



**Corfu Veterinary Clinic
9770 Snipery Rd
Corfu, NY 14036
585-599-3148**

To all our amazing clients and their fur babies,

It goes without saying that 2020 was a unique and challenging year. The ripple effects of which are still being felt everywhere you turn. While we feel CVC weathered the Covid storm and all that came with it as best we could, it still caused some fundamental changes to our business, our people, and the network of businesses we do business with.

Many of these things you can't see from where you sit. Some you can. Our veterinary referral specialists (surgeons, ER docs, eye specialists, oncologists) have struggled as we have with the increased demands for pet care. Often leaving CVC no choice but to care for ailments we normally wouldn't.

We always want to provide the best care possible and to get you and your pet the best possible outcomes. The increased demand added to the reduced availability of specialists to send extra complicated cases to has caused strain on our staff and facilities to handle the caseload.

We have taken steps to address this:

- 1) We stopped adding new clients in March 2021 to focus exclusively on you our existing clients.**
- 2) We started construction on a renovation/addition to provide more exam rooms, an upgraded laboratory, and better client and patient access to the building under the "new normal" since covid. (Please bear with us during the short-term pain associated with the construction).**
- 3) We have hired additional staff to help with the growing caseload. We will continue to look for talented and caring team members to add to our CVC family.**
- 4) We have added lines to our phone system to help with all the communication that takes place here every day.**

A new development on the horizon is a major uptick in anticipated maternity leave amongst our staff in the end of 2021 and beginning of 2022. Add to that the usual return of summer employees to college in the fall and we do again anticipate staffing challenges for the next several months.

I have decided after much thought to shorten our hours of operation from the current 7am to 6pm by one hour to be 7am to 5pm going forward.

- 1) This will allow us to focus more personnel on the work being done during those hours and take a little pressure off those employees currently working extra hours each shift to provide coverage.**
- 2) We anticipate being able to see the same number of appointments each day as we currently do by having our 10am to 6pm doctors shift their schedules by one hour earlier and start at 9am.**
- 3) When the new rooms are completed (hopefully by Thanksgiving) we expect shorter waiting times for you to be seen.**
- 4) Pets being hospitalized overnight will also be cared for on our typical schedule.**

In a perfect world CVC would have an unlimited supply of staff to care for every patient who needed us whenever they needed us. In the current state of things, we must adjust to our reality and provide the best care possible in a slightly smaller window of time. If you look around this is not unique to CVC. Banks, stores, restaurants, car dealerships, and other customer service-oriented businesses are also being compelled to reduce hours due to staffing shortages.

CVC and I appreciate you all very much. Your trust in us, and the loyalty and confidence you all have shown us over the years tells us we are on the right path.

Sincerely,

Dr. Mark