

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 had extensive cleaning routines to help prevent the spread of illness but have added some to further prevent the spread of COVID-19. These include:

- 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.
- Staff are wearing masks when bringing patients and medications to and from client vehicles.
- A new clean and sanitized leash is being used with each patient.
- Staff are wearing clean examination gloves or are washing their hands between each patient.

At this time we are seeing all types of appointments and continue to utilize curbside service for all but end of life appointments. Please know that your patient is important to us and we are trying to get everyone in that needs to be seen but we have had to reduce our appointment availability to accommodate the new protocols and staff shortages brought on by the COVID-19 pandemic.

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