

20 May 2009

Dear Dr Josh and Staff at the Veterinary Teaching Hospital

I just wanted to convey my deepest gratitude for all the professional help and thoughtfulness you and your team have shown Quan (my little dog) and I over the past 12 months or so.

Quan's quality of life has been maintained despite difficult medical problems, and we have always received the highest level of treatment both on a professional level and personal level; the "bedside manner" of everyone there has been wonderful, leaving both Quan and I feeling much better.

Unfortunately Quan's condition is irreversible and we have had to make a heartbreaking decision to release her from any further suffering...yet again even at this difficult time the team at the hospital have been so caring and dedicated to making this step as painless as possible with consideration to both little Quan and myself.

I truly believe that a modern society can be measured by the way it treats its animals, your dedicated teams have surely put us on a high level.

I am so grateful for all your help Josh... and I would like you to pass on my gratitude to all those who have been involved with Quan's care... students, receptionists, pharmacists ... I don't know their names but we will never forget their kindness.

Warmest Regards

Vicki

Victoria Kariv

Moshav Bet Ezra