

Dear Rutherford Veterinary Hospital customers

**We have great news to share with you!** On April 1<sup>st</sup> we are re-opening our hospital to welcome clients back into our building without limitations. As a team, we made this decision at a recent staff meeting. With the covid cases also on a decline in the area, we feel comfortable lifting our remaining covid restrictions. We recently finished having multiple in-system Sanuvox air purifiers installed throughout our hospital and boarding areas. These units with their UV filtering technology will provide the comfort of knowing the air circulating in our hospital and boarding areas is of the highest possible quality. We will continue to have hand sanitizer available throughout our hospital, along with maintaining our cleaning and disinfecting protocols to help decrease the spread of germs. This includes scheduled use of a hand-held electrostatic sprayer for deep cleaning.

We have also lifted our mask requirements for both our customers and staff. However, if you feel more comfortable wearing one, that is completely up to you. We still will have masks available at the front desk if you would like one while visiting with us.

Starting April 1<sup>st</sup> we will no longer close for lunch. We will remain open during our normal business hours to serve you.

**Curbside service is here to stay!** This service will still be available for our clients that prefer not to come into the hospital. Just call our hospital when you arrive. Because of our lobby size, we will continue to recommend curbside for food and medicine pickup. Over the last 2 years we've seen our daycare and boarding clients become accustomed to picking up their pets through our side gates as well as our back parking lot. We encourage these alternative routes for pickup especially when the front parking lot is full. Just call the front desk and we will bring your pet out to you.

The last 2 years has not been easy. At times we've had to make adjustments to the services we could provide. We want to thank our clients for their understanding and support. Without us working together, making it through these years may not have been a possibility.

As we move forward in re-opening our hospital, we continue to ask for kindness when interacting with our staff. They are working tirelessly to provide the level of care that you expect from our hospital.

**Thank you so much! It is your support that has helped our hospital make it through the past 2 years.**

Sincerely,

The Doctors and staff of Rutherford Veterinary Hospital