



Dear Mary, ICVS Doctors and Staff,

I'm writing to thank you for the excellent care that you gave our cat Vincent

when he was so ill last summer. On the morning he got sick my husband and

I were on our way out of town and your clinic not only made room for him to

stay but gave him great care to get him eating and drinking again, back to his old self.

During our trip it was reassuring to get regular email updates on the problem, which turned out to be a large stomach ulcer combined with slow digestion. Your staff got him healthy body and spirit. When we got back, it seemed like he'd taken over the place, sprawling on any flat surface waiting to be petted. He particularly took a shine to Dr. Yang, who fussed over him and gave him excellent care. He's taken to sitting in his carrier now, and I'm convinced it's because he misses her. :)

We had a scare not long after that when our other cat Chaucer started sneezing almost continually, then his eyes got red and sagged almost shut. I raced over at almost 8pm one night and you stayed open so Dr. Yang could check him out. In the end it was some local cold virus combined with the change of seasons and in a week of encouraging fluids and general pampering, his symptoms vanished. But it was great

to know that if he got into respiratory distress, your clinic was there to help.

It's been such a weight off our minds to have your wonderful clinic to take care of them,

and be our supply of certified food as well. We lived two years in Shanghai before coming

here, and I can tell you the veterinary care and service we've had at your clinic makes me

wish you had a branch down there. In fact, the care we've gotten here has been better

than any I've had in my history of having pets. Any chance you'll be expanding your

clinics, and opening some in Oregon?

Well, I'll just be glad that we've had you here to help with Chaucer and Vincent, and

that you're available to other expats like us with companions easing our transition to this

exciting, challenging city.

Again, thanks so much. You and your staff have made our experience here easier by helping

us keep our cat friends healthy.

Best regards,

Amanda Clark