

**November 21, 2018**

**To all of our valued Cat Hospital of Chicago patient family members,**

We apologize for not providing an update sooner on our repair and restoration progress at Cat Hospital of Chicago. Though the process has moved at a slower pace than we had initially hoped, as it proceeds, we have very much come to appreciate all that goes into a repair and restoration process of this magnitude. It's certainly not as simple and straightforward as it might have appeared at the start!

Briefly, the latest updates are as follows:

 **REOPENING?** We hope to reopen Cat Hospital of Chicago in February of 2019. If we're super lucky, perhaps mid-January, if we're not lucky, this may push out into March. Fingers crossed!

 **WHAT ARE THE OPTIONS THAT YOU OFFER TO PROVIDE MEDICAL SERVICES IN THE MEANTIME FOR CAT(S)?**

- **Home visits:** We are able to provide nearly all outpatient services in the home setting (other than radiographs, at least for now). 'Day of' appointments' may be available in limited cases. Email [housecall@cathospitalofchicago.com](mailto:housecall@cathospitalofchicago.com) if you are interested in setting up a home visit and/or would like additional information.
- **Mobile Trailer in our Cat Hospital parking lot:** We had hoped that this would be up and running at this point. Unfortunately, it's not quite as simple as 'order, deliver, set up and go'! There are many factors to consider, but we *believe* we are close to making this a reality by early to mid- December, but there are a few hurdles yet to go, so stay tuned!
- **Medical care at other area veterinary hospitals:** See our previous update at [http://cathospitalofchicago.com/pdf/fire\\_letter\\_10-31-18.pdf](http://cathospitalofchicago.com/pdf/fire_letter_10-31-18.pdf) for detailed information about good hospitals in the area that are temporarily accepting our patients.

 **HOW CAN I REACH YOU ABOUT MY CAT(S) IN THE MEANTIME?** Unfortunately, patient owners are still unable to reach us directly by phone. That will change if/when the mobile trailer opens. Until then, see our previous update (same link as above) for contact email addresses. You can also leave a message on our hospital voicemail at 773-539-9080. Messages are checked every 30 min throughout the day from 9:00 – 6:00 weekdays, and from 9:00-3:00 on Saturdays.

 **IS THERE ANYTHING THAT I, AS A CLIENT OF CAT HOSPITAL OF CHICAGO, CAN DO TO HELP?** It has been very heartwarming to have had so many folks reach out to us to offer to help in any way possible. Our losses have not been as extensive as those who have lost businesses, homes, and even loved ones. We have lost supplies and we have been temporarily displaced, but we're fortunate enough to still have some resources that we can work with and comfortable places in which to work --and easy access to Target! But yes, as a way to help, you might consider:

- **Consider a donation** to one of the charitable organizations below.
  - [www.VCAcharities.org](http://www.VCAcharities.org): We are a part of the VCA (Veterinary Centers of America) community. All VCA hospitals in Northern and Southern California are opening their doors for free boarding, providing vaccines for those who need it and treating pets who were directly hurt by the massive fires in California

currently and in recent months. Many of these fire victims were not nearly as fortunate as we were. To see a press release regarding these relief efforts, see <https://www.businesswire.com/news/home/20181108006093/en/VCA-Animal-Hospitals-Offers-Free-Boarding-Pets>

- Tree House Humane Society here in Chicago: [www.treehouseanimals.org](http://www.treehouseanimals.org). Tree House has been very supportive of Cat Hospital of Chicago. Since our fire, they have offered space for our traveling cardiologist to provide service to our scheduled echocardiogram patients. This is one way to thank them!
- **Write a positive review** on our Google page!
  - [Search Cat Hospital of Chicago on Google.com](#)
  - To the right, there is a box that says Cat Hospital of Chicago
  - Scroll down to the box that says 'Reviews'
  - Click and Write a Review and follow the steps
  - Know how much we appreciate it!
- Alternatively, write a positive review on Yelp or the review site of your choice.

🐾 **DO YOU HAVE ANY PICTURES YOU CAN SHARE?!** Yes, we do!



This is Buster, having a blood sample taken in his home during one of our home visits. He was the perfect gentleman throughout his home visit!



Our lobby area being readied for the restoration process. The hospital is empty of absolutely everything except what is attached to the walls!

Thank you again for your patience throughout this experience. We know it has been challenging and frustrating for many of you with sick cats or cats with chronic medical conditions, as well as those due for follow up examinations or testing. Please know that we are thinking of all of you, and again, don't hesitate to reach out to us.

Dr Colleen Currigan, Hospital Director, and the entire Cat Hospital of Chicago team