



**Avian & Exotic
Animal Hospital**
of Louisiana

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Practice Limited to Birds, Reptiles and Exotics

Dr. GREGORY RICH
Dr. LESLIE PENCE
www.gregrichdvm.com

AFTER HOURS EMERGENCIES
504.835.8508

To all our beloved and valued Clientele:

This past year and through the beginning of 2021 we have all had to endure hardships and changes in our normal daily schedule. We have been blessed to continue to be here for you and your pets. True, we have not been able to have you present while we attended to your beloved pet(s), but rest assured that Dr. Rich, Dr. Pence and our staff of 14 hard working and truly caring veterinary team members have not taken you for granted. We all miss your presence in the exam room and catching up on what has been going on with you and your family. We hope and pray that each of you have been safe and well while taking this long journey called COVID.

On **June 14th, 2021** we will move into a gradual return to normal with the following protocols to keep you, your pet(s), and our staff safe.

- ❖ **We will begin allowing clients in the exam room. Once you arrive in the parking lot, you will call the front desk. Once your room is ready, we will call you inside and usher you to the exam room.**
- ❖ **Clients wishing to continue Curbside Veterinary Care will still be allowed to continue this service. If you have an appointment, your place in the schedule will remain intact.**
- ❖ **We will require that masks be worn at all times in our building. *The exception will be for babies less than 2 years of age.***
- ❖ **Our Examination rooms are small, so we will only be allowing 2 Family members per appointment for your pet's appointment. Children will not be allowed to wander around the reception area.**
- ❖ **If you have flu symptoms, COVID symptoms, running a temperature or are currently COVID positive, we ask you to please reschedule your appointment.**
- ❖ **Emergency cases, Drop-off appointments, Boarding, Surgery cases and Technician Appointments will still be handled as a CURBSIDE status. Please remain in your vehicle.**

We all hope and pray that this gradual ease into normal operating procedures for Avian & Exotic Animal Hospital of Louisiana will go smoothly and be a positive step forward for you, our staff and Drs. Pence and Rich. This has truly been a challenging year for us all. Dr. Pence and Dr. Rich have been operating at full throttle everyday for the past year. We still have the same caring, hard working staff you have always worked with. For our new clients, IT WILL BE GREAT to finally see your face. So many of our new clients have not seen our staff nor have we seen you. Just think - It has been over a year that Dr. Rich has not hugged a client hello or goodbye. We look forward to rekindling our form of **'Southern Hospitality'!!**

With everyone's help and participation, we will get through this and move on to a safer and healthier life.

Sincerely,

Drs. Pence and Rich as well as the staff at Avian & Exotic Animal Hospital of Louisiana

