

Dear Birch Lake Animal Hospital Family

As medical professionals, it is our responsibility and promise to always keep the best interest of our employees, clients, and patients in mind. While we continue to monitor the events surrounding the COVID-19 pandemic and wait for further guidance from the CDC and WHO officials, we have made the decision to remain open but are being proactive in our efforts to prevent the spread of the virus.

We already have extensive cleaning routines to help prevent the spread of illness including:

- Thoroughly disinfecting each exam room between appointments. Tables, benches, door handles, medical equipment are all cleaned with COVID-19 approved disinfectants.
- Clinic floors are mopped and the front lobby surfaces including counters and exterior door handles are being sanitized twice daily.
- To minimize stress on animals, we strive to avoid waits in the lobby and go directly into your personal exam room
- If you'd prefer to wait in your car until your exam room is ready, please call us upon arrival. We'll check the status of exam rooms and direct you for the most efficient route.

At this time we are asking our clients to postpone all noncritical appointments and surgical cases to ensure that our resources can be preserved for urgent and emergency cases. If possible, avoid trips to the clinic, especially if you are ill or have been in contact with someone who is ill. We can accommodate drop-off appointments for pets who need to be seen but the owners are ill. For prescriptions and food refills, consider our online store (accessible through our website) or ask to have one of our staff bring them out to your car.

We will continue to monitor the situation and update our policies to follow the guidelines set by public health officials. Thank you for your patience and understanding during this time. We are all in this together and we will continue to fight the spread of this disease together.

From our family to yours,

Birch Lake Animal Hospital