



July 1, 2020

To Our Client Family and Friends,

We hope all of you have been able to remain healthy and safe over the past several months. COVID 19 has taken a toll on all of us as individuals and as a small business, as we know it has you. We are so grateful that we have been able to remain open for business and provide quality care to your cats with these restrictions in place. This is the latest update and reminder of our hospital policies, [as of July 1, 2020](#).

Although many businesses across the nation are opening their doors, we are still following the recommendations put forth by the American Veterinary Association, the NHVMA, and the CDC to protect the health of our employees, clients, and community. Unfortunately, our facility is not designed to be able to achieve the currently recommended physical distancing. We also would not be able to keep up with the appropriate cleansing/sanitizing of rooms between appointments without significantly reducing the amount of appointments per day. At this time, we want to be able to continue to see all the cats that need to be seen as quickly as possible. We do understand it is difficult for you not to be with them to give them comfort during their exams. It has also been a challenge for us to not have you right with us during exams. We are continuing to adjust our procedures based on what works and what doesn't work and based your input. We thank you for being open to discussion about your concerns and thank you for being patient with us while we make your experience with us as smooth as possible. We do plan to open the building to clients in the future but only when it is deemed safe for both the staff and the clients.

We will continue to keep you updated on the webpage and our Facebook page as changes arise.

Updated as July 1, 2020.

Current policies for our hospital:

- *If you are sick*, we ask that you do not come to our hospital until you are well. Please arrange for someone else to bring your cat for you if needed.
- We are open for business Monday through Friday 8:00 a.m. to 5:30 p.m.
- We are scheduling elective and routine care appointments such as wellness exams, annual exams, senior cat 6-month exams, nail trimmings, sanitary cuts, and routine procedures.

Our boarding facility is open for clients only (as usual). You can call now for reservations.

- **We will still be providing “curbside service” only for the time being. How this works:** Once you arrive in our parking lot for your scheduled appointment or drop off, we ask that you call us with your mobile phone from the car to alert us you are here. When we are ready for your cat inside, we will have you put your cat on the front porch. ALL CATS MUST BE IN A CARRIER. PLEASE DO NOT LEAVE YOUR CAT ON THE PORCH UNTIL DIRECTED TO DO SO. We do not want any cats sitting the heat/bad weather for any length of time. We will come out to the porch and collect your cat and any samples you have brought. You’ll be asked to remain in your car while we examine your cat and perform necessary treatments in the hospital while you wait. The doctor will call you immediately after the exam to review the exam results and any questions/concerns with you.
- Likewise, when medicine, food, or supplies are needed, please call ahead so we can prepare everything you need ahead of time. Once you arrive, please call from your car and a team member leave your supplies on the front porch for you to pick up.
- We have opened a new online store as another option for you to get your cat’s food, including prescription food, and medicines. You can find the store at https://thecatdoctorofdover.securevetsource.com/site/view/119380_Home.pml?retUrl=https://catdoctorofdover.com/&cms or through the link on our website and our Facebook page.
- As always, when dealing with a serious emergency you should call either the Veterinary Emergency and Critical Care and Cancer Hospital in Newington at 603-431-3600 or Port City Referral Hospital Emergency Room at 603-433-0056.

Please do not hesitate to call us at 603-742-6369 or email us at info@catdoctorofdover.com to ask any questions or discuss any concerns.

Thank you for helping us to maintain a safe environment for everyone who visits and works within our hospital.

Regards,

Dr. Sharon Davis and the staff at The Cat Doctor of Dover