

Dear Client of Caro Veterinary Clinic

We are thrilled that you have chosen us as your pet care provider and we look forward to many years of keeping your pet(s) healthy. We pledge that we will provide the highest quality veterinary care you will find anywhere. Our practice philosophy underscores that promise and we would like to share it with you:

Our Vision - To be the first choice for clients who want the highest quality veterinary care in a friendly, professional and educational environment.

Mission - We will achieve this vision by committing ourselves and taking action in the following areas:

1. Building loyal and informed clients through outstanding customer service and client education.
2. Providing the most compassionate care possible to each of our patients.
3. Delivering the highest quality veterinary care available in Tuscola County.
4. Treating our community, and each other, with respect while focusing on courteous and professional behavior.

The following are just a few of the things that we believe make us unique and the BEST healthcare provider for your pet:

1. You can rest assured that if your pet is sick or recovering from surgery and has to spend the night with us, they will be monitored after hours by Dr. Mark and Laura, a Licensed Veterinary Technician, so that any adjustments in treatment can be made in a timely manner.
2. Dr. Mark has practiced *exclusively* small animal medicine and surgery in progressive hospitals for over 25 years, routinely caring for cases requiring advanced medical or surgical treatment while promoting the best in wellness care.
3. Our support staff (Noelle, Giles and Laura) is committed to customer satisfaction. We promise that you will be greeted with a smile and treated courteously every time you visit our clinic. If you don't feel you were given the highest quality customer service by our staff, I want to know about it personally.

Since changes in pet care are inevitable, we will continue to be your *best* source for advice on any new concepts, products or services that may be appropriate for *your* pet.

Sincerely,

Dr. Mark Strzelewicz