

# Colony Animal Hospital

## Reopening Information

Effective July 7<sup>th</sup>, 2021

*We are excited to announce that we will reopen Colony Animal Hospital to our clients on a limited basis **effective Wednesday, July 7, 2021** ! It has been a long and difficult road back to this point and we sincerely thank all of our clients and their pets for the patience and cooperation shown during the height of the COVID-19 pandemic.*

As we reopen, please remember that not everyone is vaccinated. As a veterinary hospital, we are acutely aware of how easily viruses and bacteria spread. For this reason, we are limiting the number of people in the hospital during the day. We feel this is the best way to keep our doctors, our staff and you, our clients, healthy.

**Beginning July 7**, we will be offering the option for one person only to come inside per scheduled doctor's appointment. Curbside appointments are still available if you prefer to wait in your car. We are continuing curbside service for medication and food pick ups.

We ask you not to bring your children to your pet's appointments. The majority of children have not been vaccinated and our exam rooms are not large enough to safely accommodate them.

As we begin our re-opening, our staff will be wearing masks. Please wear a mask when you come into the hospital. We can provide one if needed. Social distancing is necessary. Not all Virginians are vaccinated so it is important that we remain vigilant in order to maintain the downward trend of COVID-19 cases.

On July 7 and afterward, when you arrive at the hospital, please call our number 757-877-6464 to let us know you are here. You can tell us then if you want to come inside or prefer to wait in your car.

We will let you know when it is time to enter the building. An assistant will meet you at the front door to escort you and your pet into an exam room for your appointment.

Once the appointment is finished, a staff member will review your invoice with you in the exam room before completing the check-out process there. Our hallways are not spacious enough to allow clients and their pets to gather there while checking out.

As we have always done, between each appointment, our exam rooms will be thoroughly cleaned and sanitized.

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While we would love to return to pre-COVID days of having all our clients and pets seated in our waiting area, we do not feel we can safely do so at this time. These are our first steps in returning to normalcy, though no one, not even the CDC, knows what that looks like right now.

We will be reviewing these requirements constantly in the hope we will be able to further open Colony Animal Hospital in the future.

Our doctors and staff have missed seeing you in person. We look forward to welcoming you back into the hospital and sharing the joy your pets bring to us all !