



COVID Update 5/1/2020

Valued Clients:

Ohio continues a ***Stay Healthy and Safe At Home*** order, and there have been some restrictions lifted for veterinary care.

What is getting better? We are extending our hours at all 3 locations and we are now able to schedule elective procedures. We are continuing with TeleHealth/Telemedicine appointments to further serve you. Our online pharmacy is also available for home delivery.

We continue **Curbside Care**: In order to err on the side of caution and protect you and our team we will continue **Curbside Care** as we have for the last several weeks while we watch the progress our state makes after loosening restrictions. We are a close touch, hands on profession with our patients with more than 1 team member involved in every exam. Our exam rooms are used repeatedly (disinfected after every patient) throughout the day and small enough that we cannot successfully be 6 feet apart at all times. We have added a Zoom meeting feature to our software, so we can have you included (from your car) in your pet's care.

The Aurora Kennel will be slowly reopening to serve you. Our AK team will be back on-site beginning Monday 5/4/2020. Watch for Sue's updates as we add services – including puppy socialization play times for all our pandemic puppies. They will also continue **Curbside Care** and will retrieve your pet from your car, and then deliver them back to you after the stay.

Be Safe. Be Well. Be Kind.

Ellen Imhof, DVM and the Doctors and Team at the Aurora Animal Care Center