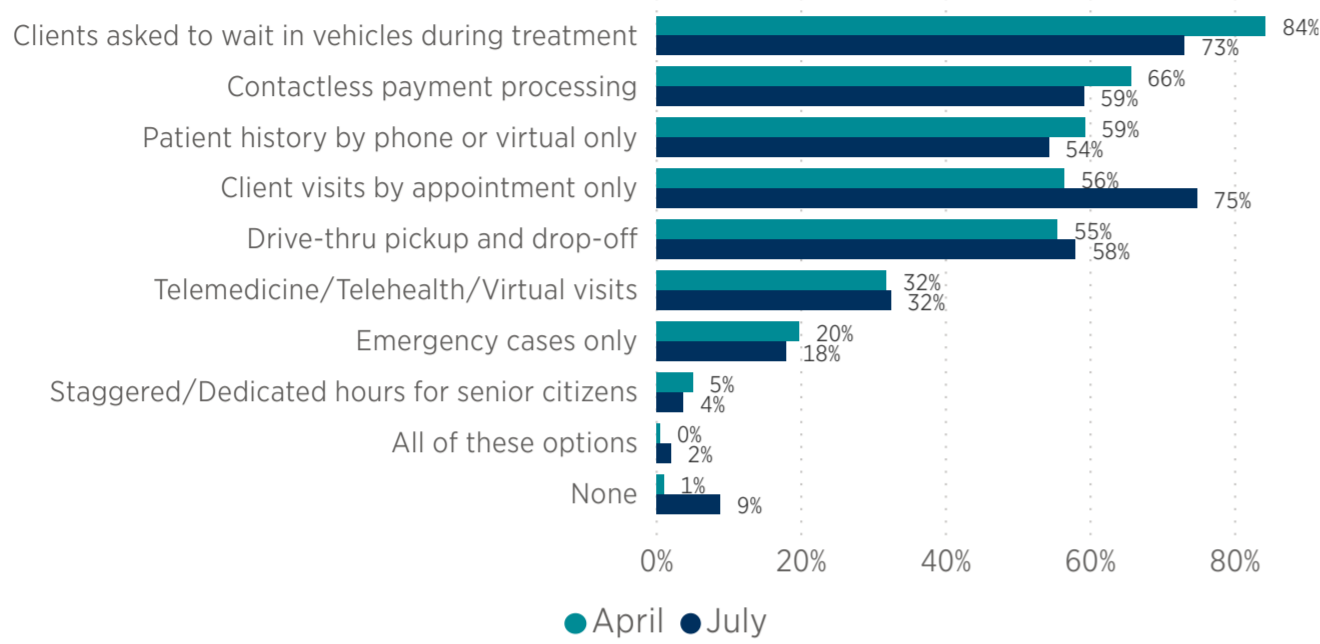


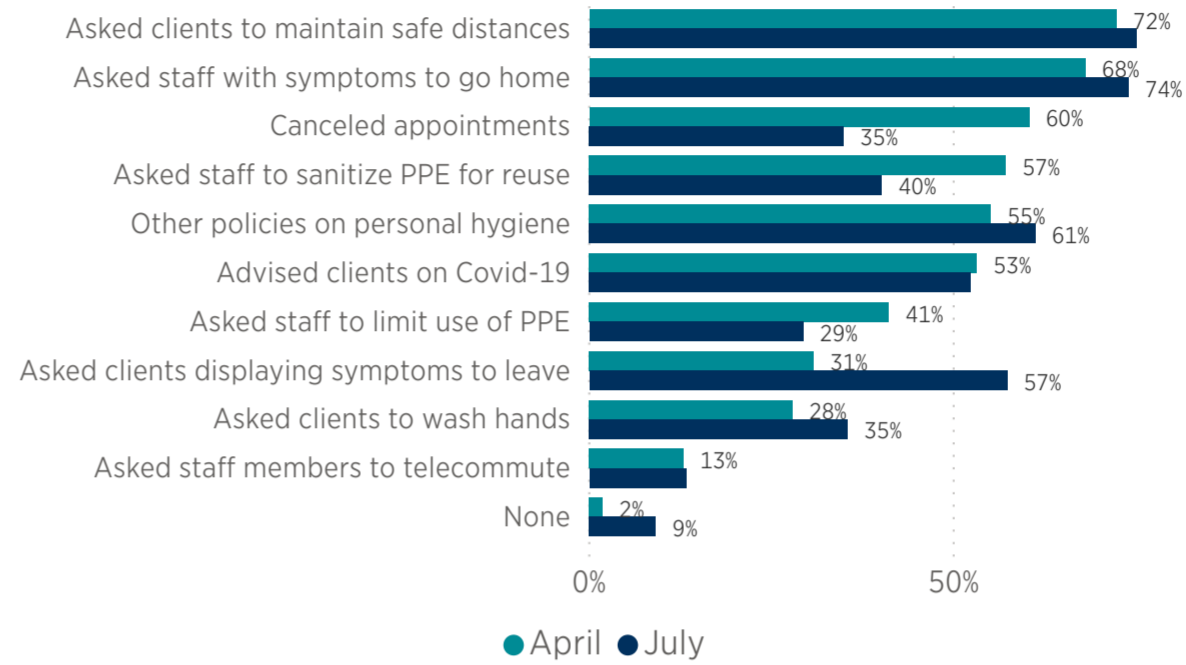
RESPONDING TO COVID-19

80% of practices continue to limit client contact

Operational strategies



Precautionary measures



Respondents

Client traffic

Cash shortfall

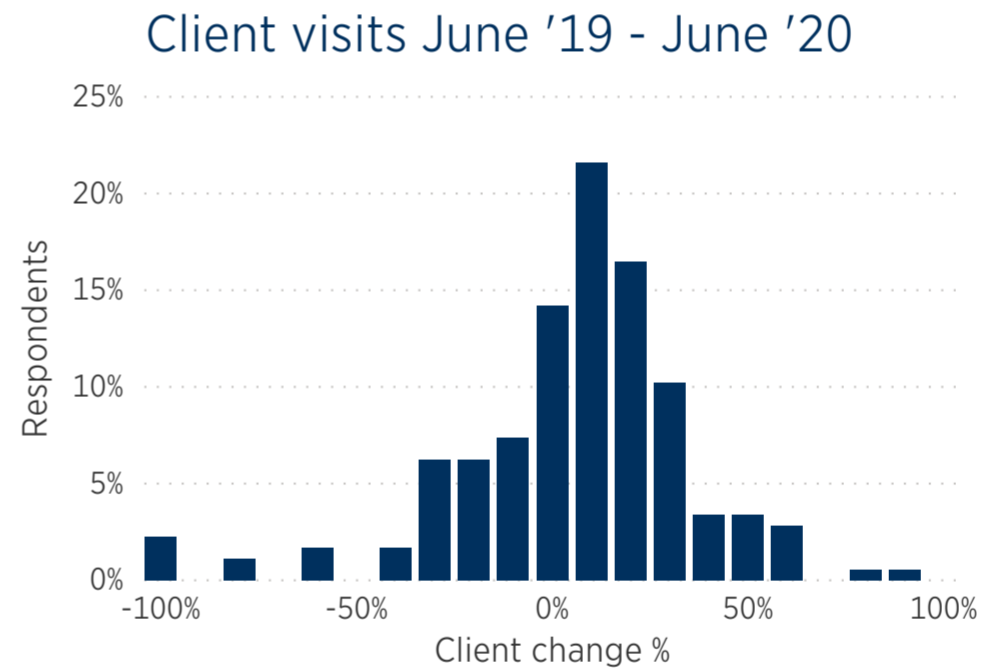
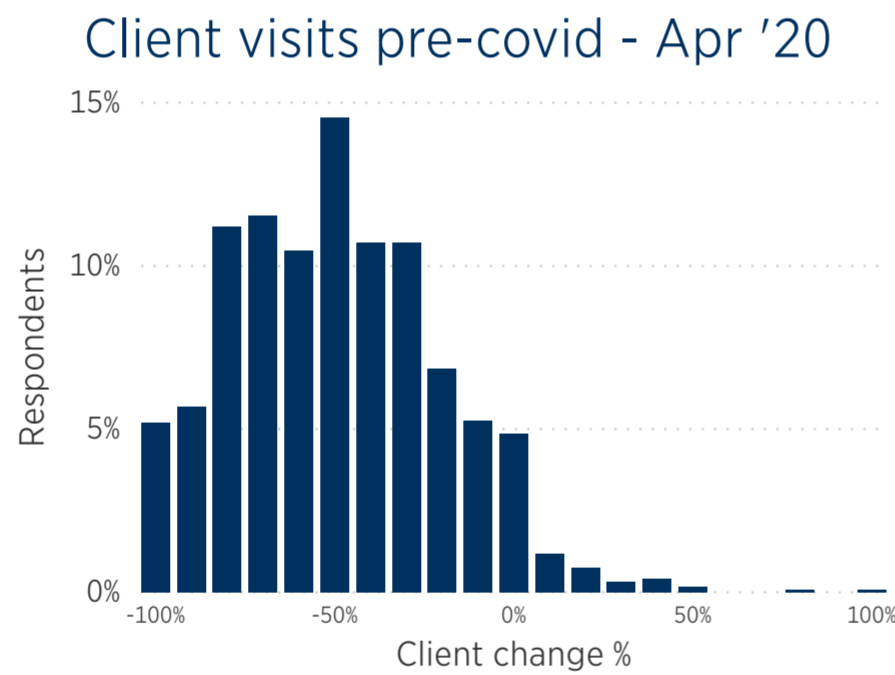
IMPACT OF COVID-19 ON PRACTICES

Avg cash shortfall for April

\$17K

Avg cash shortfall for June

\$14K

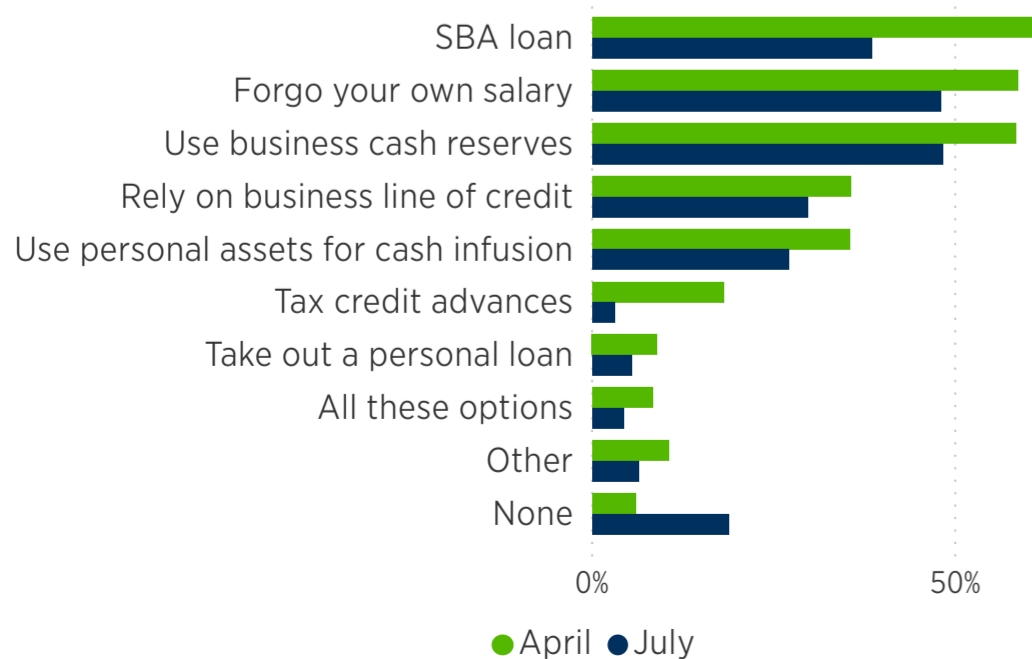


SBA loans

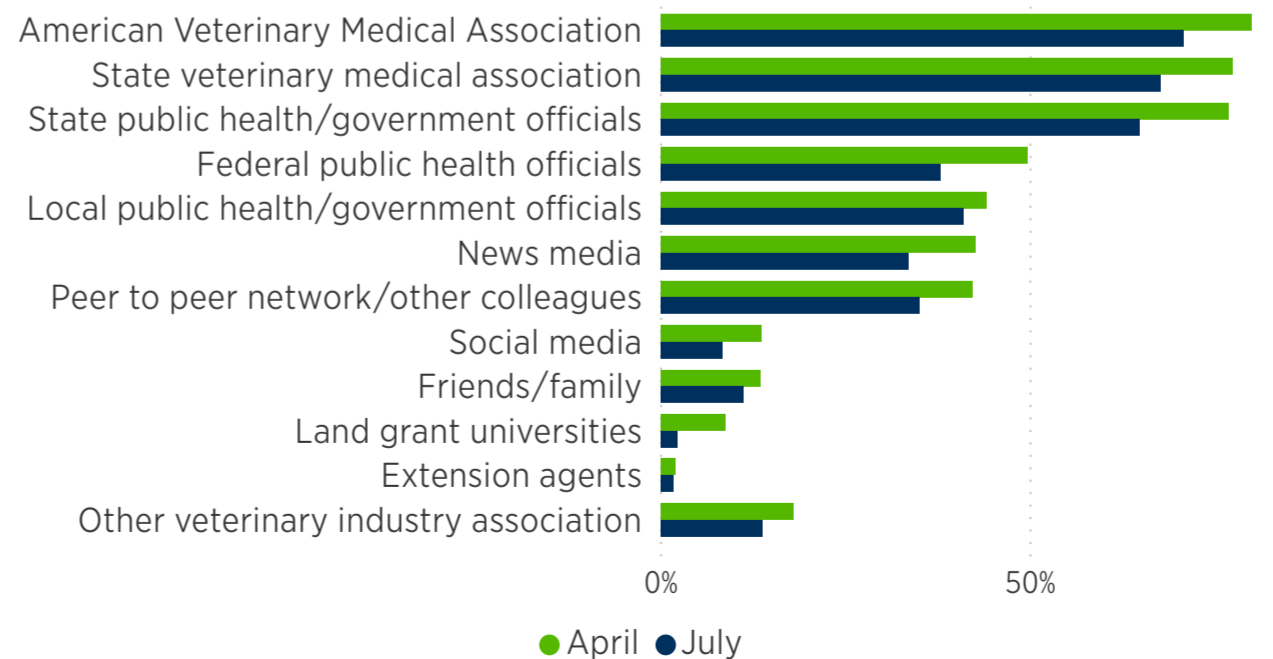
Operations

STRATEGIES FOR COVID-19

Cash shortfall strategies



Most relied on source of information



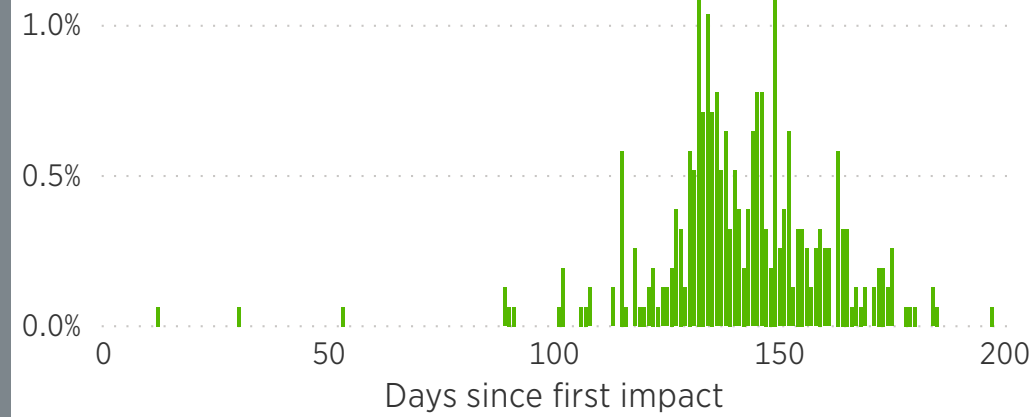
Client contact

Information sources

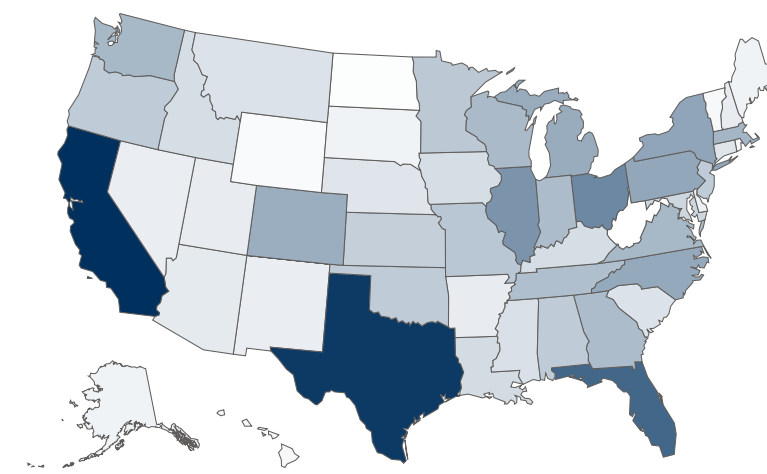
RESPONDENTS (JULY AND AUGUST)

How many days have passed since COVID-19 began impacting your practice?

141



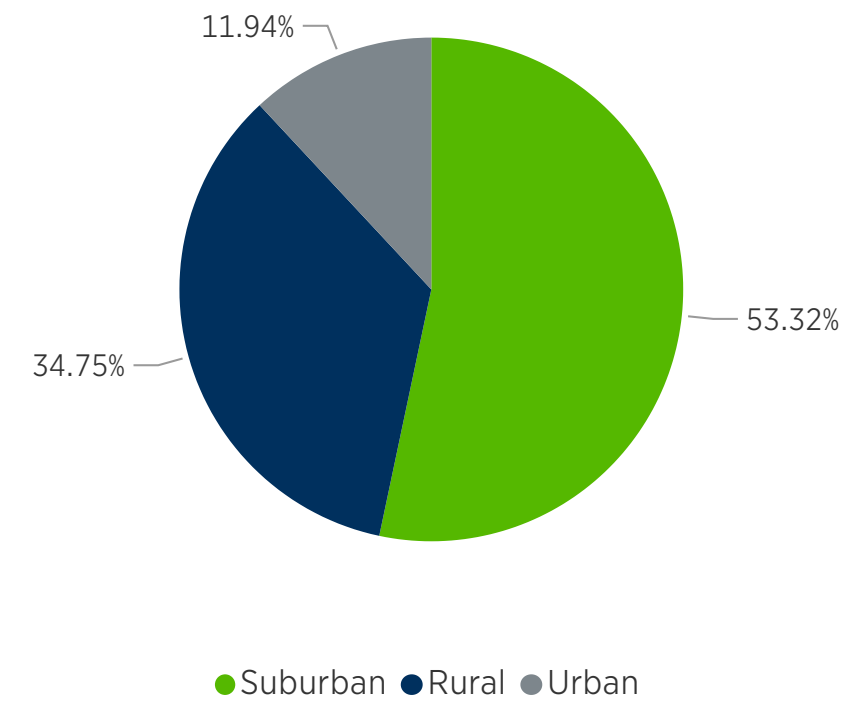
Practice locations



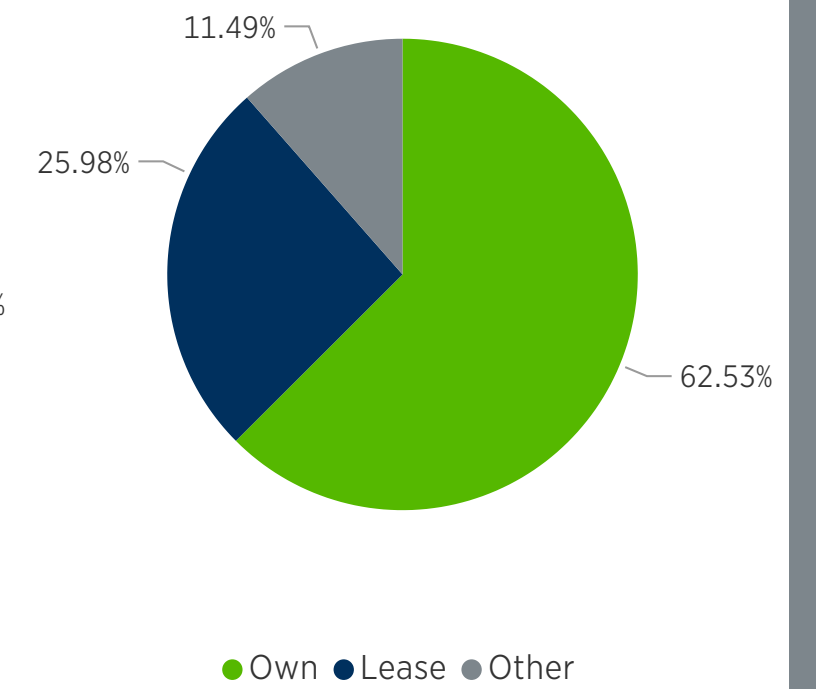
Low Medium High



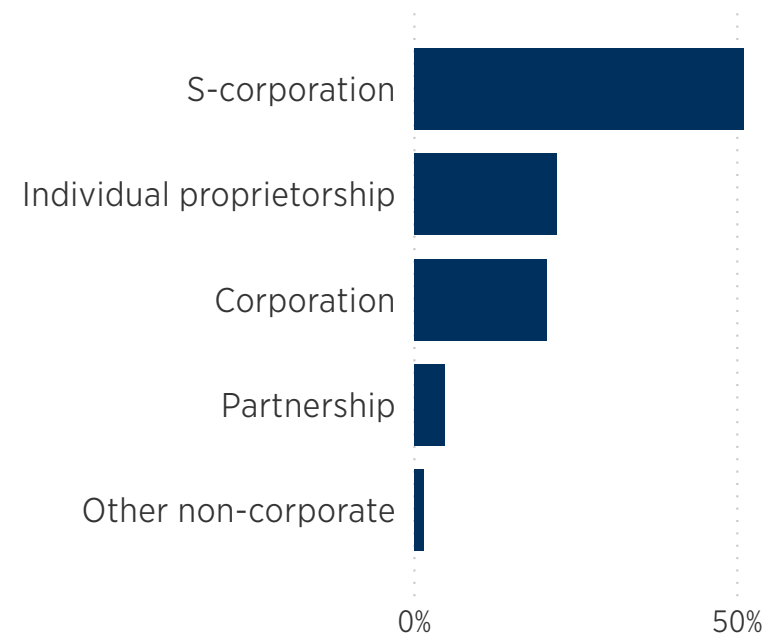
Practice community



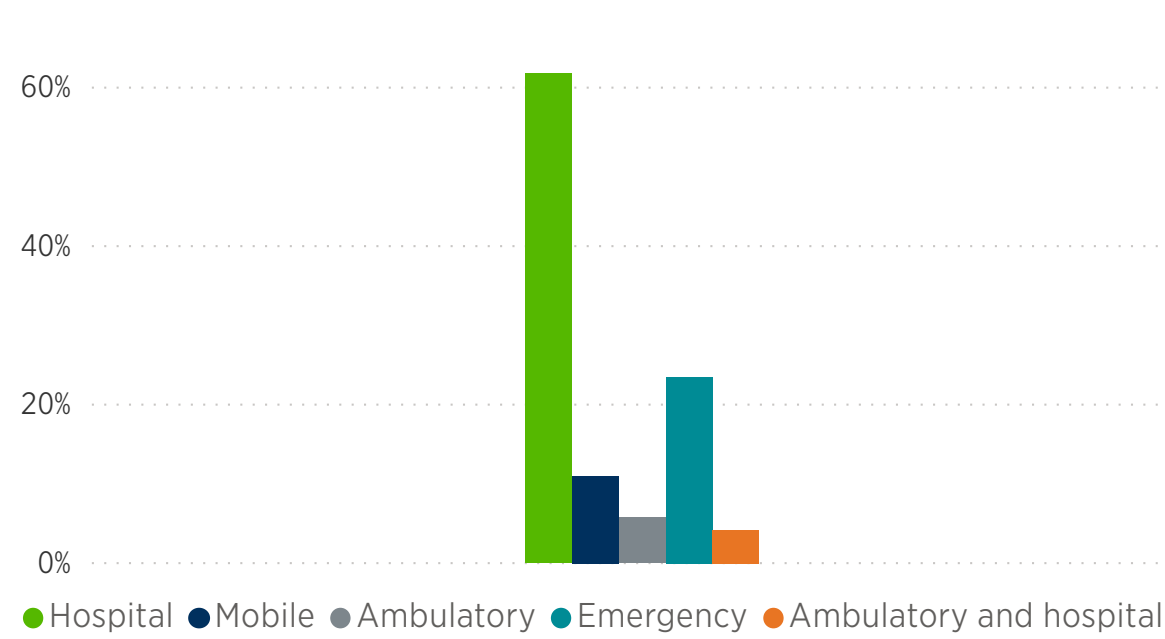
Lease vs own



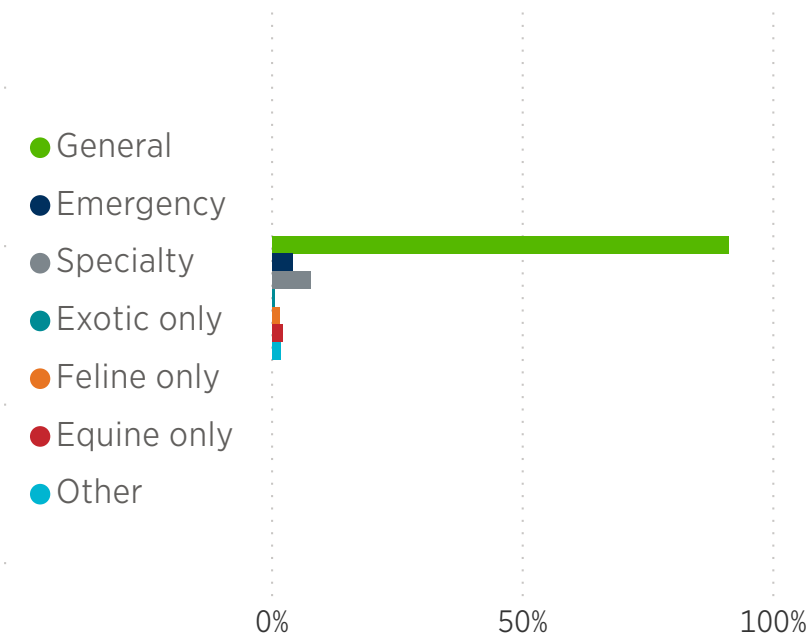
Business type



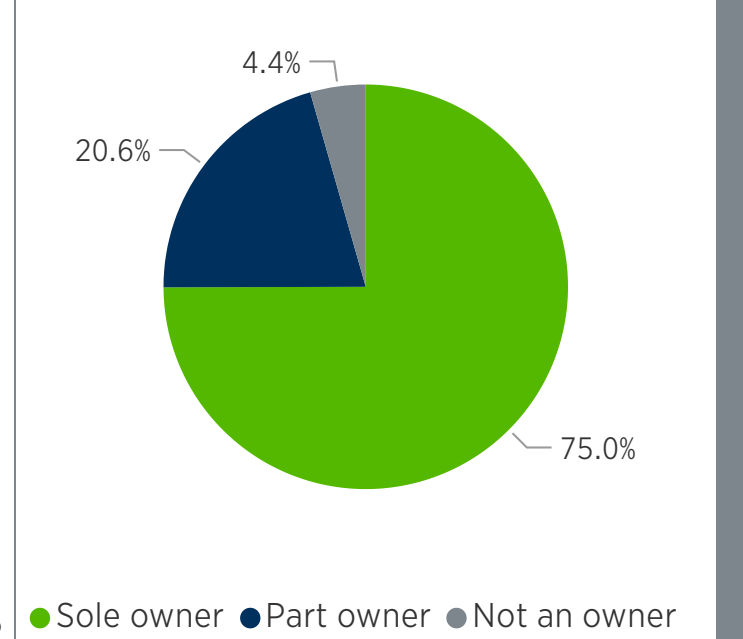
Practice type



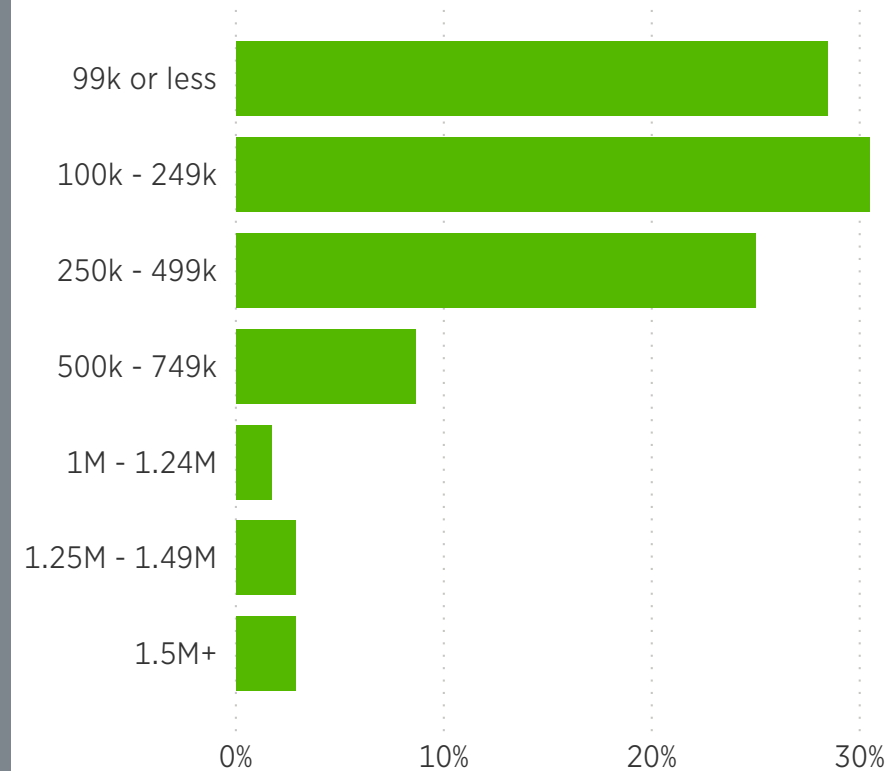
Specialty



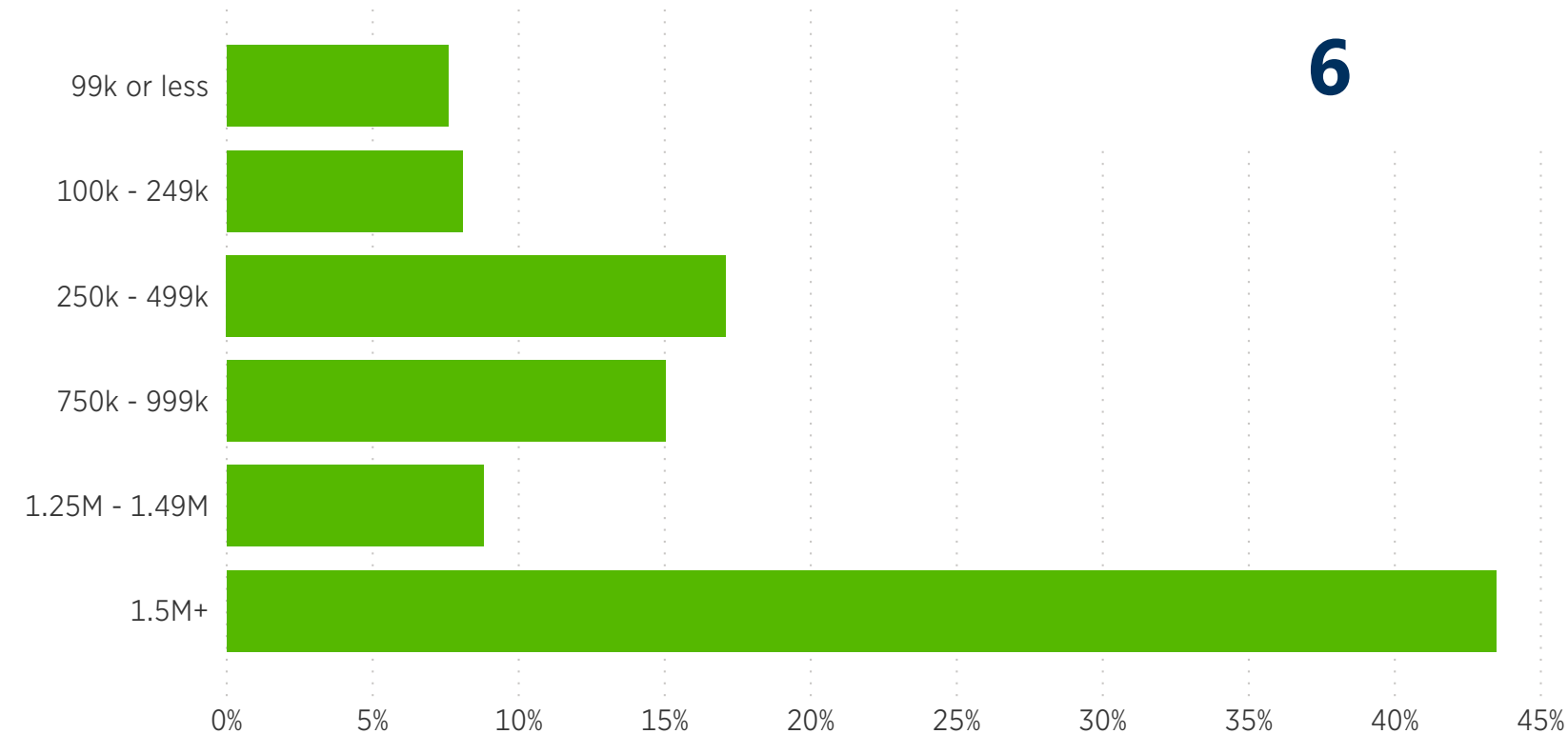
Ownership status



Average payroll



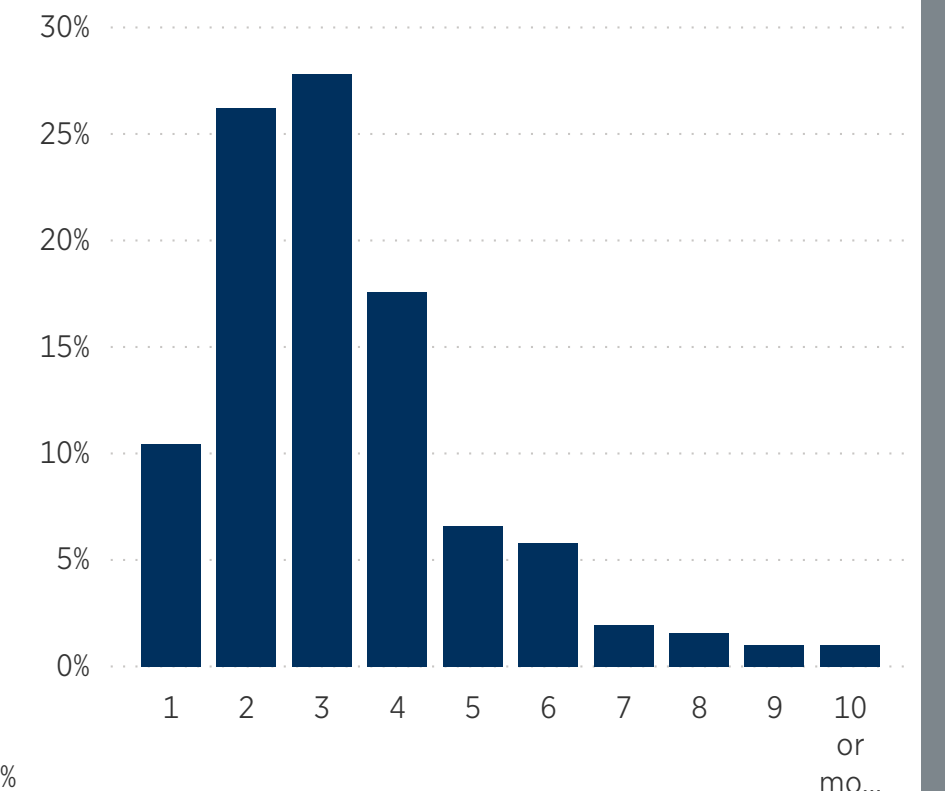
Gross revenue



Average FTEs

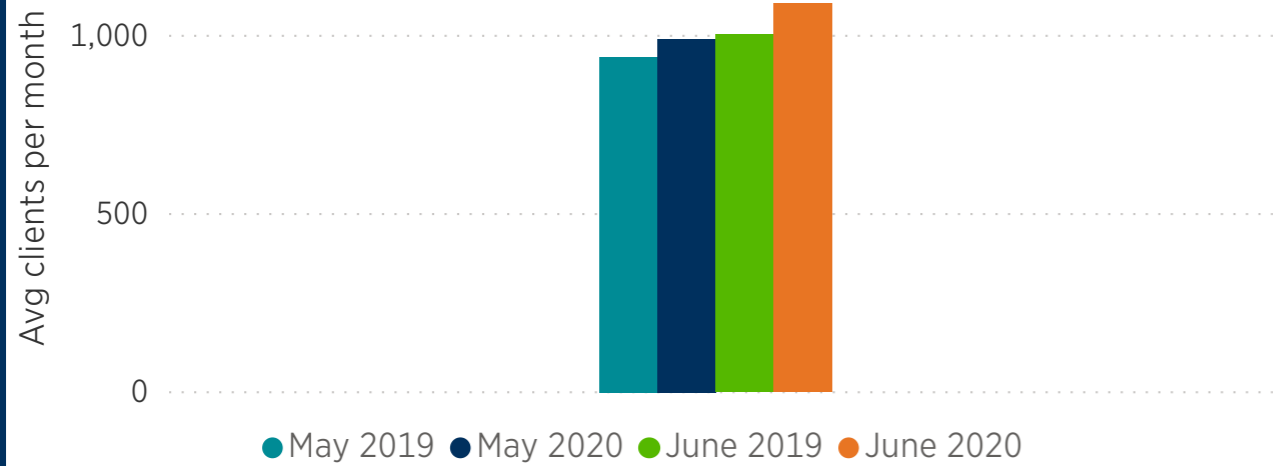
6

Exam rooms

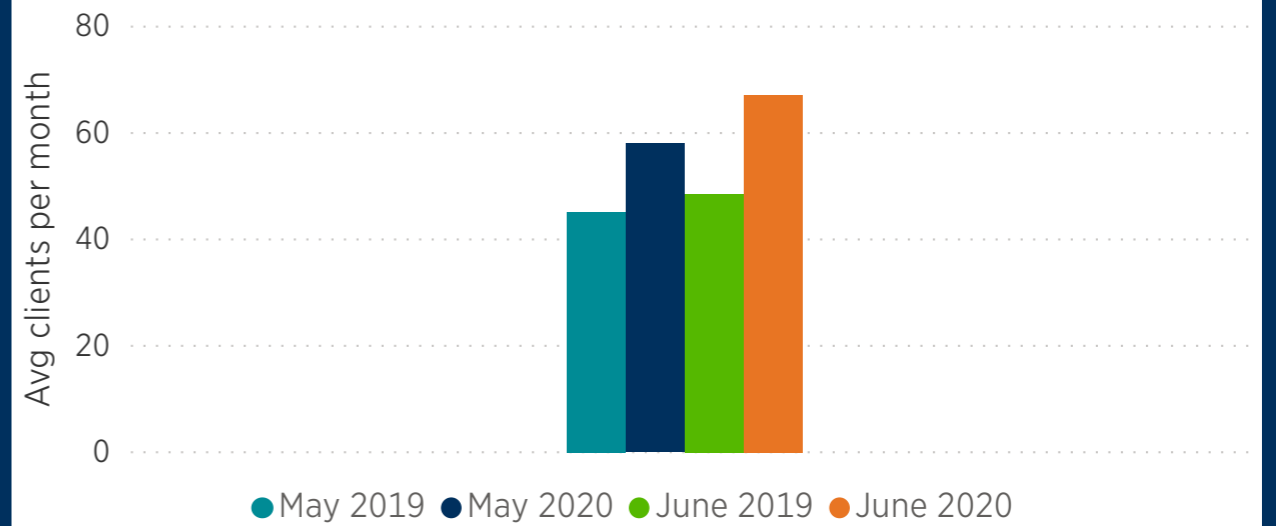


CLIENT TRAFFIC AND WAIT TIME

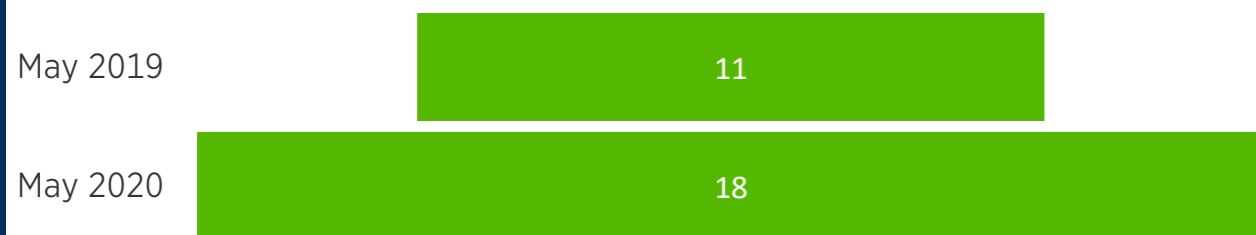
Average client traffic



Average new client traffic



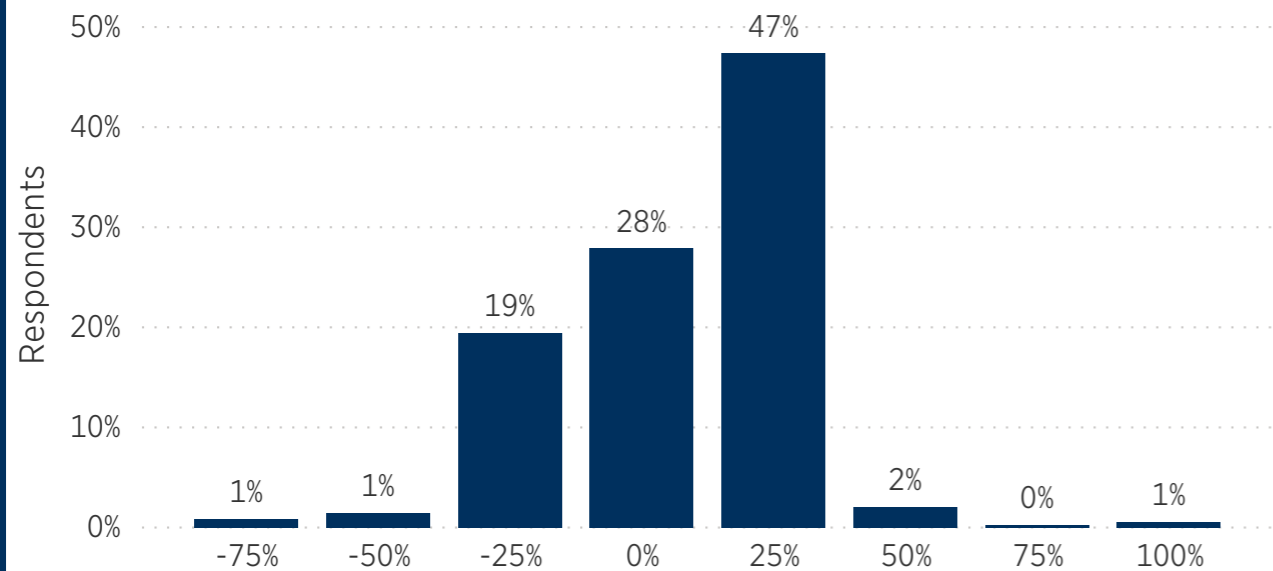
Avg wait time (minutes) May



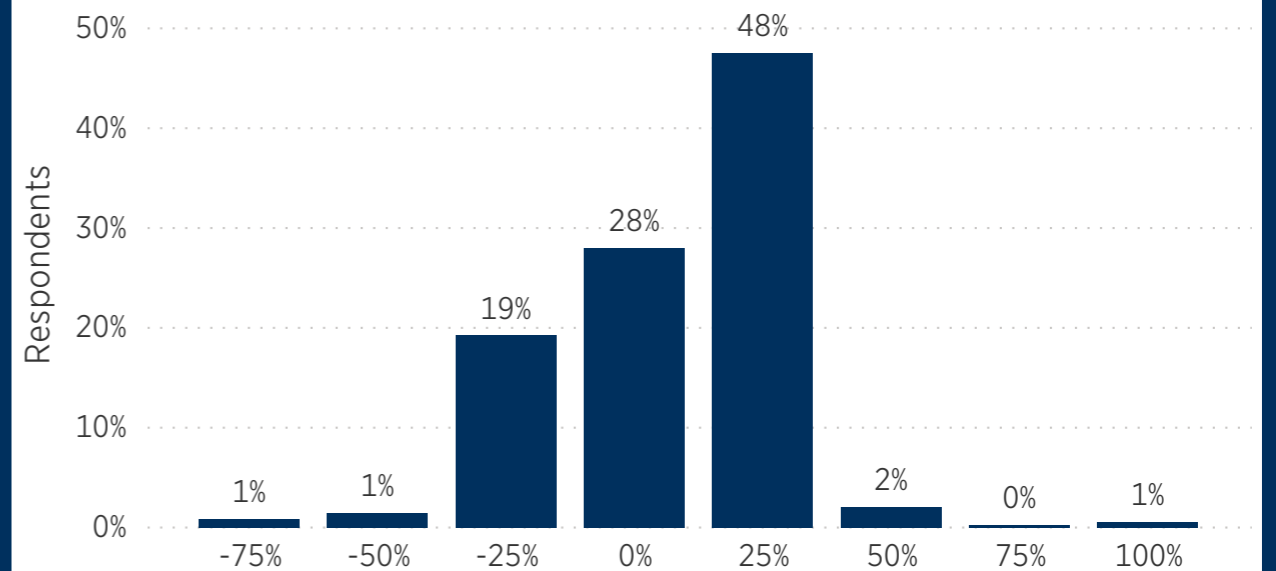
Avg wait time (minutes) June



Change to overall business activity 2020 vs 2019



Change to number of clients 2020 vs 2019



CASH, REVENUE, AND EXPENSES

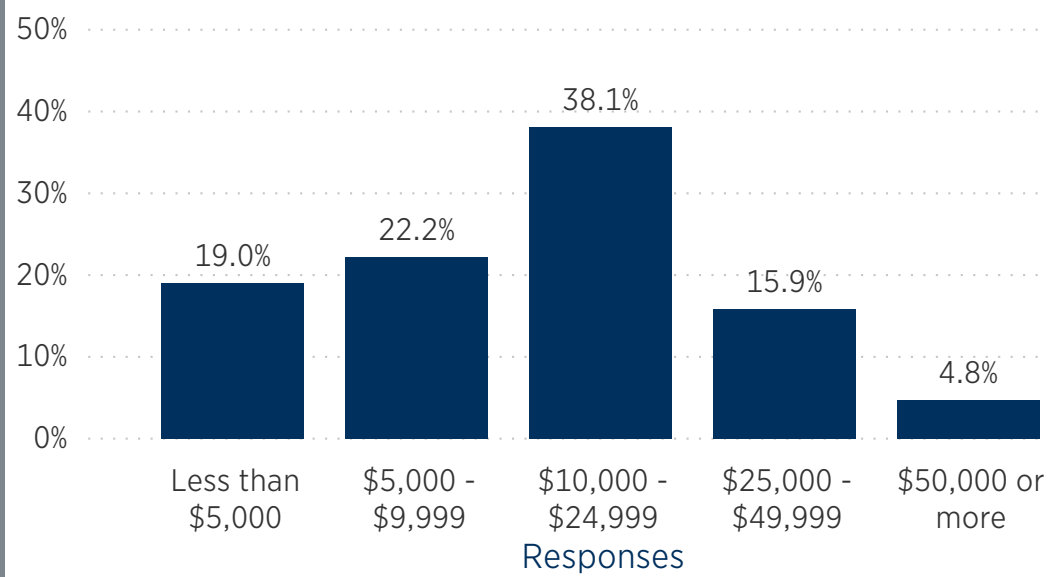
Avg cash shortfall May 2020

\$17K

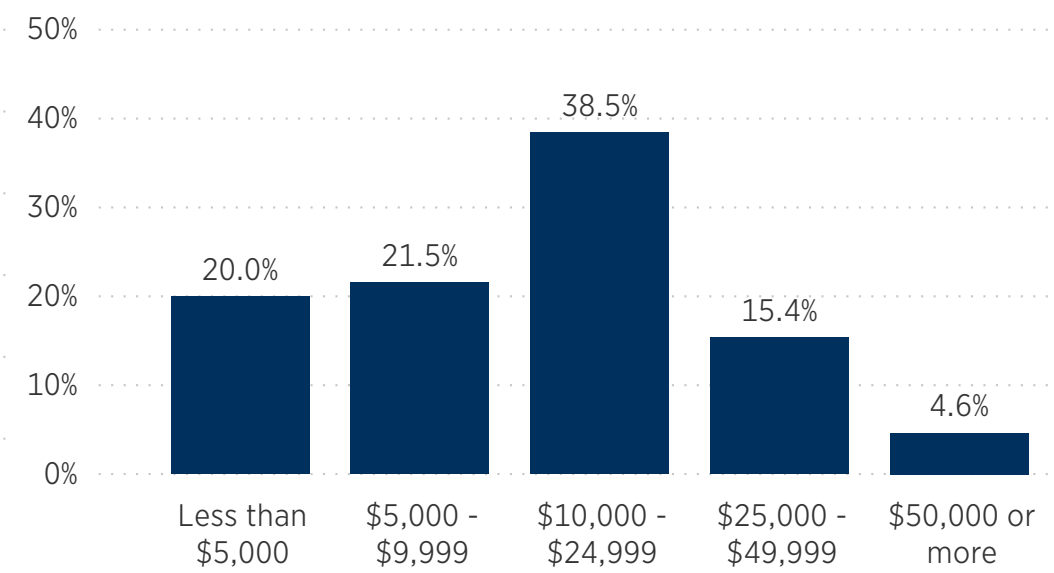
Avg cash shortfall June 2020

\$14K

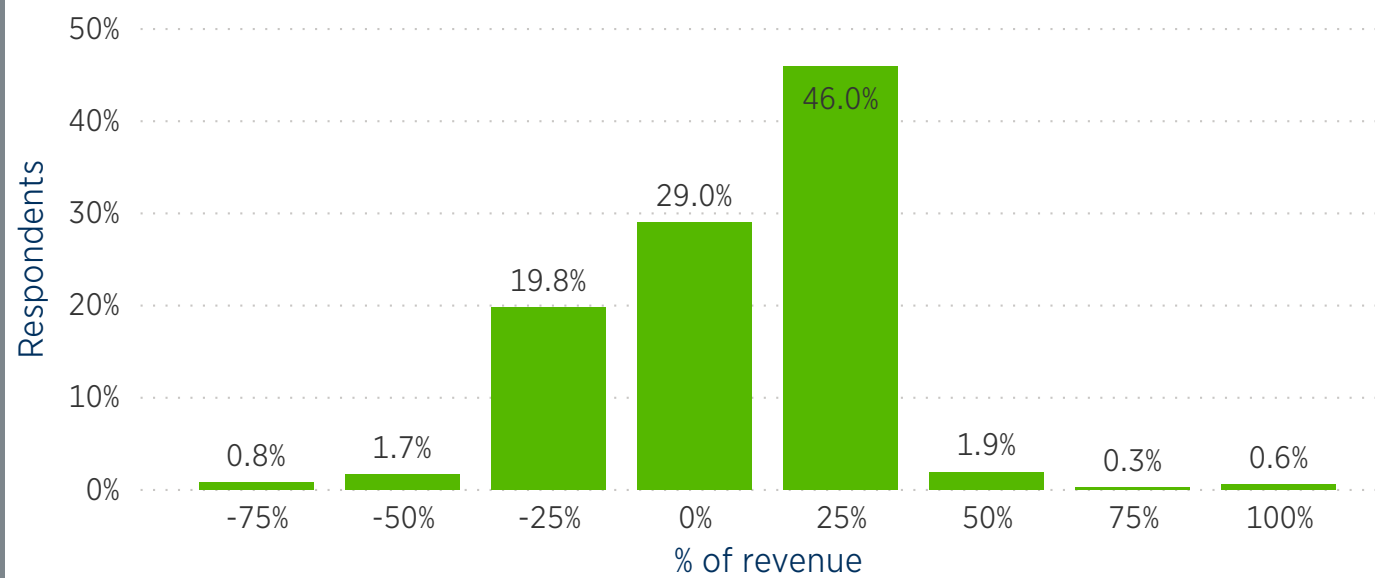
Cash shortfall for May 2020



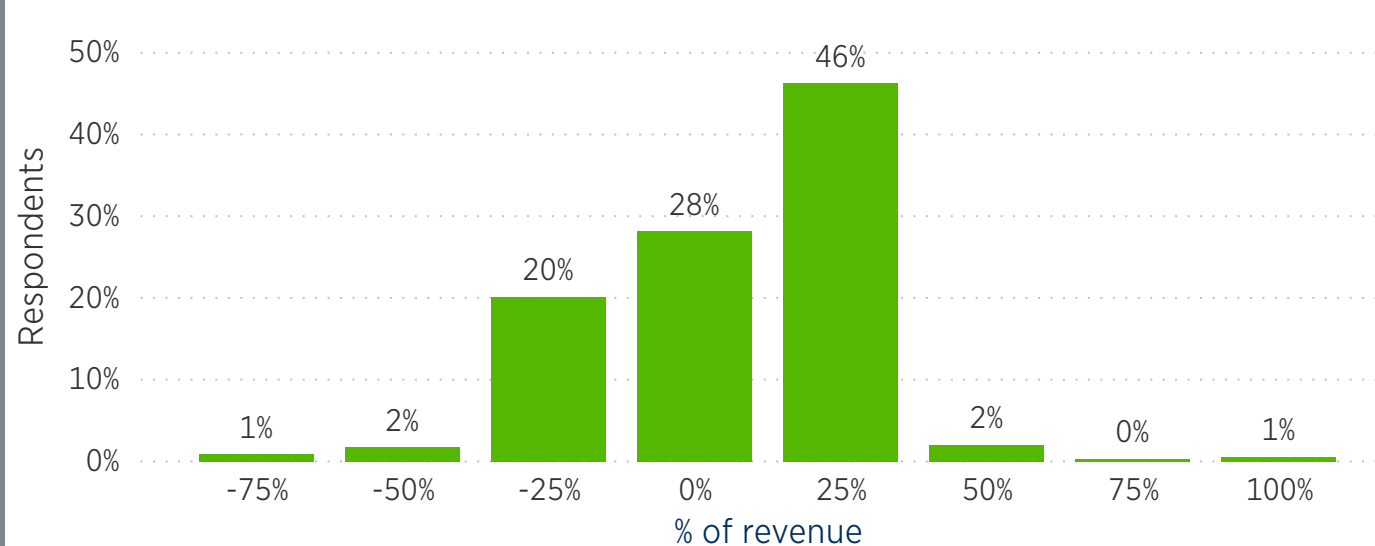
Cash shortfall for June 2020



How have your expenses changed? 2020 vs 2019



Change to revenue: 2020 vs 2019



Average spending per \$100

June 2019
Wages and salary

17.86

Rent

2.99

Utilities

2.67

Equipment

13.59

Marketing

1.04

Repairs

1.86

Other

5.86

June 2020
Wages and salary

36.85

Rent

7.19

Utilities

7.56

Equipment

27.40

Marketing

2.83

Repairs

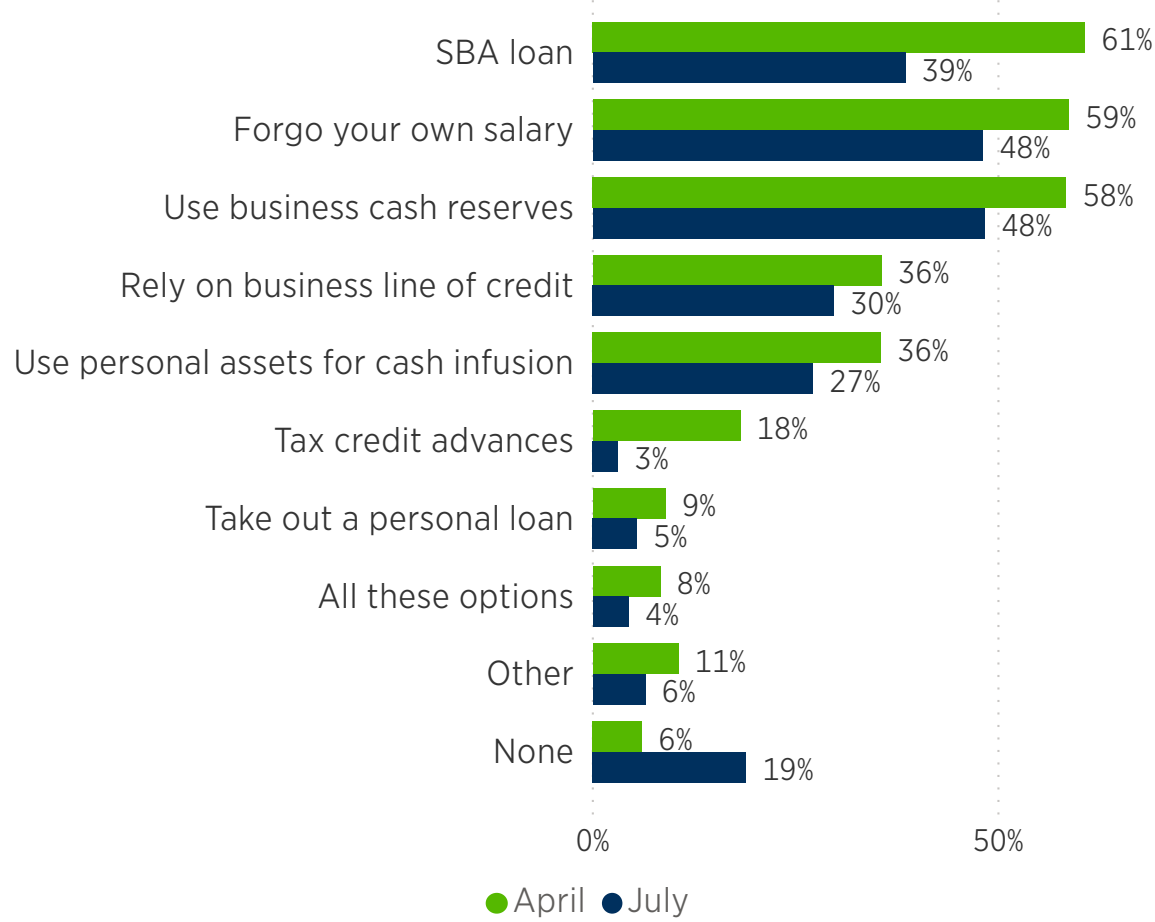
5.13

Other

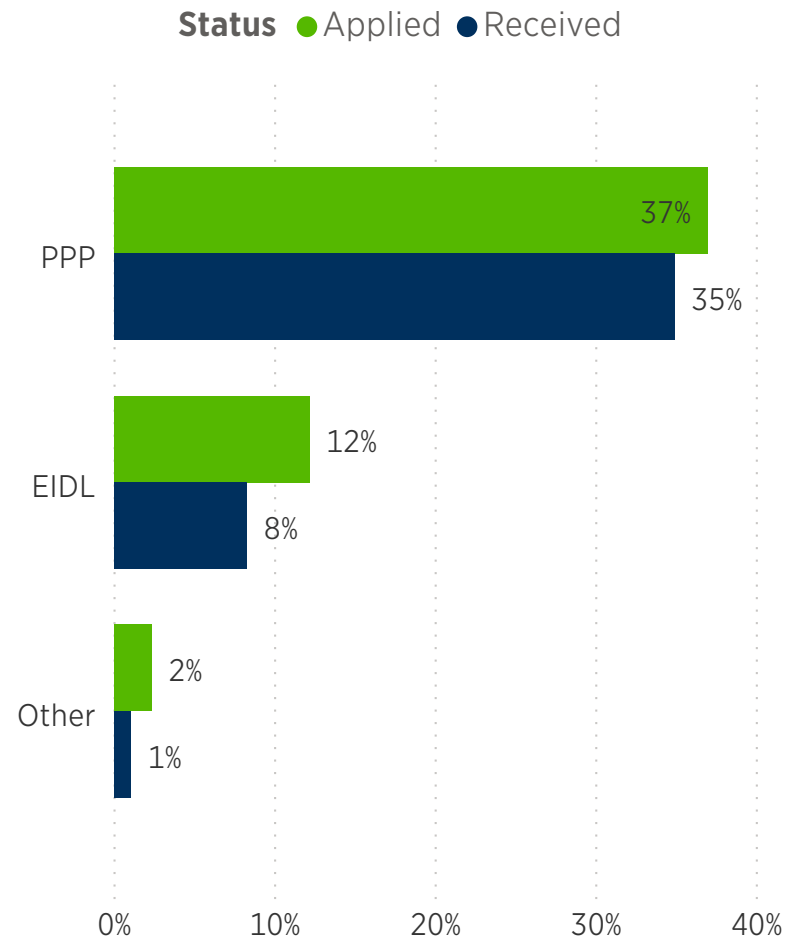
10.08

CASH SHORTFALL, SBA LOANS, AND CARES ACT

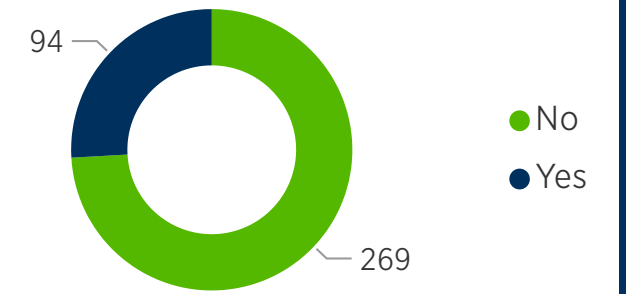
Cash shortfall strategies



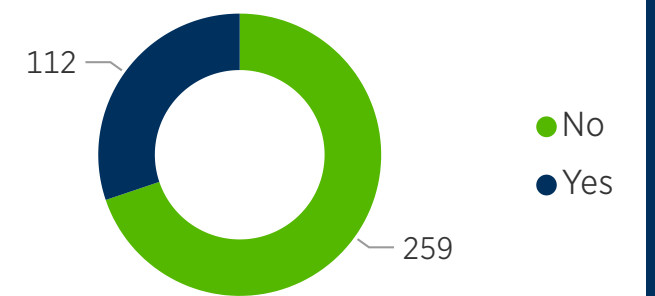
Loan application status



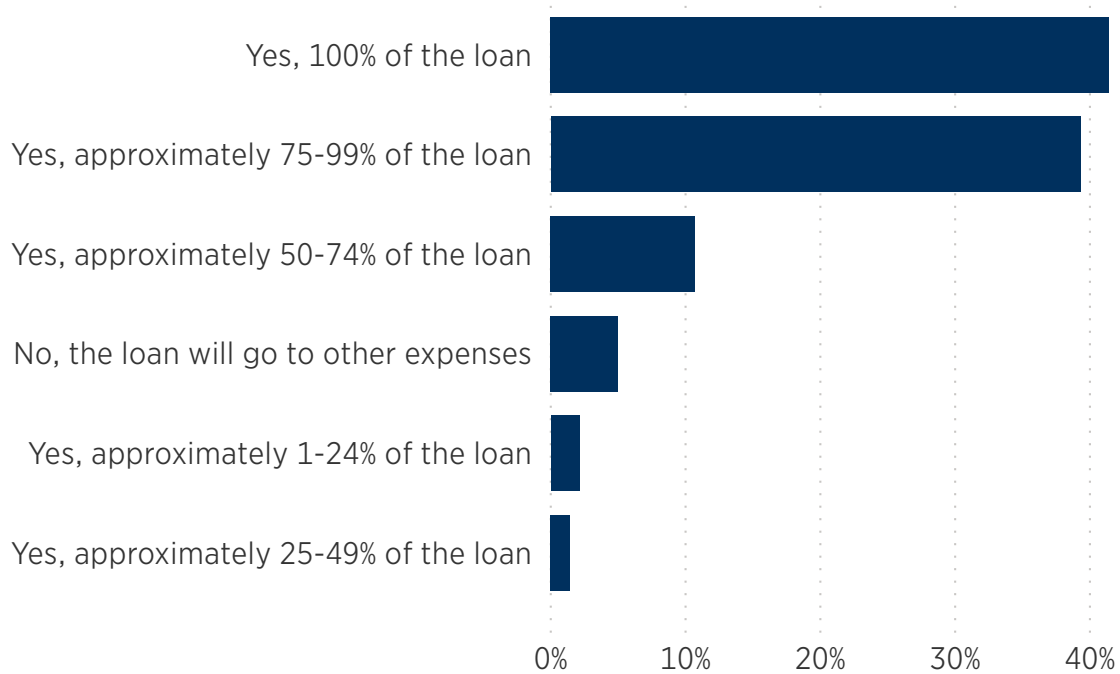
Will you continue to use any of the CARES Act policies?



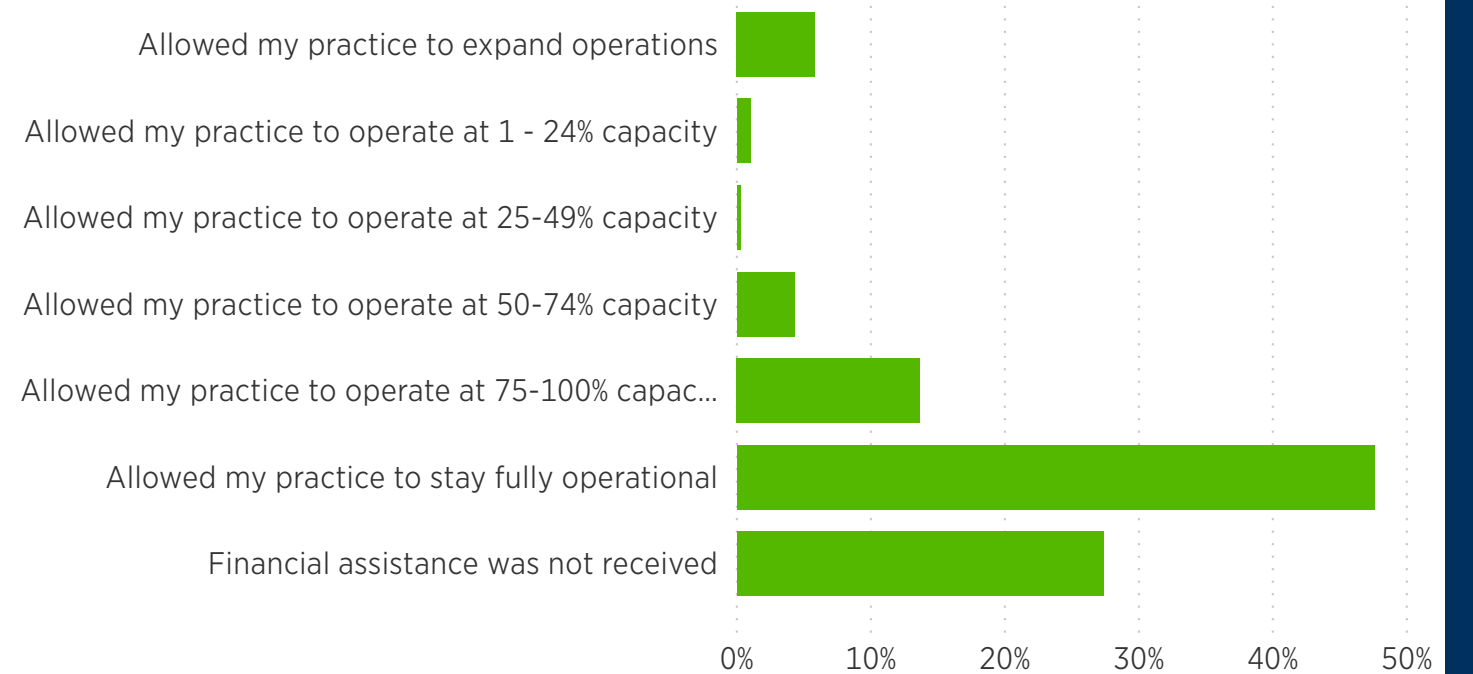
Did the CARES Act leave policies increase your costs?



Did you use the SBA loan for payroll?



SBA loan financial assistance



OPERATIONS, STAFFING, AND HOURS

Average non-veterinarians furloughed

1.24

Average non-veterinarians laid off

2.74

Average non-veterinarians furloughed

1.88

Average veterinarians furloughed

1.10

Typical hours open per week

52

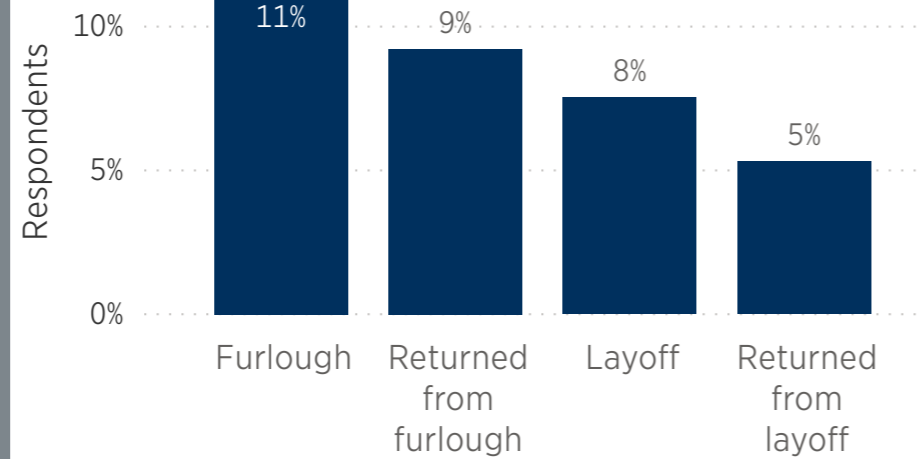
Average hours extended

9

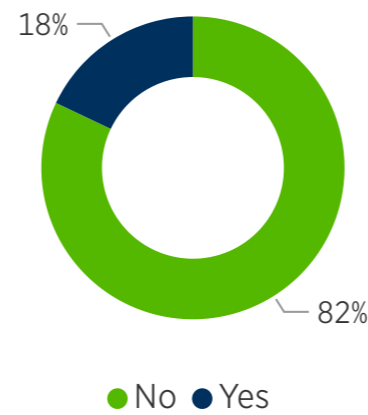
Average hours reduced

12

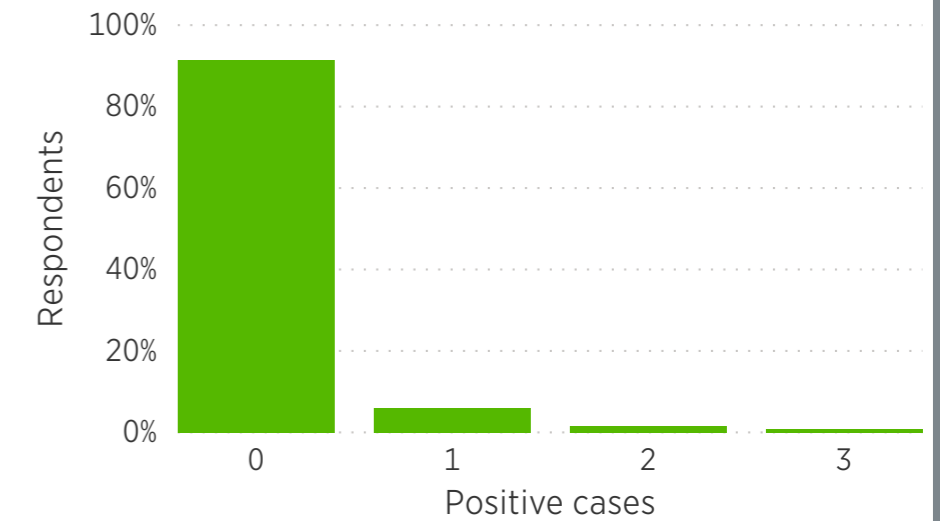
Furlough and layoffs



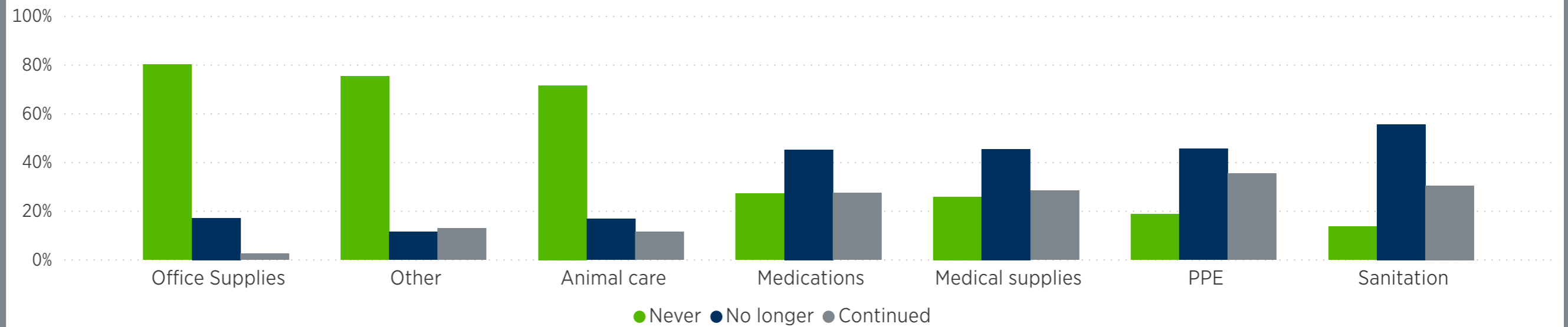
Did you break staff into separate teams?



Staff testing positive for COVID-19

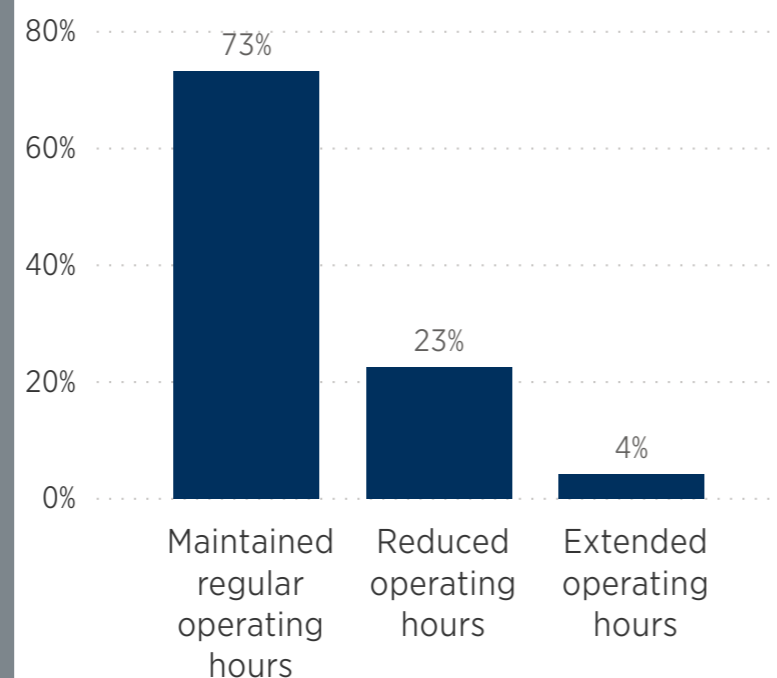


Supply shortages*

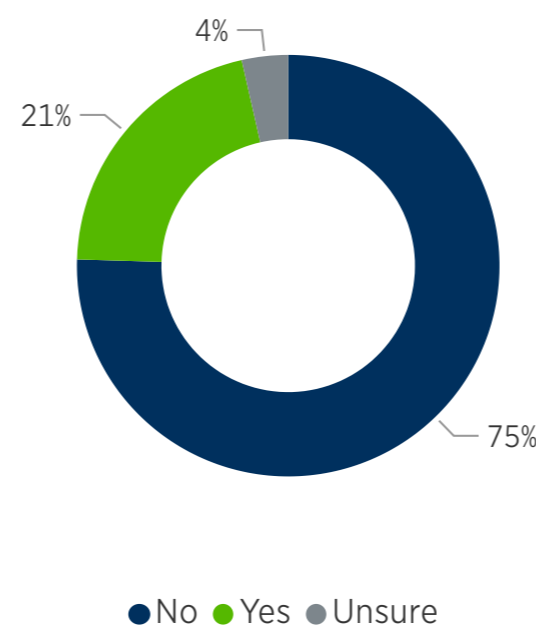


*animal care includes items such as food, beds, and accessories

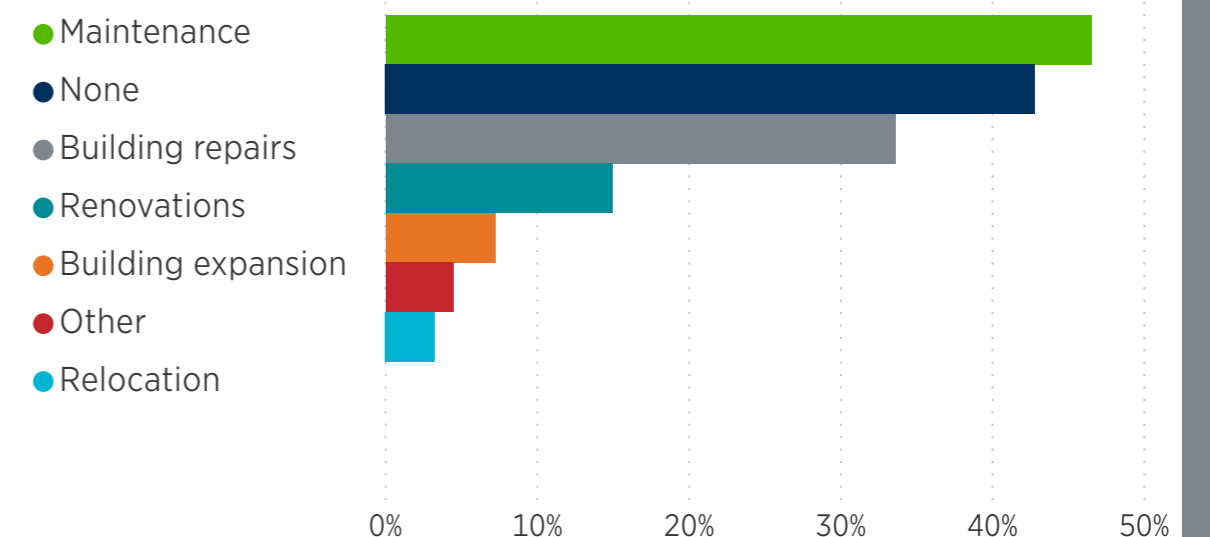
Adjusting practice hours



Did you cancel activities?



Cancelled activities

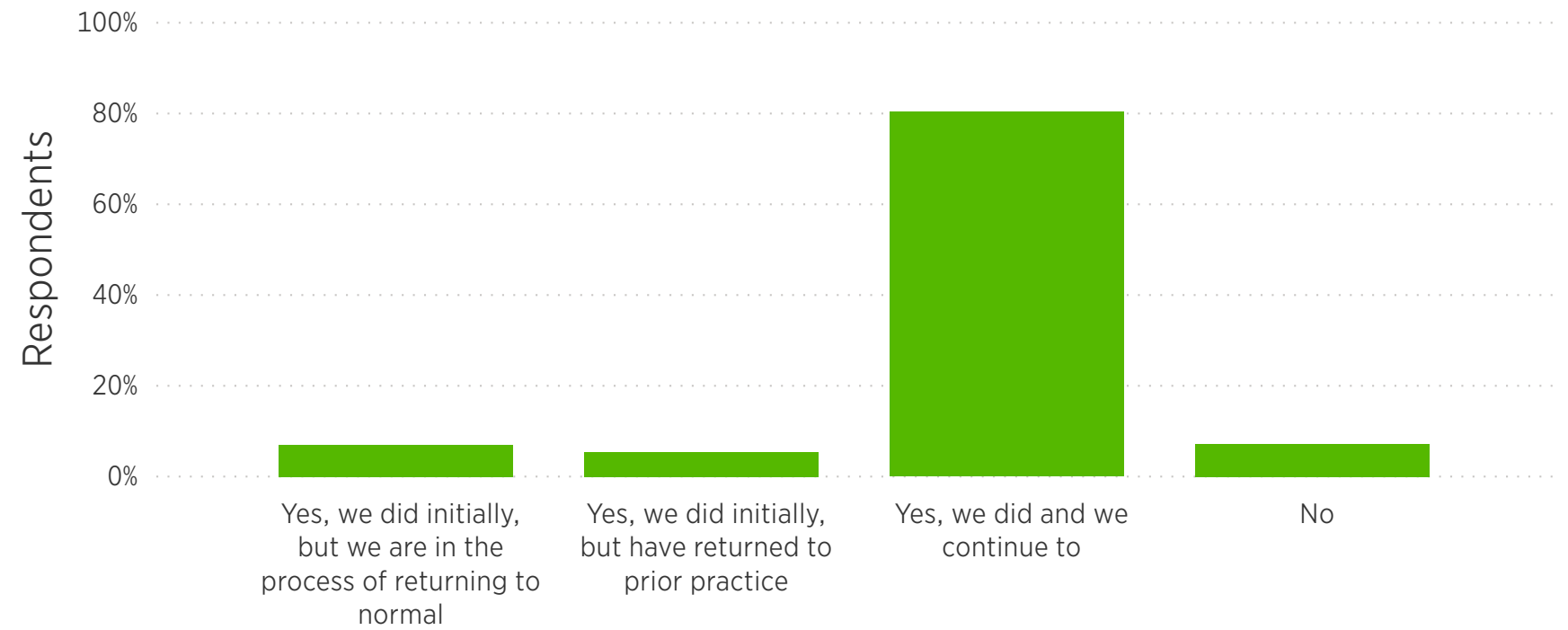


CLIENT CONTACT

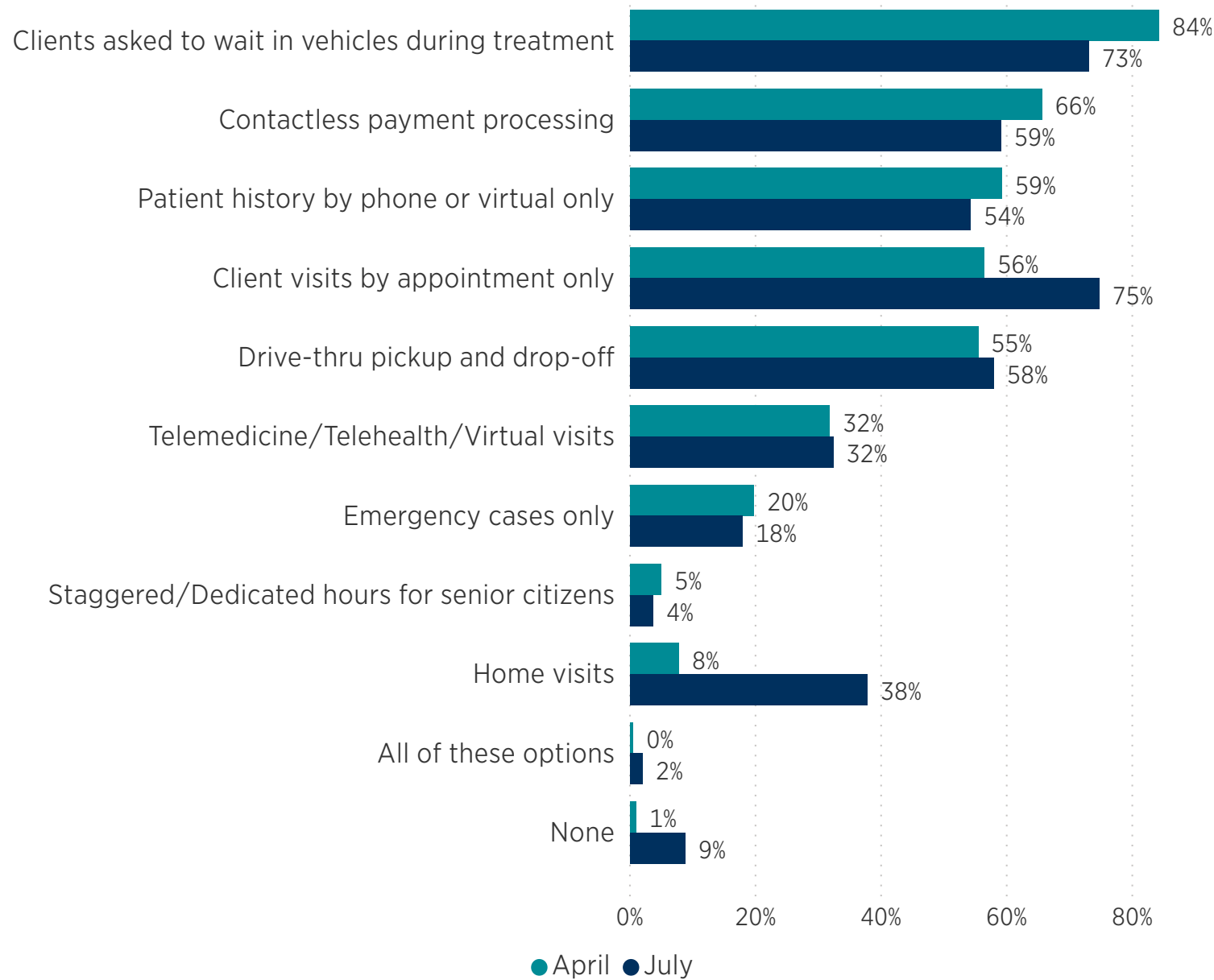
Social distancing protocols



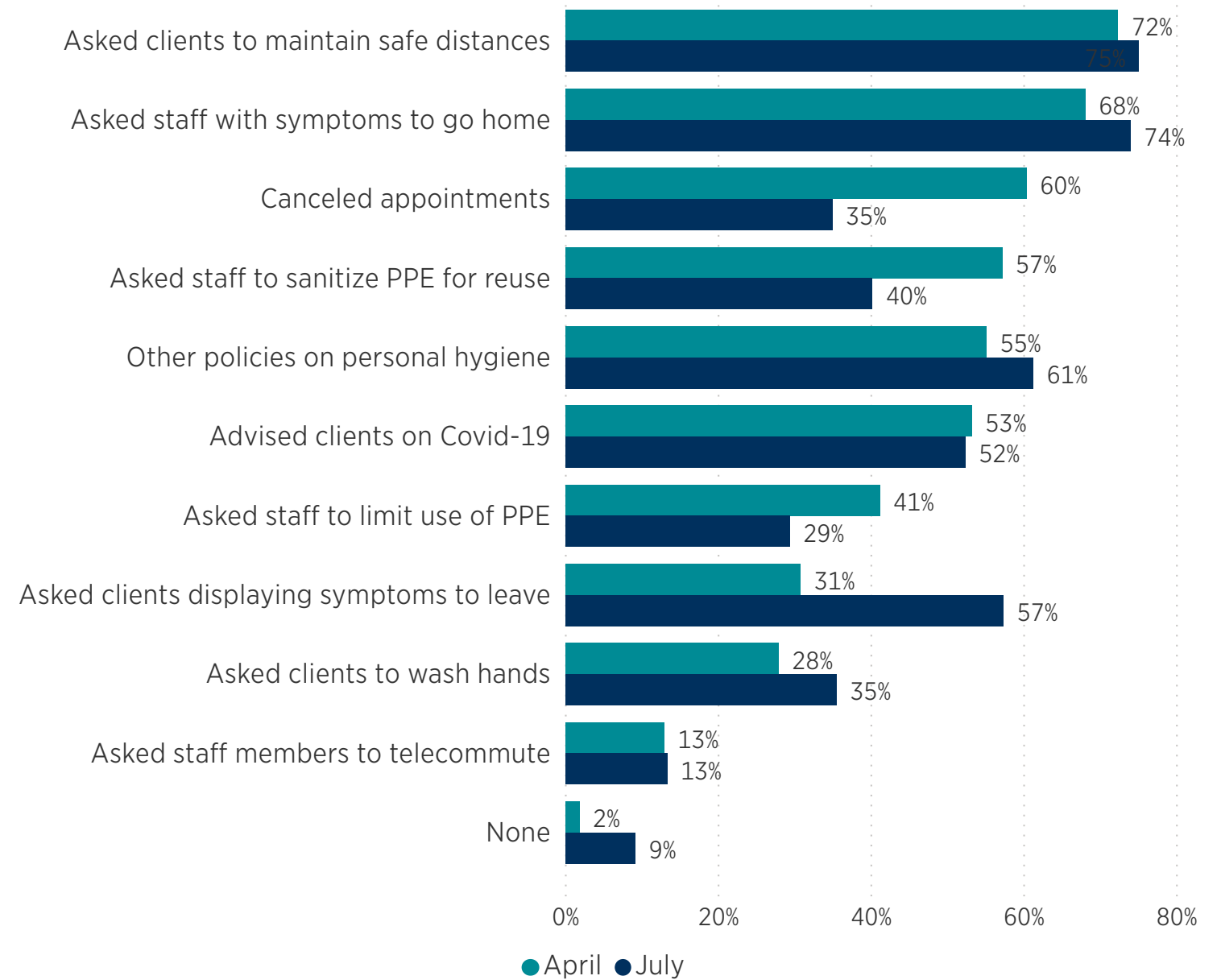
Instituting measures to limit client contact



Operational strategies

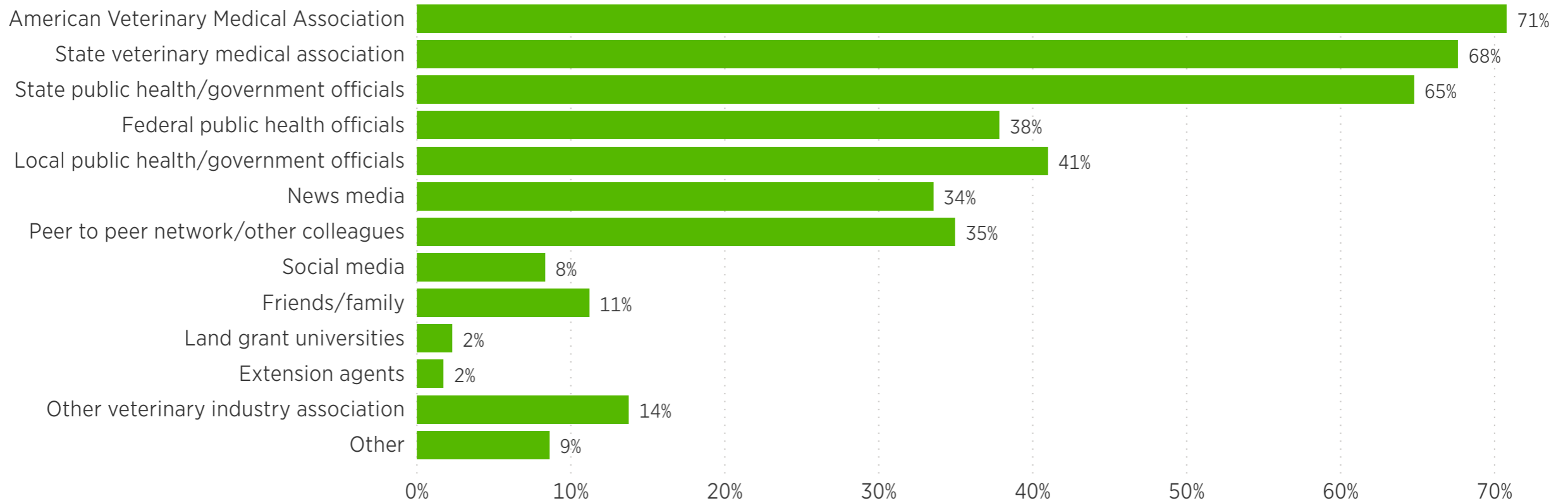


Precautionary measures

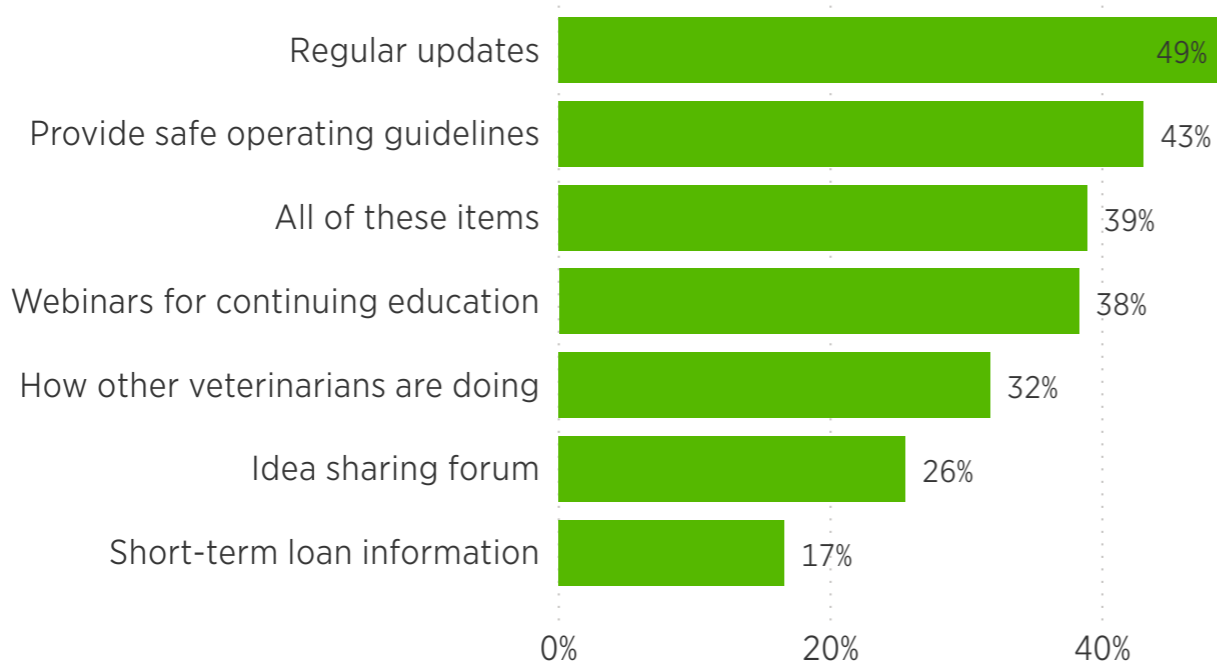


INFORMATION AND CONCERNS (JULY AND AUGUST)

Most relied on source of information



What can the AVMA do to help?



Employee concerns

