

June 23, 2020



We wanted to update to all of our client family as we continue to navigate the COVID pandemic together. As many of you probably already know, this weekend Dallas County approved an order that face coverings are mandatory for anyone entering a business in the county. This order is effective through August 4th. In addition, we have had a lot of our clients ask when we will be going back to normal operations for the clinic since there have been some changes in the guidelines from the state.

We would like to outline some of the questions we have run across lately in hopes to clarify so that you are prepared for your next visit with us.

- Our clinic is currently not open to non-personnel (see exception below). We do understand that there is varying information out there regarding COVID, but we have decided to err on the side of caution in order to keep our staff and our clients safe. For now, we will continue to provide curbside service and will re-evaluate in August. Please stay inside your car and call us when you arrive so that we may assist you.
- If you do happen to see clients entering the building, it is because their pets are coming in for euthanasia. We feel that due to the sensitive nature of these appointments, we want to provide our clients and our patients with the best care possible in these final moments. (If you schedule a euthanasia appointment with us, please note that our policy is no more than 2 people permitted into the building with the pet and both must wear masks for everyone's protection.)
- It is hot outside and it will only get worse. We are doing our best to be as expedient as possible. We do prefer to stay on time with our appointments, so please try your best to be on time. If your vehicle does not have air conditioning or you are opposed to sitting in your car with the engine running, then we are happy to accommodate a drop-off appointment. Simply let us know and we can arrange something that works for all parties involved. Please be patient and kind with our staff.
- Curbside service does unfortunately take longer than how we were able to operate before the pandemic and our phone lines can sometimes get overwhelmed. We do really miss having our awesome client family inside our clinic. It is not the same without you. We can't wait until we are able to have you all back inside with us.
- Our grooming and bathing schedules are currently booked out for several weeks. Please be understanding when you call for an appointment, and know that we will likely not be able to get your pet in immediately. Due to the pandemic, we are not able to schedule like we were prior to all of this. We are however able to add your pet to our cancellation list if an opening is available sooner. Just let us know and we can add your pet to the list when you call.

We want to thank you for your continued understanding. Our main priority is the health & safety of our staff and clients and we will continue to evaluate our operations with that in mind. Our team members are tirelessly working to continue to provide excellent care for you and your beloved pets. We will be sure to inform you when there is a change in our protocols. We will likely not just be flipping a switch and going back to our pre-COVID protocols, but will introduce changes gradually. Thank you again for your understanding and for continuing to trust us with your furry family members' care.

Sincerely, Your Cornerstone Animal Clinic family

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