

Subject: COVID-19 and our commitment to you

Dear -=ClientFirstName=-,

The ongoing wellbeing of your family and pets is our highest priority at ####PRACTICE_NAME###. As COVID -19 impacts everyday life and spreads within our communities, we are dedicated to providing you with the same great service and care that you have come to expect from our practice. At the same time, we are taking great measures to keep our clients, patients, and team members healthy and safe.

At ####PRACTICE_NAME###, we are working to prevent the spread of COVID -19 by:

- Limiting the number of clients in our hospital at one time. Please stay in your car when you arrive for your appointment and text us from your cell phone at ####PRACTICE_SMS_NUMBER### or call us at ####PRACTICE_PHONE_NUMBER###. We will let you know when it is okay to enter.
- Cleaning and disinfecting all surfaces of our practice several times a day - including exam rooms, equipment, computers, keyboards, pens, etc.
- Providing alcohol-based hand sanitizer in our lobby for each client to use as they enter.
- Declining to shake hands with clients during introductions. (We're being safe, not rude!)
- Encouraging all team members to wear exam gloves during each patient interaction even if we would not normally do so.
- Encouraging our team members to wash their hands frequently throughout the day and between visits.
- Offering drop-off appointments. We will come to your car to escort your pet into the hospital and bring them to your car when they are ready to be picked up.
- Offering larger quantities of certain medications to lower the amount of traffic in the hospital.
- Delivering items directly to your car when you pick up food or medications.
- Requiring employees not to report to work if they are experiencing any illness.

What can you do for your pets and family?

- Limit the number of visitors at your veterinary appointments to one person. If someone else rides with you to the practice, kindly ask them to remain in the car.
- Make sure that you have enough food, supplies, and medications available for your pets for the next couple of months. Please contact us to request any needed refills on medications.
- If you are experiencing any symptoms or are quarantined and your pet needs veterinary care, we want to help. Please call us to strategize the best course of action.
- With school, daycare, and office closures, we may run into scheduling challenges for both our clients and employees. We ask for your patience should these situations cause any scheduling challenges.
- Remember to:
 - Wash your hands regularly
 - Sneeze or cough into your elbow
 - Stay a safe distance from other people whenever possible (6-10 feet)

Please do not hesitate to reach out to us with any questions or concerns. We are here to support the health and safety of your family and pets!

Sincerely,