
- At the top of the form, please enter the cell number you can be reached at on the day of the clinic and circle if it is ok to send a text to that number.
- When you arrive at Mutts&Co, drive up to the front of the store, where a staff member will collect the paperwork from you. Then you may park your vehicle until you are called. Once your information has been entered, a staff member will call you to go over the services requested and they will be able to take a payment over the phone. If you have to fill the form at the day of the clinic, they will call you when they are ready to have you come inside to process the paperwork.
- Once it is close to your pet's turn, a staff member will call or text you to start heading over to the truck with your pet(s). Please maintain distance from any other clients that may be waiting for their pets to enter or exit the truck.