

May 6, 2022

To the Clients of Groton City Animal Hospital,

We wanted to give you an update of the status of the hospital as we continue to move through the pandemic. Since our office is in Tompkins County, we will continue to follow the recommendations of the Tompkins County Health Department, NYS Department of Health, and the CDC. Veterinarians are currently placed in the same group as human health care. Therefore, we are still under a mask mandate while in the building regardless of vaccine status.

At this time, we are welcoming one client per doctor/ technician appointment back into the hospital.

Please note the updated process below:

- . One person per patient visit will be allowed in the exam room for doctor and technician appointments. We ask that you continue to check in by phone or ring the doorbell when you arrive, then wait for a team member to come out and escort you and your pet into the building.

- . We request that you wear a mask at all times when in the building. Your mask must fully cover your nose and mouth.

- . Our lobby will remain closed to the public in order to reduce traffic flow inside the hospital. We request when possible that, medication and food refills be phoned in a head of time and with payment processed over the phone for pickup in the entry way.

- . We will still offer curbside appointments for those that are not comfortable wearing a mask or would prefer to wait in the car.

- . Accommodations for more than 1 family member present can be made for end of life appointments.

- . We ask that if you are sick, especially with flu like symptoms, have been in contact with anyone who has tested positive for Covid-19 in the last 14 days, or are currently positive for Covid-19 that you consider rescheduling any routine appointments. If your appointment is for a sick pet visit, please let us know so that we can make accommodations to see your pet as safely as possible for everyone involved.

We know this has been an extremely long and trying 2 years for everyone and sincerely appreciate all your patience, kindness, and understanding as we navigate through this time.

Thank you for continuing to trust us with your family members health!

The staff of Groton City Animal Hospital