

We Need Your Help: An Open Letter to all of our Everhart Family

Dear Pet Parents,

We genuinely need your help. First of all, thank you for trusting Everhart Veterinary Hospital and Everhart WellPet Center with the care of your beloved 4-legged children, as we have continued to provide our compassionate care for the past 60 plus years and to continue our commitment to you and your pets during this stressful and trying COVID era.

We know the stress and anxiety caused by the pandemic touches all members of society.

It has also created a significant surge in demand for veterinary services. We frequently have more patients than we can reasonably handle. Also, for the safety of our staff we are managing our health care delivery outside of the hospital providing curbside services. This has further decreased our efficiency in numbers and timeliness of your visits.

To accommodate this, we introduced a telemedicine option in April. This service is provided by AirVet and we encourage you to download the App which will help provide an additional avenue for obtaining care for both of our locations. We will provide instructions for you to accomplish this connection.

The following points will summarize our request for you when interacting with our staff:

- 1) Please be aware that our medical team has been working very long hours under arduous conditions at increased risk to themselves and their family members, to provide care for your pets. This includes routine care as well as urgent illnesses & injuries.
- 2) Regrettably, our profession is experiencing a notable increase in people who are exhibiting abusive behaviors toward members of veterinary teams.
- 3) Due to the emotional toll this is taking on our employees, we cannot tolerate inappropriate and rough language and/or inappropriate behaviors being directed toward our staff.
- 4) Excessive voice volume, cursing, threatening, belittling, bullying, or attempting to intimidate when interacting with our staff are behaviors we will not tolerate. You will be asked to leave and we will not be able to provide care for you at either location.

Please know we are doing our very best and are experiencing the pandemic with you. Therefore, we view ourselves as being in a partnership with you and simply ask that you please be kind.

Finally, if you have concerns, questions or issues, please help us learn and improve by contacting our management staff and we will address your problems thoroughly and promptly.

Again, thank you for being a member of the Everhart family. We consider it an honor to serve you and your loyal and beloved companions.

With sincere gratitude,

The Doctors, Veterinary Technicians, Veterinary Assistants, Client Service Representatives, & Management Team at
Everhart Veterinary Medicine