



We are so grateful for all of the support you have given us as we have tried to balance the needs of your pets and the necessity of trying to prevent the spread of the coronavirus during these past weeks. In order for us to continue to act responsibly and maintain as much social distancing as possible, we are going to be instituting some additional measures to reduce exposure risks to you and our staff.

What to expect when you call for an appointment:

- Please call in advance for an appointment time whenever possible.
- At your appointment time what we ask is that when you park your car, please call us from the parking lot at (719)-687-6000 to let us know you are here and a staff member will come out to get your pet. For increased safety, we will use sanitized hospital slip leashes for those dogs not in travel carriers. Please have small dogs and cats in travel carriers.
- The doctor or staff member will then call you on your phone to get a history and to relay what the examination results and recommendations are for your pet.
- After the examination and any procedures are done, we will call you for payment over the phone. We are encouraging credit or debit card payments if possible at this time.
- A staff member will then bring the pet back to you in your car.

If you are picking up medication, food, or supplies:

- Call first to make sure they are available and ready.
- Call us from the car when you arrive and we will take payment over the phone.
- We will then instruct you that we will be placing the item(s) on the front steps or sidewalk and you can come and pick them up.

In addition, we will continue to do the following:

- We will be asking clients who call for an appointment if anyone in the household has traveled in the last 14 days, is sick, or has been diagnosed with COVID-19.
- If anyone in the household has been diagnosed as positive for COVID-19 we will be unable to see your pet at this time.

- If any household member is experiencing any symptoms of fever or respiratory illness please find your pet alternate transportation to keep yourself and our dedicated team healthy

Thank you for entrusting your pet's care to us and thank you for your patience during this unique time. Looking forward to handshakes, hugs, and licks in the near future!
Stay well!

Sincerely,

Dr. Cooper and the Compassion Animal Hospital Staff