

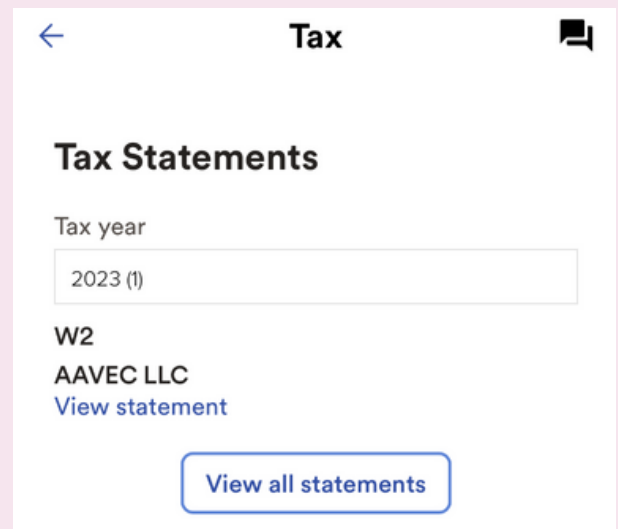
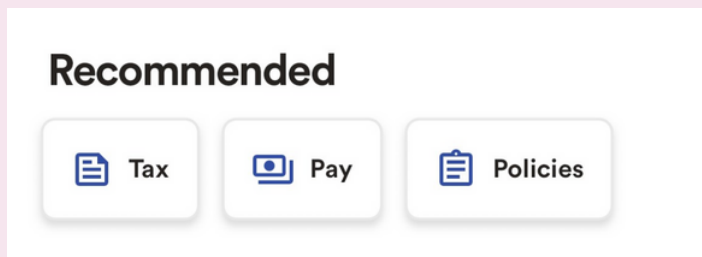
February 2024

Monthly Mews

Where is my W2?

You can access your W2 two ways! The paper copy is in your mailbox OR you can log into ADP and view it there!

Log in to the ADP app or website. Once logged in, statements can be viewed under “Tax”.



“Help! I can’t log into my ADP!”

Send an email to **PETS@nva.com**. Your password will be reset and a link will be sent to the email on file.



Dayforce Update

Dayforce has been postponed... again. But, before you shake your head in disappointment, this is actually great news! They are working on making sure it is configured specifically for AAVEC and our needs. For now, continue using our current programs.

Coming Soon: Cubex

We are going live with Cubex on 3/4/24. Additional information on training will be provided in February.

Want extra hours or a delicious lunch?

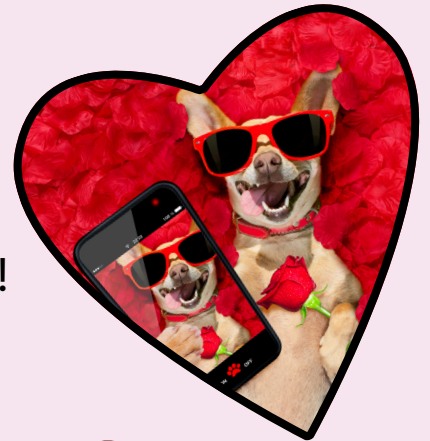
Our next inventory will be at the end of March. Please email Lisa if you would like to help! Lunch included!



Social Media

Send your content to Sydney and it will be featured on our Facebook and/or Instagram!!

- St. Patricks Day photos
- Employee/team photos
- Spring time photos
- Easter photos
- Tongue out/ teeth out photos
- Adorable puppy/kitten photos
- Any good story patients
- Volunteers for Meet the Team Monday!



Veterinary Care Foundation

Just a reminder that our donation page through Veterinary Care Foundation is still available. Donations can be made using one of the links below:

Direct link to AAVEC Angels Fund:

<https://veterinarycarefoundation.org/donate-today/veterinary-practice-donation/?state=MD&member=MD101076>

Link to donate through PayPal to AAVEC Angels Fund:

<https://veterinarycarefoundation.org/donate-today/donate-by-paypal/?state=MD&member=MD101076>

AAVEC's Survey Report Card

Performance by category

Staff	A+	728
Empathy	A+	618
Treatment	B+	528
Expertise	A	257
Emergency	A	167
Wait time	B	142
Price	B	55
Euthanasia	A	9



AAVEC's performance grades are based on client reviews and surveys.

BRAVO!

Weekly survey reports show that AAVEC is consistently scoring above a 9.0!! Great job team!!!

Responses	Overall score
15	9.8

Responses	Overall score
27	9.7

Responses	Overall score
32	9.5

Ravin' Reviews

“So happy I went to this place. They were very kind to me and my sick pet. I felt welcome and very impressed the level of care they had while explaining what was happening. I will recommend them to anyone in the area!”

“Absolutely the best.
More than one
experience with
rather serious
events.
Always there.
Always great.”

“Detailed, listened to concerns, and follow-up based on our request. Great customer service from all staff, registration, technician/nurse and doctor”

“We brought my dog in when she was acting strange and vomiting on a Saturday evening. We were seen very quickly, and it turned out she needed emergency surgery right away. The team was very kind, patient, and knowledgeable. Everyone took their time to explain everything and let us know costs up front so there were no surprises. After surgery our dog had to stay for observation a few days, and they gave consistent updates as well as sent me pictures of her. We cannot express how grateful we are to the team here and how they cared for our dog.”





More Amazing Reviews!

“If I could give 10 stars, I would! I have a new rescue doggie who was having trouble breathing. I brought him in (in a panic) and the entire staff was amazing. From my first phone call reaching out to the intake team, they all took such great care of Milo. Dr. Solomon was beyond compassionate and gentle. This was a delicate situation because Milo just came to us via rescue last week and is very underweight. They quickly ran a full panel, and discovered Milo had severe pneumonia. I was in tears the whole time, because this sweet pup had already been through so much and I just wanted him to survive and get healthy and strong. It ended up that Milo had to stay overnight. I got him back this morning as he responded well to treatments! I am immensely grateful for the level of care, expertise and communication from the entire team. The team at AA Vet Emergency Clinic are superstars. Thank you for saving little Milo and for being so sweet with him. - Courtney”

“Took really great care of my puppy (who has since made a complete recovery), and were very patient with me as I was a snotty and emotional wreck. They were also helpful setting me up with the financial side of things.
Thank you!”

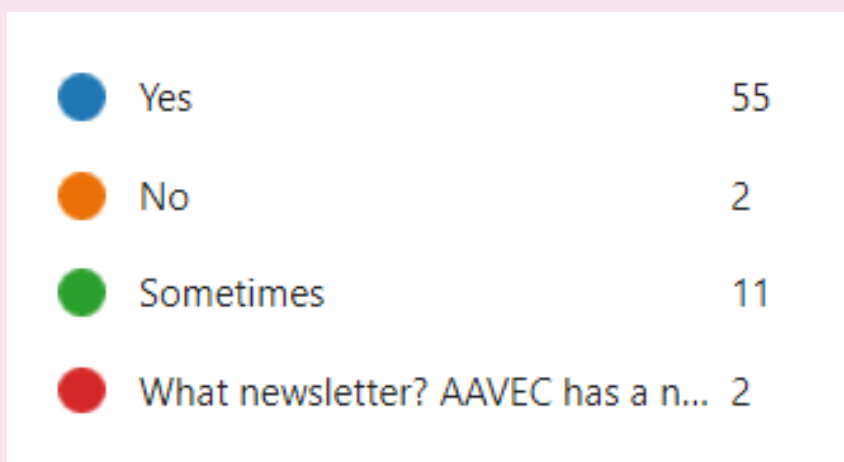


Newsletter Survey Results

Thank you to everyone who completed the survey! 70 responses were received!



Do you read the newsletter?



Suggestions for upcoming newsletters were also provided:

- Add the monthly kudos
- Include positive reviews
- Educational section (medical terminology, signs/symptoms of common or uncommon illnesses, etc)
- Education Opportunities
- More pics of our patients
- A section for personal info - baby announcements, just married, items for sale, coworker shoutouts, employee pets
- Policy updates

Celebrating YOU!

Birthdays

2/1 Tommy Kozek
2/2 Keely Mullens
2/3 Brandi Miskimon
2/16 Alissa Roberts
2/17 Tanya Sommerville
2/18 Sharon Myrick
2/21 Kolleen Byrd
2/22 Amanda Bargas
2/23 Oblio Samblanet
2/24 Adriane Watson

Happy 25th
Birthday Tommy!



Anniversaries

2/8 Sherri Rios - 3 years
2/10 Kristen Taylor - 19 years
2/19 Bill Ehrig - 1 year
& Kelsi Gooden - 4 years

New to the team: Ella Musick has joined our CSTs!



Note:

If you have content you would like included in future newsletters, please email Sonia. You can email personal announcements, employee kudos, share your pet photos, etc. I received many wonderful suggestions in the survey but I cannot include what I do not receive.