



**Avian & Exotic
Animal Hospital**
of Louisiana

3635 N. I-10 Service Rd W.
Metairie, LA 70002
504.455.6386

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:

SOMETHING TO SQUAWK ABOUT !!!!!

On **March 28th, 2022** we will move into a gradual return to normal with the following protocols to keep you, your pet(s), and our staff safe.

- ❖ Please call when you arrive to check in for your appointment. Once your room is ready, we will call you inside.
- ❖ Emergency cases will still be handled as a CURBSIDE status. Please return to your vehicle after one of the staff members brings your pet to the treatment area for assessment.
- ❖ Our Lobby will be open for those wanting to purchase food, toys, and medication refills. Seating is not available in the lobby at this time.
- ❖ Clients wishing to continue Curbside Veterinary Care will still be allowed to continue this service.
- ❖ **Masks are no longer required. If you prefer our staff wear a mask during your visit, please let us know and we will happily do so.**
- ❖ Our Examination rooms are small, so we will only be allowing 2 Family members per 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.

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 time for us all. Dr. Pence and Dr. Rich have been operating at full throttle everyday for the past 2 years. We still have the same caring, hard working staff you have always worked with.

With everyone's help and participation, we will get through this and continue to 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

