



Monroe County Legislature

RACHEL BARNHART
LEGISLATOR – DISTRICT 21

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August 30, 2023

Tad Stahel, CEO
Thrive Pet Healthcare
211 Walter Seaholm Dr., #200
Austin, TX 78701

Dear Mr. Stahel,

I am writing to you about your decision to shutter the only emergency 24-hour veterinary clinic in the Rochester, N.Y. metro area. Veterinary Specialists and Emergency Services (VSES) announced it would close in November.

On behalf of thousands of pet owners in our community, I'm begging you to reconsider. Since this announcement, I've heard from dozens of families who relied on VSES to save their pets. We know that many pets will be lost if owners must drive more than hour away for emergency care. My Beagle, Penny, would not be here today if it wasn't for the VSES and its caring staff.

I understand VSES is experiencing a shortage of veterinarians, something happening across the country. Some of the shortage appears to be of your own making because Thrive hasn't made necessary investments in staff retention. The gradual cutbacks at VSES over the past year and a half suggests the phrase "managed decline."

Is your team willing to meet with government partners in Monroe County to figure this out? Is there a way for VSES to be saved in some form? I'm confident there are lots of people willing to roll up their sleeves and work with Thrive on solutions. Thrive, as a major provider of pet care in the Rochester area, should care about the lack of emergency services in the vicinity.

As CEO, you're able to change course. Help us save emergency pet care in Rochester.

Sincerely,

Rachel Barnhart – Legislator District 21

cc: Stephanie Box, Thrive Pet Healthcare General Counsel