What protocols are you using for clients?

- Hybrid (curbside and in-person): 68%
- Curbside only: 24%
- In-person only: 8%
What in-office protocols are you using for clients?

- Mask mandate for ALL: 78.3%
- Mask mandate for UNVACCINATED: 8.7%
- No mask or vaccine requirement: 8.7%
- Per patient client limit: 4.5%

Massachusetts Veterinary Medical Association
Client complaints related to COVID protocols have:

- Stayed the same: 52%
- Decreased: 24%
- Increased: 24%
In the past 6 months has your caseload:

- Increased dramatically: 48%
- Increased slightly: 28%
- Stayed the same: 16%
- Decreased: 8%
Is your practice:

- Privately Owned: 84%
- Corporately Owned: 12%
- Non-Profit: 4%
How many staff (vets and non-vets) are at your practice?

- 11 - 19: 44.1%
- 20 - 30: 20.6%
- 6 - 10: 17.6%
- Under 5: 11.8%
- > 31: 5.9%

How many staff members have had COVID (if known)?

- 1 - 2: 42.9%
- 3 - 4: 23.8%
- > 5: 4.8%
- 0: 28.6%
What % of your staff are fully vaccinated?

- Under 60%: 8%
- 60-79%: 28%
- 80-99%: 32%
- 100%: 24%
- Don't know: 8%

What protocols are in place employees?

- Mask mandate: 66.7%
- Vaccine mandate: 22.2%
- Regular testing-unvax: 7.4%
- Regular testing-all: 3.7%
Has staff turnover:

- Stayed the same: 64%
- Increased slightly (>25%): 20%
- Increased dramatically (25%+): 12%
- Decreased: 4%

What are reasons for staff turnover:

- Left industry: 28.2%
- Burnout: 25.6%
- Joined another practice: 20.5%
- Health issues: 20.5%
- Moved out of state: 5.1%
- Left industry: 28.2%