

Dear Rutherford Veterinary Hospital Client Family,

We are so happy to announce that beginning July 12, 2021 we will be welcoming clients back into our hospital! This will be a limited re-opening as we navigate to a full re-opening later in the summer. The safety of our staff, clients, and patients is still our highest priority. Our hospital will still be following several safety precautions, such as requiring masks for both clients as well as our staff regardless of vaccination status. We have also installed an air purification system throughout the hospital to keep the air quality at the highest possible level. We also have hand sanitizer available throughout the hospital. Our hospital has adopted a strict cleaning regimen which includes disinfecting all contact surfaces between appointments and weekly electrostatic spraying of the entire hospital.

As we re-open our hospital here are some important things to remember:

- Our lobby will remain closed, so please wait in your car when you arrive for your appointment. Please call 214-826-4166 to let our staff know you are here.
- Masks are still required by both our staff and our clients while inside the hospital. If you choose not to wear a mask, we will only be able to offer curbside or drop-off services at this time. We appreciate your understanding as we are continuing to follow the CDC guidelines recommended for medical facilities.
- Two people per pet are allowed in the building for appointments.
- A staff member will meet you at your car when it's time for your appointment and an exam room is ready.
- If you have kids with you that need supervision, please use our curbside or drop-off services.
- All appointment visits will be invoiced out and paid in the exam room.

Our Curbside services are available and must be used for the following:

- Boarding and Daycare drop off and pick up.
- Surgery drop offs.
- Appointments that are scheduled as drop off appointments
- Bathing drop offs.
- Medication pick up
- Food pick up
- Payments will be done curbside or over the telephone with one of our receptionists
- Please call 214-826-4166 to utilize our curbside services

If you have experienced any exposure to covid-19 or experience any illness related symptoms please tell us at the time you arrive for your appointment. We will be happy to see your pet as a curbside appointment.

We are continually working to improve our ability to serve you as we progress to a full re-opening later this summer. We continue to ask for your patience as we work to offer you the highest level of care we can possibly provide. Please be considerate of our staff. We ask only for courtesy and kindness when working with our staff as they are working tirelessly to provide the best level of care for your pet.

Thank you so much for your continued trust in us.

The Doctors and staff of Rutherford Veterinary Hospital