

# St. Francis Hospital for Animals

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January 3, 2022

Happy New Year 2022 to all!

Thank you for your trust, your patience, support and confidence in our curbside protocol. When we initially began curbside-only in March 2020, we had no idea how long it would continue. With hopes of returning to in-person visits several times throughout 2021, our decision to remain curbside- only enabled our essential practice to remain open and operative throughout.

We are excited to announce that IN-PERSON visits will resume starting January 3<sup>rd</sup> 2022. After almost two years of strict curbside, we feel it is the right time to reestablish face-to-face appointments. This decision will hopefully reduce wait time in the parking lot and increase efficiency throughout the practice.

Dr. Parendo will be out of clinical rotation for the month of January 2022 to attend to his business duties; his two associates, Dr. Thomas Polehinke and Dr. Nicole Rufrano will continue to be here full time to address any concerns your pet may have.

Moving forward, we politely ask for your compassion, understanding and kindness as we transition yet again to a modified exam process. Our hope is that we can all work together to achieve our ultimate goal: **providing the safest possible environment for both our team, as well as for our clients and patients.**

We appreciate the relationship you have developed with our staff and we stay committed to providing the best veterinary care that we possibly can.

We look forward to welcoming you for in-person visits in 2022!

Sincerely,

Dr. Keith Parendo, DVM and the St. Francis Hospital for Animals Family