

Dear Elkhorn Animal Hospital family and friends,

Wow, what a year it has been! I am writing this letter to express our deepest gratitude for your continued support. This pandemic has challenged all of us in some way. Every small business in this country seems to have taken a hit through this trying time. My heart is beginning to feel relief as we begin to rebuild, renew and revise the way we continue to live our work and personal lives.

I personally want to say thank you to each and every part of our team here at Elkhorn Animal Hospital for their hard work and dedication through thick and thin. It amazes me how this team pulls through for you and your beloved pets every time. Many changes have been made for the safety of our staff and all of you. These amazing women continued to support this place through rain, snow, freezing temperatures, terrible heat and a lot of Covid puppies! During times of illness our entire staff had to make schedule changes, take on more hours and sometimes reduced hours. We are so fortunate that they have all stuck with us, and during the same time we feel blessed to have added a few new team members.

As I recall the many things that we have to be grateful for, it is easy for me to say THANK YOU for continuing to be a part of this family! We have been humbled by the amount of trust that you and your pets have placed with us. We all know how difficult it has been to watch your little loved ones disappear into the clinic without you being there to comfort them. Thank you for continuing to make your pet's health a priority and trusting us with their care. We know how much you love them and we love them so much, too.

Thank you so much for your continued patience. I hope that all of you know how much it has meant to us to have your patience as we work through the long days. Your patience has allowed us to continue to do the best that we can for you and your pets. This support from you has also helped to keep our heads up and our hearts warm. There are so many reasons that we love our clients and their pets, and these are just a few.

It is so exciting that the mandates put in place during this pandemic have started to lift. We are ready to start moving forward and we are excited to announce that as of June 1<sup>st</sup> the clinic will be open with some restrictions in place. Our focus will be to get back to business as usual while doing our part to protect those who are vulnerable in our community. We will continue to require that masks are properly worn while in our small clinic. I am hopeful that as we get more individuals vaccinated and we learn more about the vaccines that we will soon be back to a place where masks are reserved for the surgery room only.

If you and your family prefer to stay curbside, we would be glad to continue to make those accommodations for you during this time. Please just give us a call when you arrive. If you are ready to be in the clinic with your pet, we will have you come to the desk to be directed to the appropriate -waiting area. I am sure there will be kinks to work out as we continue to move forward, but I am confident that we will navigate these together with ease.

Again, all of the thanks in the world for your continued support! We are looking forward to seeing you again!

Sincerely and in good health,

Dr. Emily Koppold and the Elkhorn Animal Hospital staff