

To the Clients of the Groton City Animal Hospital,

We wanted to give you an update of the status of the hospital as we move through the “re-opening” Phase 1 in New York. Since the office is in Tompkins County we will be following the recommendations of the Southern Tier region and the Tompkins County Health Department.

We would like to thank all of our clients for their patience and understanding as we have worked to create protocols to manage the requirements to keep our staff, doctors and our clients as safe as possible. This has been a difficult time for all of us.

We will be resuming scheduling for routine appointments and surgeries. Since we have had to lengthen our appointment times and shift our doctor schedule to meet staff needs we have reduced appointment slots available and they are booking up fast. We are trying our best to keep slots open every day for emergency and urgent care cases which also limits our regular appointment slots. All of this means that if you need to schedule your pet for a routine appointment we are booking out 2 to 3 weeks for routine appointments and 4 to 5 weeks out for surgeries. Please call well in advance for routine appointment requests.

As we navigate the tricky part of maintaining staff and doctor safety we have made the decision that for the time being we will be continuing with curbside check in for patients and parking lot delivery for medications. Our exam rooms are small enough that it would be impossible to maintain the recommended 6 foot social distance and in a small enclosed space (even with everyone wearing masks) we feel it would place our doctors, staff and you, our valued client, at an increased risk for transmission of the virus. We realize this has been and continues to be a burden on our clients but please try to remember that if one of our staff or doctors gets sick the office will likely be forced to CLOSE completely for up to 2 weeks for quarantine.

As we, as a region and state, move through the phases of reopening we will be closely watching the regional and local recommendations and adjusting our protocols as we feel appropriate.

Thank you again for your support of our practice.

The doctors and staff of the Groton City Animal Hospital