

Dear Friends,

We hope that you are all safe and healthy. We continue to monitor the situation with COVID-19 and adapt to changes in public health as they occur. With the rising numbers of cases of coronavirus throughout our country, including Delaware and recent travel bans for Delawarians, we have made the difficult decision to return to curbside care to protect your health and the health of our staff.

We understand the stress that this puts upon you and your pets. Please know that this decision was difficult to make, as curbside service places a significant burden upon our staff and our ability to provide efficient care. We are also cognizant of the impact the hot and stormy weather will have upon our patients.

In order to make curbside service as tolerable as possible, please read the following:

- Call us upon your arrival 302-762-2694. We will check you in and retrieve your pet as soon as we are able to. Our call volume is significantly higher than ever right now, please continue to call if you are unable to get through.
- Stay in the air-conditioning of your car. Bring a water bottle to stay hydrated. Consider bringing a book or some work to do in the event that care takes longer than anticipated. If your pet's visit is going to be longer than normal, you are welcome to admit your pet to the hospital and pick up later at your convenience.
- If you do not have air conditioning, please tell our staff upon check-in and we will immediately bring your pet into the building.
- Keep kitties in a carrier in the air-conditioning. Keep your dogs leashed or harnessed and make sure collars are not too loose.
- We do have a picnic table on the right side of our building if you would like to get out of your car and get some fresh air.
- **DROP-OFF EXAMS ARE AN OPTION.** If you are unable to wait in your car for your pet's appointment, please consider a drop-off exam. You will still be able to talk with the doctor and staff by phone or FaceTime and we will take excellent care of your pet. You can pick up your pet at your convenience.
- If your pet requires end-of-life services, please talk with our staff about accommodations to allow you to be with your pet and make this difficult process as peaceful as possible.

As always, we are grateful for your patience and support during these most difficult times. We will continue to do our very best to take care of your pets and keep you and our team safe. Our family will continue to be here for you and your family. Stay Safe!

Your Friends at Wilmington Animal Hospital