



June 26, 2020

To our valued clients:

In these trying times, we would like to update you on our current COVID measures, in order to be able to service you in a timely and professional manner.

-We are still curbside for appointments and plan to remain curbside until we have further recommendations and instruction from the NJ Veterinary Medical Association and the American Veterinary Medical Association. We cannot risk any of the staff contracting Coronavirus. If one of the staff becomes infected, the entire office will need to close and we will not be able to serve our clients. We are also reducing our exposure as we all have families we need to go home to after we leave here for the day. We can assure you we are treating your pets with the same love and care now as when you are in the building for an appointment.

-We are currently not providing boarding services. With the influx of emergency and sick visits recently, we are shifting our focus to those patients. We are not sure when we will resume this service, but we will be sure to notify our clients when we do.

-We understand it is hot outside and is only going to get hotter this summer. We are doing our best to expedite each appointment, but sometimes our work takes time. If you are opposed to sitting in your car with the air on, or if your car does not have air, please let us know. We may be able to accommodate a drop off appointment for you.

-If we have to refer you to a local emergency clinic, it is not because we do not want to see you. We can only see so many appointments in one day, and always do our best to make sure we see as many pets as we can. Please do not yell at us because your pet is having an emergency and we are unable to help. It doesn't mean we don't care, we are simply physically unable to provide services for any more patients.

We have made several adjustments to ensure the health and safety of our clients, patients, and staff, all to be able to continue to provide services. We are trying to continue to care for your pets with the same energy that we always have. For the majority, you all have been thankful and respectful of the services we are still able to provide, albeit curbside at the moment. We love your furry family members and we strive to provide the same high-quality veterinary medicine consistently. We want to thank you for your continued trust and confidence. However, within the past few weeks, we have seen an escalating amount of unkind,

unreasonable, and entitled behavior. We have been yelled at, hung up on, and questioned about how we are operating this office.

In closing, we respectfully ask for you to be kind and considerate when speaking with our staff and here for an appointment. We all share the common goal of your pet's health and well-being. If you have any questions, please do not hesitate to contact us at 609-465-9006.

Wishing you all good health and safety,

Dr. Terri Marks and Staff of South Paw Animal Hospital