



IMPORTANT SCHEDULE CHANGES - PLEASE READ

WE WANT TO INFORM YOU OF A NECESSARY CHANGE IN OUR APPOINTMENT SCHEDULE. WE HAVE MADE THE DIFFICULT DECISION TO CLOSE THE HOSPITAL ON SATURDAYS.

AS YOU ARE PROBABLY AWARE, THERE IS A HUGE STAFFING SHORTAGE IN ALL INDUSTRIES ACROSS THE COUNTRY AND THE VETERINARY FIELD IS NO EXCEPTION. WE HAVE BEEN WORKING TIRELESSLY AND TRYING OUR BEST FOR A VERY LONG TIME TO BE HERE SIX DAYS A WEEK. WE NOW MUST FACE THE FACT THAT IT IS NO LONGER FEASIBLE. AS THE STAFFING SHORTAGE HAS REACHED US AS WELL. QUALIFIED DOCTOR, TECHNICIAN, ASSISTANT, AND RECEPTION CANDIDATES ARE SIMPLY NO LONGER AVAILABLE.

WE DO NOT HAVE ENOUGH TEAM MEMBERS TO CONTINUE BEING OPEN SIX DAYS A WEEK. OUR FOCUS WILL BE ON BETTER STAFFING FOR WEEKDAY APPOINTMENTS WHICH INCLUDE OUR SURGERY DAYS. TO ENABLE US TO DO THIS, WE WILL BE CLOSING THE HOSPITAL ON SATURDAYS FOR THE FORESEEABLE FUTURE.

WE WILL STILL BE HERE TO PROVIDE QUALITY MEDICINE AND CUSTOMER SERVICE MONDAY – FRIDAY. MONDAY 9-7, TUESDAY AND WEDNESDAY 9-6, THURSDAY AND FRIDAY 9-5. AS ALWAYS, WE STRONGLY RECOMMEND CALLING BEFORE HEADING OUR WAY IN THE EVENT OF ANY UNEXPECTED SCHEDULE CHANGE.

WE HOPE EVERYONE WILL UNDERSTAND OUR NEED FOR THIS CHANGE, WHICH WILL BEGIN IN JANUARY. OUR LAST SATURDAY OPEN WILL BE DECEMBER 18TH, AS THE FOLLOWING SATURDAYS ARE THE HOLIDAYS.

WE ANTICIPATE THIS BEING A TEMPORARY SCHEDULE CHANGE. WE WILL UPDATE YOU AS SOON AS WE ARE ABLE TO HIRE AND TRAIN NEW TEAM MEMBERS THAT ARE READY TO DELIVER THE SAME HIGH STANDARD OF CARE AND COMMUNICATION YOU EXPECT AND DESERVE.

WE SINCERELY APPRECIATE YOUR SUPPORT AND PATIENCE AND APOLOGIZE FOR ANY INCONVENIENCE THIS MAY CAUSE YOU.

THE SAUGUS ANIMAL HOSPITAL TEAM