

KINDNESS IS FREE

Life has changed drastically for everyone over the last 8 months. We are **so grateful** for our clients that have reached out to show their support and understanding! We *appreciate* you and we are *honored* you have entrusted us with the care of your pet(s).

We are aware of the frustration during these past few months, both in the veterinary world and in the outside world, everyone has experienced in dealing with the many unexpected changes in all our lives. We understand it is difficult to wait in the car while your pet is inside the clinic without you. Please know we are trying to make these visits as happy, pleasant and stress-free as possible in your absence. We are excited to welcome you back into our building safely and cautiously with the goal of keeping both you and the entire staff healthy.

We greatly value you, your pet(s) and your business. We also greatly value our staff, including their emotional and physical well-being. The Brightwood Animal Hospital staff has worked tirelessly throughout the pandemic to ensure the clinic is able to stay open to provide much needed medical care for your pet(s). They have done this knowing the risk to themselves and their families because they want and wish the best for your furry family member(s). They have shown this dedication by staying after hours, working through and without lunch or a break, coming in on days off, handling double the normal workload due to curbside service, dealing professionally with stressed clients and supporting families when it was time to say their final goodbyes while possibly coping with the fact there were multiple losses of pets that day. This is just a sampling of the care and dedication every staff member brings to the table every day.

We are always open to constructive criticism as we strive to improve ourselves and our services to you. Please choose to provide your constructive criticism with the same kindness and respect you also deserve. Rude, aggressive, hostile and/or abusive behavior will NOT be tolerated. Your access to services *will* be terminated.

If you want and value a veterinary clinic with a dedicated, caring and professional staff, look no further! We will welcome you to the Brightwood family with open arms and paws. We ask for kindness because, after all, kindness is free!