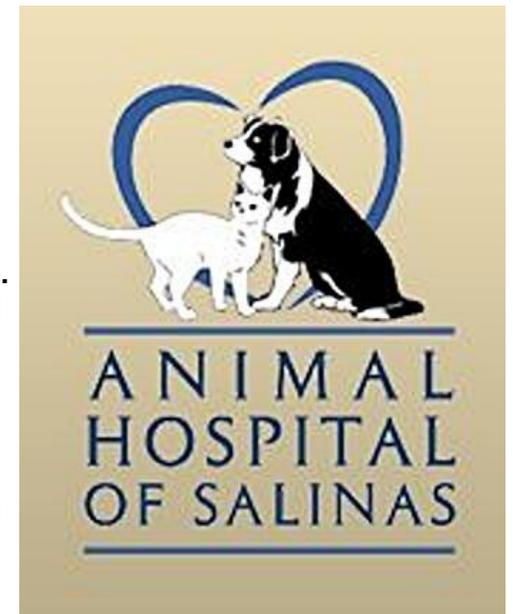


Dr. Al Chan graduated from veterinary college in 2002 and purchased the Animal Hospital of Salinas in 2011. Dr. Chan is a genuine, sincere, and caring person with whom we are pleased to do business.

Starting as an Associate Veterinarian in Southern California, Al had no aspirations to be a business owner; he saw himself as a scientist and a veterinarian, but not the boss. Yet as time went on, Al's family grew, and to provide security for his family, he decided it was time to look for a practice he could own and manage. He went on to purchase the Animal Hospital of Salinas in 2011.

Dr. Chan has created a friendly practice with a laid-back feeling for his employees and clients. He describes it as "the feel of a family practice." He has a great reputation and steady clientele. When COVID-19 escalated, the Animal Hospital was deemed an essential business, allowing it to stay in operation. Dr. Chan went into swift action to adapt new guidelines and maintain great communication with his employees; offering to work with anyone who needed time off for their families or for other hardships. The staff unanimously elected to stay and keep serving their clients.



Embracing revised scheduling and new procedures, Al's business quickly optimized the services they provided during that period. Fortunately, using curbside service and other procedural changes, minimal exposure to customers was possible.

They continued to improve their policies and procedures to eventually return to full-time service. Dr. Chan feels they now have a long-term, sustainable program to continue doing business.

When asked if he had advice for other business owners dealing with today's issues, Al offered:

Listen to the scientists. Come together. Have patience.

Sounds like great advice!

THANKS

Telco Business Solutions

