

A note to the general public and especially to our clients:

We would like to express our gratitude for your support during this difficult time in all of our lives. We acknowledge that this pandemic is distressing for all of us. We are hoping that this letter will help you to understand that a lot of this is new to us too and we're doing the best we can under very difficult circumstances.

We have had a few negative reviews lately which is very distressing to us, especially right now. We can't help but feel these negative reviews are coming from people who are retaliating due to not getting what they want, when they want it. Sometimes that is just not possible. You also have to remember that we have guidelines that we must follow, set by the AVMA, that require us to have a client-patient relationship where the patient is seen, blood work is performed, etc. within certain time frames. If we won't just give your pet medication when the above parameters aren't met it's not because we don't care or we're heartless. It's really the complete opposite, not only are we following the rules, it's also because we want what's best for your pet.

We acknowledge that an action provokes a reaction and in light of that acknowledgement we will be more aware of how we explain situations to people. We are asking for you, the public, to be more understanding and patient with us. We are here to help, serve, and protect you and your beloved pets.

We would also like to take a moment to recognize the many understanding, loyal, patient, and wonderful clients that we have. Thank you for your kindness and loyalty. We truly appreciate you all!

Thank you,

Island Trees Veterinary Hospital