



## UPDATED POLICY – MARCH 25, 2020

Dear friends and clients,

We wanted to write to let you know that East Springfield Veterinary Hospital, Inc; including both East Springfield Veterinary Hospital and Wilbraham Animal Hospital, is taking the situation with Coronavirus (COVID-19) extremely seriously, therefore **we are asking clients to follow our wellness precautions when coming for appointments.**

We request that all clients stay in your cars once you have reached our parking lot. Once parked, call the office and let us know that you have arrived and we will come out to greet you and take care of your needs.

We appreciate everyone's patience during this critical time. We are trying to balance service and safety for our employees and our clients during this pandemic. Please call us with any questions.

Sincerely,

The East Springfield Veterinary Hospital, Inc. team