



July 1, 2021

Dear Clients of Bowmont Animal Hospital,

We wanted to provide an update to our clientele as we have made some UPDATES to our office policies regarding appointments and visiting the hospital as of July 1, 2021

**Masks** - We are asking clients to wear a mask at this time for the protection of our staff. If you forget a mask, we are happy to provide one for you.

**Appointments** - We are asking that only **one family member** accompany their pet into the hospital at this time. Owners will be asked to wear a mask and to sanitize their hands prior to an appointment. Children under the age of 14 are able to accompany a family member into an appointment.

If you are coming to the hospital for an appointment with your pet, please call when you are in the parking lot and one of our staff will let you know if we can accommodate you in the hospital. We would prefer if people could wait in their car rather than in the lobby. We will call you in and usher you right into an exam room to keep our lobby open for purchases.

If you have family members who are high risk and would like to have a more socially distant appointment with minimal contact (where only the pet comes into the hospital), we can still accommodate you. Please let our staff know when you book the appointment if you would like this type of appointment.

**Waiting Area** - We are now able to have clients enter the front waiting area however we will be limiting the number of customers we have in our lobby at one time. We are currently only able to accommodate **one client** at a time in the waiting area in order to maintain social distancing. Please wait for the person in the waiting room to leave before entering the clinic.

We are also happy to take pre-payment over the phone if you would rather not enter the hospital for food and medication orders.

**Sanitation**- We are continuing to sanitize the Hospital on a regular basis. Our Point of Sale terminal is cleaned between every transaction and our exam rooms receive a wipe down between appointments. We appreciate your patience while we complete these tasks to make sure that everyone can stay safe.

A big thank you to all of our clients and their pets for their understanding and patience during this pandemic! We look forward to seeing everyone and their furry family members back in the Hospital again.

Sincerely,

The Staff of Bowmont Animal Hospital