



The Austinburg Veterinary Clinic Mission

Our mission is to be absolutely committed to improving our patient's lives, our client's lives, the lives of our team members and the lives of others in our community. We hold ourselves to the highest standards of professionalism and compassion. We continually strive to be better doctors, nurses, client relationship specialists, kennel workers, assistants, managers and people.

We achieve this by:

- Accepting the responsibility that comes with being the advocate for animals who cannot advocate for themselves

Not to hurt our humble brethren is our first duty to them, but to stop there is not enough. We have a higher mission—to be of service to them wherever they require it.”—Francis of Assisi

- Treating clients with respect and courtesy regardless of personality, lifestyle, or financial ability.
- Educating each and every client in our 6 core standards of preventive care

These 6 areas are the cornerstone of preventive patient care. If we make sure we address all these areas in each and every patient, we can be assured that we will have significantly impacted their lives and the lives of their families.

- 1) Vaccinations: all of our patients need core vaccines to protect them from disease.
- 2) Heartworm prevention: all of our patients need heartworm prevention regardless of age or lifestyle. Heartworm is deadly in dogs and cats, prevention is the key.
- 3) Parasite control: internal and external parasites cause significant disease and discomfort. All patients need to be protected from internal and external parasites.
- 4) Weight control: obesity is a significant cause of disease in our patients. Their owners need our guidance in the nutrition of their pets.
- 5) Dental Care: 80% of our patients have periodontal disease. By providing the oral health care they need and teaching their owners how to care for their pets teeth, we can improve their health.
- 6) We will address behavioral concerns and educate our clients so their pets remain an enjoyable part of their family.

- Understanding that to grow we must learn and to learn we must challenge ourselves and push past our perceived limits. We will actively pursue knowledge to better ourselves.
- Supporting those around us in their professional growth. We will work as a team to achieve our goals.
- Providing high-quality medicine at an affordable price by being financially responsible in all areas of practice management.
- Upholding the standards set forth by our AAHA accreditation every day.
- Acting as responsible members of our community, we will lead by example, and remember that we are always representing our profession and will act accordingly.

