

*This post comes with a heavy heart and an abundance of caution for the safety of our AEC staff:*

*Our Team at The AEC would like to take a moment to remind our clients that verbal and physical abuse will not be tolerated. The Team reserves the right to refuse service to any client who exhibits this behavior.*

*We understand that during these unprecedented times, stress and emotions are high. Just like you, we want what is best for your family.*

*AEC staff has put our health and welfare on the line each day since the start of the Covid-19 outbreak. Our staff of 4 veterinarians and ~20 support staff members work hard to provide emergency and critical care to the clients of approximately 30+ day practice clinics, covering multiple counties!*

*We are continuing to practice curbside care at this time, to protect Our Team, and you. We ask that you please be patient and respectful as we navigate these uncharted waters together.*

*Our wait times have been higher than normal, along with all of the other vet clinics in this community. The Team at The AEC has always strived to provide gold standard of care, and will continue to do so.*

*If you find yourself needing emergency care, we ask that you contact us at 563-344-9599, and a Team Member will further direct you. Our Team is specifically trained in triaging your pet's needs and non-critical patients may be advised to contact your primary care veterinarian to schedule an appt. Please remember that wait times are fluid and given we are emergency room, all patients are triaged and care is provided to the most critical patients first.*

*Our Team has been working past capacity nonstop, these last few months. The Team at the Animal Emergency Center is just as physically, mentally, and spiritually exhausted as you but continue to show up with a professional attitude. Please understand we are all in this situation of Covid-19 together.*

*Please arrive to our clinic with patience and grace! We promise you that your pet will be cared for, by our expert team, compassionately and comprehensively... and as quickly as possible.*

*Thank you for your cooperation and we look forward to working together.*