



SOME UPDATES ABOUT GREENBRIER

EXTENDED WAIT TIMES: Vet offices throughout Virginia and nationwide are experiencing record wait times due to an unprecedented increase in demand for services and an industry-wide shortage of vets and veterinary staff. Greenbrier's role as one of a very few fully walk-in clinics for miles around makes this supply/demand mismatch even more acute. Until this situation changes, **please anticipate increased wait times at Greenbrier, ranging from 15 minutes to upwards of 6 hours.**

You will find similar wait times in Richmond and Northern Virginia. We understand this is as maddening for our clients as for us, particularly if your quoted wait time increases when we triage a later arrival requiring immediate care. Rest assured that if your animal is experiencing a life-threatening emergency, we will likewise do whatever it takes to treat your pet immediately, even if we must ask patients with less severe ailments to wait longer.

Greenbrier is committed to weathering this "perfect storm" of staff shortages, high demand, and Covid-related complications. Since opening for business 11½ years ago, we have steadfastly kept our doors open every night, weekend, and holiday. Even as the latest Covid threat emerges, our hard-working staff continues to provide optimal care.

But we need your help.

If your pet can wait to see your regular vet during regular business hours, please wait and allow us to use our limited capacity for truly emergent cases.

For those clients who join in our spirit of cooperation and offer us the forbearance we need as we work under these atypical conditions, please accept our heartfelt thanks!

For those who grow impatient about lengthy wait times, please note that **we will not tolerate rude or abusive behavior towards our staff under any circumstances.**

We reserve the right to deny care to anyone who violates this policy.

In-office restrictions for pet owners – Owing to the extra-normal workflow in our office, along with the persistence of Covid variants, we are extending our current practice of seeing only our animal patients inside our office. You will continue to wait for your pets in our parking area. Our staff will communicate with you by phone or car-side visits.

We understand the priority many of you place on a direct relationship with our vets and the opportunity to participate during veterinary procedures. Nevertheless, we are unable to minimize wait times and manage our current caseload without this accommodation.

We sincerely appreciate your patience and understanding during this challenging time.