

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. Throughout this pandemic we have closely followed CDC masking and social distancing guidelines. With the updated guidelines released on Friday, February 25, we have made the decision to discontinue our masking and curbside requirements. However, because we have a small building and we are a medical facility we ask that you be aware of the following requests.

- We understand that some individuals will still prefer to mask and social distance. We respect their right to make this choice and ask that you also respect their choice when you are in our building.
  - We ask that you continue to call upon your arrival so we can ensure we are ready for your appointment and don't have several clients in our lobby at the same time.
  - We will continue to offer the option of curbside service.
- Our exam rooms are small and they become smaller with every extra body we bring in. Please limit those attending your pet's appointment to those individuals that are absolutely necessary.
- When you are here, we want our focus to be on your pet. We kindly ask that children not accompany you to your appointment if at all possible.
- If you are waiting in the lobby to check out or pick up medication, please allow other clients at the desk privacy by waiting at the bench.
- To increase our efficiency, we are still requesting that medications, food and supplies be paid for when you call to order them. As a reminder, we do require at least one business day notice to refill medications.

Thank you for your continued loyalty throughout the COVID-19 pandemic. We will continue to monitor the CDC's recommendations and update our policies as needed but are hopeful that the worst days are behind us.

From our family to yours,

Birch Lake Animal Hospital