

Dear Valued Clients,

As always, the health and safety of our clients, patients and employees are of utmost importance to us. With growing concern about COVID-19, I wanted to share additional steps we have taken to prevent the spread of illness. As COVID-19 continues to spread in our area, we will provide you with updates as the situation progresses. At this time, we urge everyone to practice "Social Distancing" and limit the spread of the virus.

To protect you, your loved ones and our staff, we have implemented the following:

- ALL non-essential annual exams, vaccines and nail trims will be postponed for 2 weeks. If there are any concerns as to if your pet requires medical attention, please contact us via phone or email.
- We will only be providing essential medical care for patients with a problem or a recheck of a previous issue. (This will include scheduled injections, anal gland expression, scheduled surgeries )
- When you come in for an appointment, please stay in your vehicle and call to alert us to your arrival.
- A veterinary technician will take a medical history over the phone at that time or will call you back shortly thereafter.
- A member of our staff will wear protective equipment to keep both you and our staff safe and will come to your car to retrieve your animal. **AT THIS TIME NO OWNERS ARE ALLOWED IN THE BUILDING**
- We will call you to discuss your concerns, our findings and treatment options.
- Medication and food can be picked up in a similar manner.
- Our front door will remain locked during business hours
- We will temporarily be reducing our business hours to limit staff contacts.
  - Monday: 8am-5pm
  - Tuesday: 8am-5pm
  - Wednesday : CLOSED
  - Thursday: 8am-5pm
  - Friday : 8am-5pm
  - Saturday: 8am-12pm

- We will stagger appointments and allow more time for each appointment to accommodate this new protocol.
- We are disinfecting the hospital several times per day with products known to kill human corona viruses. We will clean the vestibule and door handles after every visit.
- We routinely wash our hands before, during and after all visits.

If you are feeling ill, we ask you to stay home and reschedule your pet's appointment. In the case that you are ill and your pet needs medical care, we have been asked by the American Veterinary Medical Association to have you call your State Veterinarian at 609-826-4872 in NJ or 518-473-4439 in NY.

We understand these are very uncertain times and that it will be difficult and inconvenient to put much of your life on hold. We want to assure you that we are doing our part to slow the spread of COVID-19 and urge you to do the same.

Stay safe and diligent,

Dr. Silberman, Dr. Torres, and the staff of Tri-County Animal Hospital