



To our clients and community,

Homeward Bound Animal Hospital is here for you and your animals during this unprecedented outbreak of COVID-19. However, to best protect the public health and the safety of our team, we are enacting some policies that will change how we deliver care to your pet. We are in no way willing to compromise the level of care we deliver to your pet, but simultaneously we want to create a safe environment for you, our community and our team to ensure that we are able to provide care to your pet throughout this difficult time.

### EFFECTIVE MARCH 18, 2020

- **Clients will no longer be allowed to enter the hospital.** Upon arriving, please call our office from your car to inform us of your arrival. We will check in your patient from designated areas in the parking lot from a distance of approximately six feet. After this, we will bring your pet inside where the doctor can examine it. The doctor will be able to call you or video chat with you after the exam so we can devise a treatment plan together, as we always have.
- We will only accept pets with collars or in carriers (we will use our own slip leads). No additional personal items please.
- We will be performing internal screens on the health of all employees. Any with signs of illness will be asked to return to their homes.
- In addition, we will also be asking basic health screening questions of all clients at the time they make appointments as well as at the time they arrive at our facility. Any that are sick or deemed to have a high suspicion of exposure may be asked to have a family member bring in their pet.
- We will be decreasing our wellness visits until such a time arises that the Colorado Department of Public Health advises that businesses can resume regular activity.
- Employees will be mandated to wash and sanitize their hands between every appointment.
- We will continue to maintain our regular hours of operation. We will try to answer as many questions as possible over the phone. If we cannot pick up, please leave us a message.
- Medications will be available for pick up outside of the hospital, or sent directly to your home. Instructions for this will become available shortly.
- Effective immediately, no donations of any kind will be accepted including blankets, baked goods, pet care equipment, pet food, etc. Thank you for the thoughts.

We did not arrive upon these decisions lightly, and we thank you for your understanding in this difficult time. Homeward Bound will be here as long as we are able and together we can all work to move past this and to see our community emerge even stronger.

**Sincerely, the entire team at Homeward Bound Animal Hospital**  
**(303)-981-4663**