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To Our Pet Parent Community,

At Alpenglow Veterinary Emergency + Specialty Center, 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 24/7 for emergencies and continue uninterrupted specialty care.

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.
- For hospitalized patients, visitation will be approved on case-by-case basis at doctor discretion with a maximum visit time of 15 minutes no more than twice a day.
- Employees who feel ill are instructed to stay home and contact their doctor.

We will be conducting as many of our appointments as possible over the phone to keep our clients and staff protected and observe the social distancing recommendations. When you arrive at the hospital, please call 303-443-4569 so we can obtain patient information from you as well as a cell phone number. A nurse will call you to obtain your pet's history and explain how the appointment will work. Your pet will be taken inside with a hospital leash and carrier if needed. We will ask you to keep all personal leashes and pet belongings with you. The doctor and nurse will continue to communicate with you via phone and will work with you to come up with the best plan for you and your pet. **If your pet is critical and/or experiencing a life-threatening emergency, please come into the hospital and we will facilitate immediate care for your pet.**

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.

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 that we are taking are comprehensive and appropriate.

If you have any questions, please call us (303)-443-4569.

Sincerely,

Jamie Eamon, CVT
Hospital Director, Alpenglow Veterinary Specialty + Emergency Center