



Dear Families of Dignity Veterinary Hospital,

Dignity Veterinary Hospital cares about the health and safety of your pets, your families, and our staff. We know Coronavirus/COVID-19 is a concerning topic. As your pets health care partner, we want you to know we are still here during this time. Our facility remains open, and we intend to take every precaution necessary so we can continue to provide quality care for your family.

Dignity Veterinary Hospital is following the guidance of global health experts at the World Health Organization (WHO) and U.S. Centers for Disease Control (CDC) on preventing the spread of the COVID-19 virus. Our staff is practicing social distancing, frequently washing our hands, and we are regularly cleaning and disinfecting our facility and equipment. More importantly, we are asking that our staff stay home from work if they feel sick and we request that if you are not feeling well to have someone else bring your pet for you, or to reschedule for a future date. We hope by working together, we can all do our part to help others to stay safe by using these best practices.

Moving forward as the development of COVID-19 continues in our state, **we have temporarily changed our protocols and our hours** to better protect you, your pets, and our staff. We will be sure to continue updating you with any future changes or for the return of our previously regular business hours of operation.

We will only be allowing staff to enter the building until further notice. As such, our appointments will be performed curbside. Please call once you are here with your pet, a staff member will walk you through the next steps of caring for your pet over the phone. A staff member will then bring your pet inside for a thorough exam, and we will keep you updated. Please remain comfortably in your vehicle.

#### Temporary Hours of Operation:

|            |                    |
|------------|--------------------|
| Monday:    | 10:00 am - 4:00 pm |
| Tuesday:   | 10:00 am - 4:00 pm |
| Wednesday: | 10:00 am - 4:00 pm |
| Thursday:  | 10:00 am - 4:00 pm |
| Friday:    | 10:00 am - 4:00 pm |
| Saturday:  | Closed             |