



## LEVAN ROAD VETERINARY HOSPITAL, P.C.

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Dear Valued Levan Road Veterinary Hospital Client,

Government/CDC mandates are rapidly changing and evolving in Michigan. For businesses like ours, this created many challenges and we must adjust to changes as we try to move towards a better and safe way to serve our clients. The team at Levan Road Veterinary Hospital is very excited to announce that as of July 1<sup>st</sup>, our clinic will be open to clients! We are thrilled to have face to face interaction with you again. Believe us when we say, we have missed you so much!

As we know with COVID, things are always changing, but starting Thursday, July 1<sup>st</sup>:

- When you arrive at the clinic with your pet, please call us to check in.
- For doctor appointments, we will allow 1 person per appointment in the exam room.
- For now, if you do enter the clinic, we will require you to wear a mask.
- If you prefer our curbside service for your pet's appointment, this will continue to remain an option. Please just communicate that to us when scheduling your appointment.
- Surgery check ins, tech appointments, fecal and urine drop offs, food and medication pick ups will all remain curbside.
- When picking up food and medication, please allow 24 hours to fill your orders.
- We plan to revisit our mask policy as new information becomes available.

We would like to proactively address our mask policy. There are several reasons we are keeping the mask requirement in place.

1. After much staff discussion, it is what our team feels the safest with at this time. We have small, enclosed spaces in our exam rooms and in the building.
2. Our staff is highly trained to provide the best possible care for your pet. Our priority is to keep our staff safe so they can continue to care for our patients. Even one sick employee significantly impacts our ability to do that. We have decided it is best for us to continue to require masks at this time. We will monitor and adjust our policy accordingly. We thank you for your understanding.

You all have been wonderful throughout this pandemic. We respectfully ask you to be mindful that our staff is mentally and emotionally exhausted from the last year and we would prefer to spend our energy positively on how happy we are to be seeing each of you again, as opposed to debating our mask policy. As we receive more information in the weeks to come, we will make appropriate adjustments. We just need time to do this safely and comfortably and want to thank you in advance for your cooperation. We will continue to send new information out to you as our policies change so that you can remain informed. Once again, thank you so much for your continued support and understanding. We can't wait to see you!

In Good health,

Levan Road Veterinary Hospital Team