



Diley Hill Animal Emergency Center

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Dear Valued Referral Partner,

We wanted to connect directly with you to share more about the steps we are taking in response to COVID-19.

Diley Hill Animal Emergency will remain open to serve our referral partners and our shared community. Please note that we have decided to continue the following procedures until further notice.

- Car Side Check-in: Clients will fill out paperwork electronically and remain in the comfort of their car while pets are taken inside. Masks are REQUIRED when clients are in contact with any DHAER team member.
- Euthanasia Procedure: Clients may choose to be present for a pet euthanasia. However, we will limit accompanying family members to one person.
- In hospital procedures: Team members are required to social distance and wear masks, gloves, and face shields where appropriate. Additionally, temperatures are recorded for each team member daily.
- Anyone exhibiting signs or with a confirmed diagnosis will not be permitted into the building.

It is our hope that these continued measures will keep our team and community safe. Diley Hill Animal Emergency is proud to serve alongside your business as we navigate through these challenging times. If you have any further questions regarding our COVID policies or general questions regarding costs, procedures, or referrals please contact us at (614) 829-6444.

Thank you for your cooperation and understanding!

The Diley Hill Animal Emergency Team