



Dear Valued Clients,

This is a long overdue update to all of you as we begin the Summer of 2021, which sounds so much better already than the Summer of 2020. I am excited to announce that we have finally moved to our new location in Irvine! While this news may seem sudden and unexpected to some of you, this move has been in the works for over two years. Making this dream a reality took a level of persistence, patience, and hard work that truly tested our team, as well as the crew of architects, engineers, and contractors that were involved in the project. Making this dream a reality while navigating through unprecedented times due to COVID-19 could not have happened without the support of you, as you continued to trust us with the care of your beloved furry family members. I know it has been tough getting your pet in to be seen whether for preventative care or emergency care. As our country and the world starts to rebuild and return to normal, I look forward to seeing you face to face in our new building. Although we in the veterinary profession have dedicated our lives to saving animals, this pandemic has taught us that it is not the only reason we love what we do. We miss building real, lasting relationships with you as well.

While we are expecting a change in mask mandates in the coming weeks, we are currently still following state and local COVID safety guidelines and require that you wear your mask when entering the building. However, we are able to offer hospital tours for one family at a time. If you wish to be present with your pet for the consultation, for diagnostics, or for treatments, please let us know and we will attempt to accommodate you if it can be done safely and within governmental guidelines for you and our staff. Our new building was designed with the intention of minimizing any separation between you and your pet while your pet is under our care. For some of you, curbside service may be your preferred experience with us even once we are through this pandemic. We will continue to provide curbside service for those that prefer it.

Some of the great benefits that we now offer you and your pets in our NEW LOCATION include:

1. Standalone building with plenty of parking.
2. UV germicidal lights in HVAC units throughout hospital.
3. 5000 square feet of space for increased hospital capacity, more exam rooms, and more hospital equipment.
4. Located in beautiful Old Town Irvine, conveniently located off the 5 Fwy and Sand Canyon Avenue.
5. Near The Great Park and Irvine Spectrum, and a little over 1 mile from our previous location.
6. Separate entrances, ICU wards, and treatment areas for cats/exotic pets and dogs.
7. Large grass yard to walk dogs that are hospitalized with us.
8. Minimally invasive laparoscopic surgery, endoscopy, and otoscopy.
9. Board certified emergency and critical care specialist on staff.
10. Open 24 hours Friday through Sunday; Open 7am until midnight Monday through Thursday; Nursing care 24 hours a day, 7 days a week.

The new building is located at **14980 Sand Canyon Avenue, Irvine CA 92618.**

Please do not take your pet to the previous location on Jeffrey Rd. as it is not currently staffed. In the future, we plan to reopen the Jeffrey Rd. location as an appointment only special services facility.

This past year has brought about a lot of change, some good and some not so good. I assure you, this is good change. And, it's only the beginning. If you are receiving this email, you can look forward to building a stronger, more trusting, and more rewarding relationship with us for the rest of 2021 and beyond.

Sincerely,

Handwritten signature of Mike Cao

Mike Cao, DVM
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