



5700 Sunrise Highway
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Gregory S. Carastro, LVT
Hospital Administrator & Director of Human Resources
Veterinary Medical Center of Long Island
75 Sunrise Highway
West Islip NY 11795

Re: Deirdre LVT, Juliette LVT, Nina, Donna, Christen
Deb, Jen M., Jess, Kristen, Margaret, Pam

Dear Greg:

As a local business owner with a staff of over 60 people I value the superior work of staff members within my organization as well as other businesses. It is for this reason I want to reflect on the exceptional care and concern I received from your staff on several occasions.

Over the past 15 months I have been working closely with Dr. La Croix DVM, DACVO in caring for Jackie, my 12 ½ year old Jack Russell Terrier, and her health issues.

During this time I have realized two important things in life:

- 1- Behind every great Doctor is a great staff!
- 2- Caring for your pet's health appears to be more stressful than caring for your own.

When Jackie needed specialty eye surgery, your facility was recommended by Dr. Hopkins of Meadowbrook Animal Hospital in Freeport.

Candidly I find I am a better patient than a parent! To put things in perspective, I need to mention that I had to put my other Jack Russell to sleep simultaneously with the news of Jackie's need for eye surgery. I found myself feeling helpless yet your staff including the receptionists, veterinary technicians and operation assistants helped me through the most drama filled event of my life.

During my many visits to you facility I have witnessed some of your customers being abusive, disrespectful and inconsiderate of your staff and the efforts they put forth in the interest of the sick pet. Yet your staff always maintains their professionalism and work diligently to care for their patient despite the owners inappropriate actions. For this I commend each and every staff member in your organization! They stand out amongst some of the finest customer service staff I have ever dealt with.

Sincerely

A handwritten signature in black ink, appearing to be "John Donaldson".

John Donaldson
(Jackie's Dad)



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Re: Dr. Brooke Hutt

Dear Greg:

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During my first visit to your facility, which also happened to be the first day of the installation of your new computer system, Dr. La Croix was finishing up an emergency surgery so my appointment was understandably delayed. Instead of leaving me wonder in fear, your staff had Jackie examined by Dr. Brooke Hutt. She offered me an explanation of Jackie's condition which brought me some needed understanding and comfort. This was a very thoughtful gesture as it offered me a professional's advice while awaiting the surgeon's visit. Since that time Dr. Hutt has made Jackie and I aware of her continued presence and support during our follow-up visits.

I commend Dr. Hutt as an outstanding member of your team of doctors.

Sincerely

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John Donaldson
(Jackie's Dad)