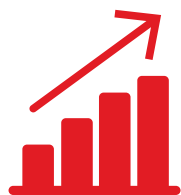


# How COVID is Impacting Your Visit

The protocols that we have put in place to best protect you, your pet, and our team members may affect your visit today.

## Why is the hospital so busy?



Our team and other veterinary hospitals nationwide have seen more patients than ever. So far this year, Care Center has treated over 23,000 patients.

**Pet ownership is on the rise.** An increase in adoption has caused a higher demand for veterinary care.



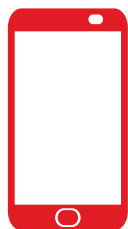
## We stay open.

While other emergency hospitals or day practices close for the day, our hospitals remains open, 24/7.



**Even though we are increasing our staffing levels, necessary COVID protocols cause us to not be as efficient as we would like.**

Families are unable to wait in our lobby, making hard days even harder.



Most communication happens by phone, so you may experience longer wait times.

Triaging may occur at your vehicle, with one or more of our team members.



COVID processes are creating more steps for our team.

**Where does your pet's condition fall?** Similar to a human hospital, we treat patients based on criticality.

Those patients with life-threatening injuries or illnesses will be given priority. Please know, even if your pet is stable, he or she is being closely monitored by our nursing staff while in our care.

**We appreciate your kindness, patience, and respect for our team throughout your visit.**

Pets needing emergency and specialty care is ideal to no one, but our team is doing their best to provide timely, exceptional veterinary care.