



March 14, 2020

Dear Pet Family:

At Cherry Hill Animal Hospital, the health and well-being of your pet and family are our top priority. As the situation around coronavirus (COVID-19) continues to evolve, we want to assure you that we plan to remain open during our regular business hours for general medicine appointments.

We are taking additional steps to keep patients, clients, and employees healthy and safe, including:

- In addition to the rigid cleaning and disinfecting protocols already in place, we have increased the frequency of our cleaning practices.
- Pet owners and their pets are given the option of waiting in their vehicles until they are ready to be placed into an exam room.
- Employees who feel ill are instructed to stay home and contact their doctor.

If you are feeling ill, we ask that you please call us before traveling to the hospital so we can either reschedule your appointment, or in the case of an emergency, provide information on what to do upon arrival at the hospital. Always remember that our veterinary partner, Red Bank Veterinary Hospital in Mount Laurel, is available 24/7 in the case of emergency after hours.

We are closely monitoring the guidance from the Centers for Disease Control and local authorities regarding the spread of the virus to ensure that the actions we are taking are comprehensive and appropriate.

If you have any questions, please call the Cherry Hill Animal Hospital team at (856) 325-2100.

Sincerely,

Jessica Ennis, DVM  
Medical Director

Gina Eisenhower  
Hospital Director