

Dear clients,

Hawthorne Dog and Cat Hospital is open with limited hours:

Monday, Tuesday, Wednesday, Friday 9 am to 5 pm.

Please follow these safety guidelines:

- No owners will be allowed on premises; the hospital front door will remain closed. No exceptions!
- Please wear a face mask. Clients without a face covering will be refused service.
- If you have symptoms of COVID-19: cough, fever, shortness of breath, please schedule at a different time.
- Please call the clinic at (310)675-3328 from your car when you arrive.
- Make sure you provide us with the phone number where you can be reached while we care for your pet.
- Please stay in our parking lot while we examine your pet.
- One of our technicians will come out and take your pet inside.
- Please have your cats and small dogs in carriers.
- A doctor will call you with recommendations and a price estimate.
- A receptionist will charge you out by phone. (Make sure you bring a credit card with you).
- A technician will bring your pet out.
- Please wear a face mask and maintain 6 ft distance from a staff member.
- We will not be running any specials at this time.

- We might not be able to provide service to aggressive dogs that require muzzles.

We understand the inconveniences and frustrations this protocol can cause, but we are doing this for the safety of our staff, their families and yours. These are temporary measures. We will return to normal operations as soon as it is safe to do so.