



March 31, 2021

Dear Firehall 4 Animal Hospital Family,

As the situation with COVID-19 continues to evolve we want to keep you updated on any new developments in our hospital along with the veterinary industry at large so that you have the most current information in regards to your pet's health and safety. Here are our most recent updates on how we are handling the COVID-19 pandemic at our practice:

1. We are now allowing clients the option of coming inside with their pet for appointments. In order to keep these appointments safe for everyone we are requiring a mask to be worn over the nose and mouth while in the building. Also, prior to entry clients must pass a temperature check along with a series of questions regarding potential COVID-19 exposure. We are asking clients to help us minimize the number of people in the building by limiting the visit to 1 family member per patient. Finally, we ask that our clients continue to allow their pet's examination and any treatments to be performed in the treatment area in order to maintain social distancing.
2. We will continue to offer curbside service for clients that prefer to remain in their cars during their pet's appointment. We ask that these clients call or text us upon arrival so that we can send a representative out to assist them for their pet's appointment.
3. In the event you are needing to pick up a prescription, you have the option to remain curbside and call our front desk for a staff member to bring it to you. If you prefer to come inside we ask that a mask is worn completely covering the nose and mouth. Again, please limit these visits to one family member if possible.
4. Lastly, as we continue to follow the appropriate COVID-19 sanitization protocols and deal with any additional safety measures necessary, we ask for your patience as wait times may be somewhat delayed.

Please know that we care deeply for our Firehall family including our patients, our clients, and our staff and we will do whatever we can to make everyone's visit as safe as possible. We also promise to do our very best to deal with any changes in this situation as they arise. As always, we are available by phone, text, and email for any consultations. We wish nothing more than for all of our clients and patients to stay happy and healthy during this time!

Sincerely,

Dr. Jennifer Peterson and Dr. Kelly Laas