



Standard Operating Procedures



220 Mount Laurel Road
Mount Laurel, NJ 08054
p: 856-234-7626
f: 856-231-8393

| | | | |
|-----------------|-----------------------------------|-------------------|----------------|
| Name of Policy: | Mask & Curbside Policy | Departments: | All staff. |
| Category & No.: | MISC | Effective by: | April 13, 2022 |
| Version No.: | 1 | Revision History: | N/A |

Purpose: To provide current guidelines and expectations for MLAH's COVID mask and curbside policy.

I. **Updated guidelines:**

- a. Masks are now optional for staff and clients. By removing your mask while inside the hospital, you are acknowledging that you do not have a fever, are not experiencing Covid-like symptoms, and will abide by all safety protocols. Vaccination is strongly encouraged of our staff unless there are medical or religious reasons.
- b. We are no longer limiting the number of clients who can accompany the pet inside the building for the appointment.

II. **Staff expectations:** As the number of clients in the building increases, it is essential that we remain mindful of our voice and sound volume and language at work. Everyone is expected to provide a compassionate, professional environment for our clients and patients, which includes reminding each other of this expectation when needed. If you are uncomfortable addressing someone directly, then speak to a Lead or Supervisor on the floor.

III. **Curbside Services:** Specialty rechecks will remain curbside until further notice. Staff can invite clients into the building for these appointments on an as needed basis.

IV. **In-person Services:**

- a. **Primary Care:** PC appointments are in-person unless the client requests a curbside appointment.
- b. **Emergency:** ER visits are in-person (unless otherwise requested from the client) from 6pm-8am Monday through Thursday and from 6pm Friday to 8am Monday. It is expected that all exam rooms will be cleaned by 6pm by the Department that uses them during the day, and it is expected that any exam rooms used by ER will be cleaned by ER by 8am so that they are ready to be used by another Department during the day.
- c. **Specialty:** All consultations are in-person.