



We would like to sincerely apologize for a recent situation that occurred at our clinic involving inappropriate use of a client's phone. An employee mistakenly believed the phone belonged to a co-worker and, in a moment of poor judgment, took lighthearted photos. Unfortunately, it was later realized that the phone in fact belonged to a client.

We want to be clear this was an isolated incident, and it does not in any way reflect the standards of professionalism, care, and compassion that we hold ourselves to when serving our patients and their families.

After conducting a thorough internal investigation, we have confirmed that the individual involved did not know the phone belonged to a client. Nevertheless, this behavior was unacceptable, and we are addressing it directly with the staff members involved to ensure this never happens again.

We understand the seriousness of this matter and the trust you place in us when bringing your beloved pets into our care. Protecting that trust is our top priority, and we are committed to learning from this situation so that it does not occur in the future.

To our clients and our community: please know how deeply sorry we are for this incident. We value the confidence you place in our team and remain dedicated to providing the compassionate, professional care that your pets deserve.