

THIS HOSPITAL IS A HEALING ENVIRONMENT

We understand that these are stressful times and that having a sick or injured pet is particularly stressful.

Our team is working hard, under difficult pandemic conditions. They are 100% committed, in spite of personal risk, to being here for YOUR pet, and to serving you with courtesy, compassion and respect. We expect that they be treated in the same manner so that we can properly attend to the needs of your pet.

MVA has zero tolerance for unprofessional, disrespectful or aggressive language or behavior, including failure to respond to instructions and safety recommendations. Out of respect for our patients, staff and clients, any incidents may result in refusal to treat and removal from our facility. When appropriate, hospital leadership will support our staff members in pressing charges.