



Encompass Animal Care & Health

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SURGERY PREPARATIONS FOR DOGS

The day before

- No food after 9PM, water is okay.
- Please do not bring cones, blankets, toys, clothing! Prong/shock/e-collars are not allowed in the kennels and will be removed for your dog's appointment. We provide a clean, comfy blanket for recovery.

Morning of your appointment

- Please bring any and all medical records and microchips from the rescue, or any records you have from personal vet visits (**especially the rabies certificate**).
- Legally if the dog doesn't have a rabies vaccine and is old enough to receive one, we are required to do it here.
- **Doors open at 8:00 AM, we will not be opening sooner unless pre-discussed with the Encompass staff. The drop off time is 8:00-8:30 AM. Late patients without communication may incur a late fee.**
- Masks are optional in our building.
- Please *leave your dog in your vehicle*, come inside the building with your dog's medical records to check in and confirm your dog's appointment.
- A staff member will then direct you to get your animal and get an accurate weight. We weigh every dog regardless of when they were weighed last.
- If your dog has eaten that morning of their appointment, you could be turned away at the door.
- ALL dogs regardless of size need to be on a leash to ensure everyone's safety. We strongly recommend **NO RETRACTABLE leashes**, they are not safe inside the office/building.
- Caregivers are not permitted to park in the parking lot after surgical drop off time until pick up time. Please be prepared to go somewhere local for entertainment if coming from out of town.

Pick up

- **All dogs will be ready at 4 PM for pick up.** No phone calls will be made unless necessary or asked by the owner for a call when ready/updates. If your dog has been recovered safely sooner, we may call you to pick them up earlier. Please come right into the building to pick up your dog.
- All animals **MUST** be picked up before 6PM. Late fees and overnight charges will be added on at the owner's expense for any time after. We will follow SPCA/ New York state law regarding abandoned animals and notify the rescue immediately.

Clinic Hours:

8am-6pm Monday-Thursday, Closed Friday