



PURPOSE IN ACTION



**NORTHSTARVETS®**  
Veterinary Emergency Trauma & Specialty Centers  
*Leading the Way.*



LEADING THE

WAY



IN EMERGENCY AND SPECIALTY VETERINARY MEDICINE

This past year has been definitely a challenge for our team. Demand for veterinary care was at an unprecedented level, creating a tremendous strain on our veterinarians, technicians, assistants and front office staff. NorthStar VETS® has been working beyond capacity and the stress and pressure our veterinary professionals are dealing with are both real and prevalent. While the public grew tired of life during the pandemic, our staff felt that frustration from clients. Inversely, we've also witnessed outpourings of love through emails, social media posts, hand written cards, floral arrangements, and edible deliveries from appreciative pet parents.

Through it all, we've stayed true to our oath of healing the sick and injured and taking care of people through their animals. At this time, we don't know what the future may hold, but we will continue to serve our patients, clients, referring veterinarians and each other just as we always have!

This "Purpose In Action" brochure highlights the growth of all three of our emergency hospitals over the past year, as well as insight into the daily life at NorthStar VETS®. We thank you for the trust you place in us each and every day — it is truly our pleasure to serve you! Our commitment to leading the way in veterinary medicine and improving quality of life for others is as strong as ever and we look forward to a bright future.



## HISTORY OF NORTHSTAR VETS®



2000



2003



2010



2011



2015



2020

Our evolution as an advanced-care hospital began as a mobile veterinary surgery practice in 2000. Due to the demand for this level of specialized care, the practice has expanded continuously ever since. Today, NorthStar VETS® is an established, award-winning, emergency, trauma and specialty referral center headquartered in Mercer County (Robbinsville, NJ).

### 2000

This hospital started as a single doctor mobile surgery practice working out of local veterinary clinics and was originally named Veterinary Surgical and Diagnostic Specialists (VSIDS).

### 2003

VSIDS moved into its first home in Clarksburg, NJ. Soon, a 24/7 emergency service was added and internists were brought on to offer additional services with board-certified specialists.

### 2010

VSIDS officially changed its name to NorthStar VETS®.

### 2011

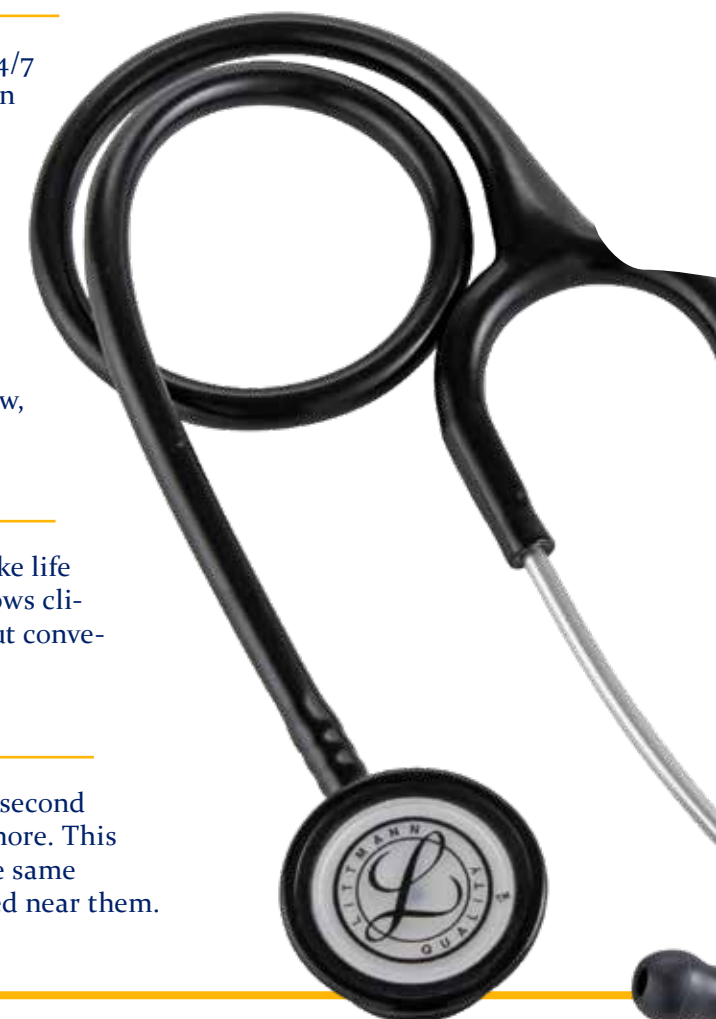
NorthStar VETS® moved its growing practice into a brand-new, 33,000 sq. ft., state-of-the-art facility in Robbinsville, NJ.

### 2015

The first satellite location opened in Maple Shade, NJ to make life easier for its many South Jersey clients. The new facility allows clients to utilize the same doctors available in Robbinsville, but conveniently located in Burlington/Camden County.

### 2020

As NorthStar VETS® celebrated its 20-year anniversary, the second satellite opened in Brick, NJ to meet demand at the Jersey shore. This brand-new facility allows clients in Ocean County to see the same specialists available in Robbinsville, but conveniently located near them.







### January 2021

Upgrades to advanced imaging equipment included a 64-slice CT scanner and a new MRI machine.



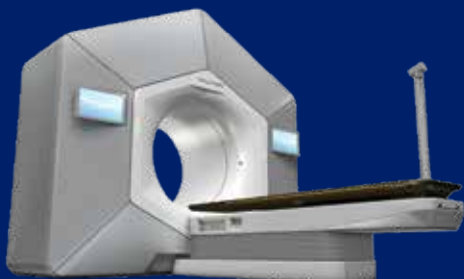
### April 2021

We were re-certified as a VECCS Level 1 Trauma Center and one of only 24 veterinary hospitals in the US operating at such a high level.



### May 2021

NorthStar VETS® opened a radiation oncology suite at its Robbinsville location in collaboration with PetCure ONCOLOGY®.



# NOTEWORTHY ANNIVERSARIES

## April 2021

NorthStar VETS® turned 21 years old

## May 2021

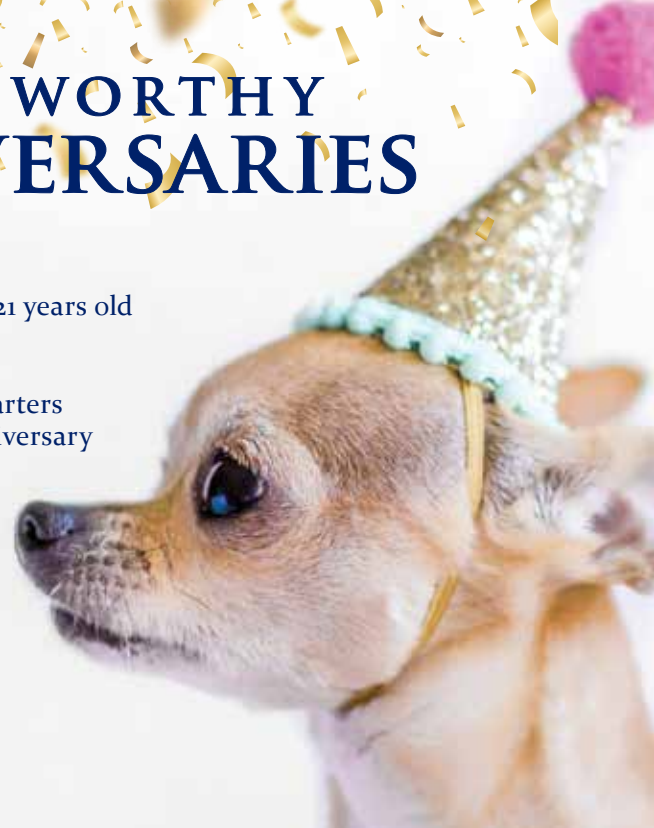
Our Robbinsville headquarters celebrated its 10-year anniversary

## June 2021

The Brick satellite celebrated its first anniversary

## October 2021

The Maple Shade satellite celebrated its sixth anniversary



## November 2021

NorthStar VETS® continues to maintain its GOLD LEVEL Cat Friendly Practice Certification. This program elevates care for felines by reducing stress and making visits easier for cats, caregivers and our entire veterinary team.

To earn this recognition, our hospital has a separate cat waiting area to reduce anxiety prior to entering the exam room. We also implement best practices to reduce stress throughout the pet's visit (exam room, the physical exam, pain management, operating and anesthesia, dentistry, diagnostic imaging, and more).



## DR. DANIEL STOBIE HONORED IN INAUGURAL DVM360 VETERINARY HEROES PROGRAM



dvm360, a veterinary industry publisher, awarded the winners of its inaugural Veterinary Heroes recognition program celebrating the achievements of leading veterinary professionals who have propelled the field forward. This special recognition is given to those who make a significant impact in improving patient outcomes. One honoree was named for each of the eight categories, with Dr. Stobie in the Surgery category.

Criteria was based on the following:

- Aptitude to go above and beyond in patient care
- Ability to help educate clients
- Knack for showing patience, compassion, and perseverance in the face of difficulties
- Understanding of the science and how treatments are designed

"This is a very exciting time," said Mike Hennessey Jr., president and CEO of MJH Life Sciences, parent company of dvm360. "We encouraged our dvm360 community of veterinarians, veterinary technicians, practice managers, and client service representatives to nominate a veterinary professional who truly makes a difference in the industry and honored those heroes at our celebration."

Adam Christman, DVM, MBA, chief veterinary officer at Fetch, Atlantic Coast Veterinary Conference (ACVC) and dvm360 added, "We are delighted to celebrate and honor veterinary professionals who have gone above and beyond in caring for animals and their owners, especially during this pandemic. As a fellow veterinarian and the master of ceremony, I'm honored to congratulate Dr. Stobie on winning the first-ever Veterinary Heroes award for Surgery. It is truly an honor to be a part of an incredibly hardworking essential profession that goes above and beyond the call of duty for animals."

Dr. Daniel Stobie, board-certified Surgeon and Chief of Staff for NorthStar VETS®, said he was, "blown away and humbled" to receive the Veterinary Heroes award, especially during a difficult time for the profession. ***"I think what meant the most to me was when I realized I was nominated by my staff—I actually choked up to find this out. They are the ones who should be receiving this award in that they are the real heroes, doing the hard work, day in and day out, during the pandemic, and saving numerous animals and helping the public."***

Inductees were honored on Dec. 1, 2021, in conjunction with Fetch dvm360 conference in San Diego, California.

### About NorthStar VETS®

Located in Robbinsville, NJ, NorthStar VETS® is the region's leader in providing advanced veterinary services by board-certified, residency trained, or highly experienced veterinarians 24/7. As an American Animal Hospital-Accredited (AAHA) Referral Practice, NorthStar VETS® continues to set the standard in medical excellence for dogs, cats, birds, exotics, and other family pets. | [northstarvets.com](http://northstarvets.com)

### About dvm360

The leading media-content provider in the veterinary market, dvm360 has been in operation for more than 50 years. Providing readers with digital/print content that focuses on every aspect of a veterinary professional's life. dvm360 hosts continuing education (CE) conferences that provide a 360-degree engagement experience for veterinary professionals. dvm360 is a brand of MJH Life Sciences, the largest privately held, independent, full-service medical media company in North America. MJH Life Sciences is dedicated to delivering trusted health care news across multiple channels.

(609) 259-8300

• CENTRAL NJ / 315 Robbinsville-Allentown Rd. / Robbinsville, NJ 08691  
• SOUTHERN NJ / 2834 Route 73 North / Maple Shade, NJ 08052  
• JERSEY SHORE / 507 Route 70 / Brick, NJ 08723

AAHA  
VECCS  
AAEP  
Cat Friendly  
Practice  
NORTHSTARVETS.COM





NorthStar VETS® was built on a 3-acre parcel where a circa 1760 farmhouse had stood. During construction, great care was taken to protect the property's 250-year-old copper beech tree as well as the mature oaks and other species dating to the 18th and 19th centuries. In fact, the hospital was intentionally designed around those trees. Although the farmhouse was too dilapidated to save, some of the original bricks and hand-hewn oak trusses were salvaged. These materials were incorporated into the design of the hospital's reception area.

When we opened in Robbinsville in 2011, it was designed to help fulfill the purpose of improving the quality of life of others through a number of green architectural features and team practices. To reduce heating and cooling needs year-round, a geothermal loop system was installed. Geothermal energy uses the earth's subterranean temperature of 55° to heat and cool water circulated through the system and pumped back into the building. Geothermal systems help to remove more than 1.5 million metric tons of carbon emissions from the atmosphere every year.

The beauty and power of natural light was harnessed to reduce the need for artificial lighting. Health benefits of sunlight create a stimulating and positive work environment by utilizing a scientific process called "Daylighting"—allowing the controlled admission of light into the interiors of our building. Light tubes are built into our dog wards, massive skylights exist above the in-patient treatment area, and the overall design allows windows on exterior walls to direct light through dark corridors. To ensure minimal use of electricity in our 24-hour hospital, automatic lights turn off when a room is not occupied.

Our hospital enforces recycling initiatives with specifically marked receptacles throughout the building. Our Pharmacy department has switched to reusable paper bags, recycles cardboard cartons for hospitalized feline patients, as well as re-purposes plastic vial caps/lids. Our IT department participates in ink cartridge and battery recycling programs and our Inventory Management monitors and forecasts stock to help reduce unnecessary waste. CUBEX® automated dispensing machines maximize efficiency, lower inventory spend and improve regulatory compliance so our team can focus on patient care.

For the better part of a decade, we've been a paperless practice, reducing tons of paper waste every year. Saving trees was also an important theme during initial hospital construction. Our Robbinsville building and parking lot were thoughtfully built around many of the 300+ year old trees on the property. In 2011 NorthStar VETS® planted new trees at a nearby community park to offset the loss of any landscapes removed to make room for the new hospital.

Today, solar panels have been installed in an adjacent property, and supply 20% of our hospital's energy needs, further reducing our carbon footprint. These green efforts are responsible for reducing greenhouse gas emissions — proving how committed we are to improving quality of life for others.



## GIVING BACK TO THE COMMUNITY

*Serving our community also serves our patients. There's no better way to show our true devotion to our neighbors and their companion animals than to participate in all aspects of service. Our compassionate team ensures that the bonds between pets and pet parents stay strong.*



*Hosted the American Red Cross blood drive collecting enough units to save 93 people!*



*Educated veterinary professionals across the US through our Social VETworkingSM on demand lectures*



*Presented keynote speech on the health benefits of pets for the American Heart Association*



*Donation of over 270 lbs. of non-perishable groceries and pet supplies to local food pantry*



*Hosted our annual "Blessing of the Animals" pet parent event*



*Supported the annual US Marine Corps Toys for Tots holiday drive*



*Sponsored the Trenton Thunder baseball team's "Dog of the Day" pet adoption program*



*Raised funds for sick animals for the Vet-i-CareSM foundation*

## PROUD SUPPORTER OF THE FOLLOWING CHARITIES

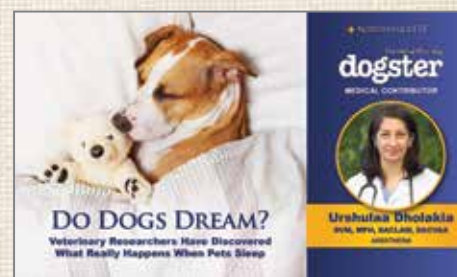
- American Cancer Society Bark for Life Relay
- DogFest Philly-NJ
- Friends of the Burlington County Animal Shelter
- Monmouth County Sheriff's K-9 Unit
- Monmouth County SPCA
- New Life Animal Rescue
- ONE LOVE Animal Rescue
- Pitties and Pals
- The Crossings Animal Society
- Trails 4 Tails Fest
- United States Police Canine Association





# NEWS STORIES

NorthStar VETS® veterinarians contributed their expertise to these online publications ranging from local outlets to national pet enthusiast magazines.



## THE TRUE DEFINITION OF PURPOSE IN ACTION

"It was a typical busy night. All was going well and staff were working hard and getting it done as always. Then in an instant, it all changed. NorthStar VETS® Robbinsville had a dog that presented with multiple stab wounds, in critical condition and in need of immediate emergency surgery. Dr. Sarowitz was the on-call suregon for the night. She received the emergent message, and that's when our nursing managers' emails started blowing up.

The overnight supervisors wanted to phone on-call techs for back-up, but Melissa Berkowitz and I decided to come in to assist. We both had just gotten home from a 12-hour-long day and agreed that the on-call technicians were going to be needed the following day. Upon my arrival, I witnessed amazing team effort first hand. Everyone was in the OR! From ER docs, the criticalist, surgeons, and multiple technicians.

Someone yelled to me as soon as they saw me to grab a unit of blood! ALL HANDS WERE ON DECK! Magically, we got it done and we did it together! Unfortunately, the outcome of the patient was not good, but that dog had an amazing team of professionals on his side trying everything in their power to help him. This is what it truly means to be on a team that is dependent on all of its parts."

– Tara Cravens, Nursing Manager

## C-PETS Philosophy

NorthStar VETS® exists for one, fundamental purpose: to improve the quality of life for our patients, clients, family veterinarians and our staff. We do this by adhering to a set of core values that guide every aspect of what we do and how we do it – that translates into our "C-PETS" philosophy:



### COMPASSION

We will interact with our clients, patients and community with kindness and empathy.

### PROFESSIONALISM

We will conduct ourselves in a moral and responsible manner and treat our clients, patients and colleagues with respect and integrity.

### EXCELLENCE

We will provide the highest-quality care and state-of-the-art knowledge in the practice of veterinary medicine.

### TEAMWORK

The staff at NorthStar VETS®, along with our clients and their family veterinarian, will work as a cohesive unit by recognizing the equal contributions and value of every team member.

### SERVICE

We are dedicated to exceeding our clients' expectations through timely and effective communication, exemplary customer service, outstanding patient care and promoting a learning environment.



# CASE SUCCESSES

A look back at some of our most memorable patient stories.



## Oz the Cockatoo

On the day of Oz's surgery, our Avian and Exotics team came prepared. The fatty tumor behind Oz's leg needed to be removed, but had a lot of blood vessels in it, making this a delicate surgery. Our doctor knew every drop of blood in a bird is precious because they have a lower blood-to-body mass ratio than mammals and can't afford to bleed. To ensure success, a CO2 laser was used which cauterized the tissue it cut, minimizing bleeding. Additionally, the doctor brought her own chicken in with her, which provided a life-saving blood transfusion during the procedure. Finally, her expert skills and qualified team made for a smooth operation.

Having healed nicely, Oz's visits to the hospital are behind her. She will live the decades of life she has ahead of her with her family in the best place of all, home.

## Mackers

After vomiting blood and collapsing at home, Mackers was brought to his family veterinarian where they found an abdominal mass and started treatments. Within days, he collapsed again came immediately to the emergency room.

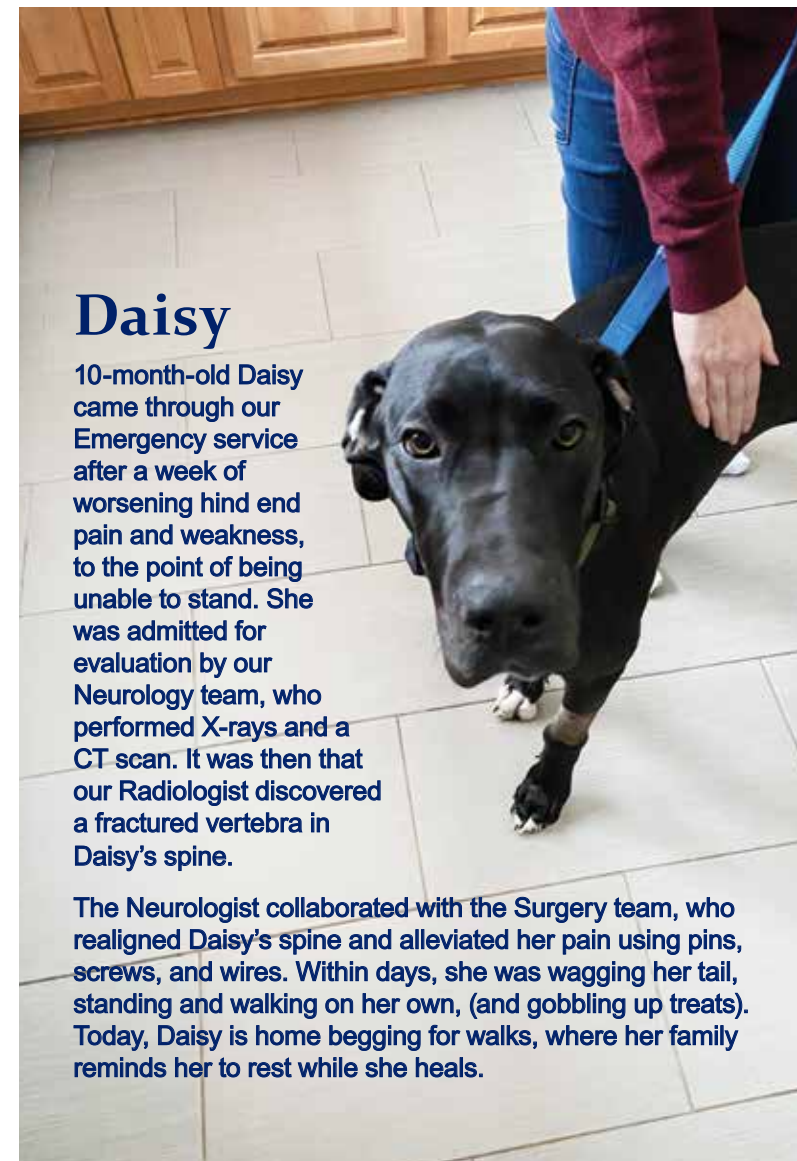
The NorthStar VETS® Emergency and Critical Care team performed two transfusions and other stabilizing treatments before admitting him to the hospital. Tests revealed Mackers had a large cell lymphoma, and he was referred to the Oncology service. Two days later, Oncology began treating Mackers' stomach lymphoma.

Our team reported that Mackers' tumor was undetectable and his blood counts were normal. One month later, he was in complete remission. He now has four months of treatment complete and two to go. By addressing the issue quickly, directly, and with the right goals in mind, Mackers enjoys a much-improved quality of life today!



## Cash

Cash's painful problem was getting worse. He had a skeletal abnormality called a malocclusion, or an improper relationship of his teeth when his mouth closed. As a result, his lower canine teeth were contacting the roof of his mouth, and without intervention, risked doing permanent damage. After being referred to NorthStar VETS®, the Dentistry team evaluated Cash's options. Because he's young and healthy, simply extracting the teeth was not the best option. Corrective orthodontic treatments, like braces, are possible in some cases but are not indicated in cases of skeletal abnormalities. The best option was a crown reduction and vital pulp therapy, a procedure in which the height of the visible canine teeth is reduced and a restoration is put over the top to protect it. Cash's procedure was successful and he went home the same day with a comfortable and functional mouth.



## Daisy

10-month-old Daisy came through our Emergency service after a week of worsening hind end pain and weakness, to the point of being unable to stand. She was admitted for evaluation by our Neurology team, who performed X-rays and a CT scan. It was then that our Radiologist discovered a fractured vertebra in Daisy's spine.

The Neurologist collaborated with the Surgery team, who realigned Daisy's spine and alleviated her pain using pins, screws, and wires. Within days, she was wagging her tail, standing and walking on her own, (and gobbling up treats). Today, Daisy is home begging for walks, where her family reminds her to rest while she heals.

## Amazing Gracie



After a serious car accident, Gracie was rushed to NorthStar VETS® by police with an open abdominal wound. In the first 24 hours, the Emergency and Critical Care team cleaned Gracie's wounds, protected them with bandages, and stabilized her with oxygen therapy, a blood transfusion, and intensive care treatment. The next day, Gracie was in the hands of our Anesthesia and Surgery teams where a liver lobectomy was performed. A previously undiscovered liver tumor ruptured during the vehicular accident causing the bleeding. Gracie spent two more days in the ICU under care of the nursing team. Biopsy results on the tumor came back benign, meaning no further action was needed. Having made an excellent recovery thanks to her medical team, Gracie went home to heal with her family and get back to normal life.





## Franklin

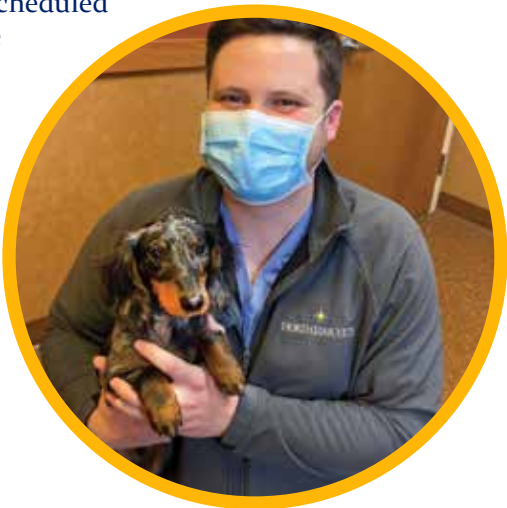
Franklin was referred by his primary veterinarian to our Dentistry and Oral Surgery team for a mass growing on the inside of his jaw, which turned out to be a cancerous papillary squamous cell carcinoma. In a case like this, the best course of action is a mandibulectomy, where the affected portion of the jaw is removed to prevent the spread of cancer.



The Radiologist reviewed the CT scan and confirmed that the carcinoma was only in Franklin's jaw and nowhere else in his body, which was good news. The veterinarian on the Dentistry team successfully removed the affected portion of the mouth, getting good margins. At his recheck exam two weeks later, Franklin looked great, and everyone looks forward to his long life ahead.

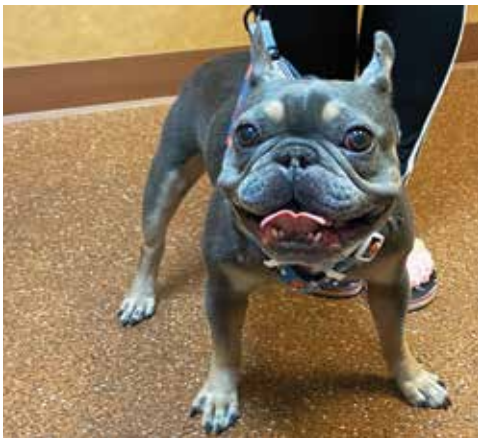
## Hanz

Dachshund puppy Hanz scuffled with a housemate and sustained a bite wound on top of his head. No one knew at the time, but the injury caused an infection that went through his skull to his brain. Days later, Hanz had a seizure, and his family rushed him to our Brick, NJ location where our Emergency Service stabilized him. A CT scan revealed a life-threatening pocket of infection pushing on his brain, and emergency surgery was immediately scheduled with the Neurology service in Robbinsville. Hanz was transported to our main hospital and underwent a craniotomy to flush the infection and remove bone fragments, allowing his head to heal properly. Hanz was immediately feeling much better thanks to quick teamwork and thorough expertise and is already back to being an energetic and playful puppy.



## Meatball

Meatball suffered from terrible upper airway disease (with trouble breathing, eating, sleeping, and needing to be burped). He was brought to NorthStar VETS® Surgery team to remove excess soft tissue in his palate and widen his nostrils. However, his airway continued to collapse, and he stayed in the ICU for days under the care of our amazing intensive care nurses. Eventually, a temporary tracheostomy tube needed to be placed in his throat, and a second surgery was scheduled. This helped for a while, but a more permanent solution was needed. Meatball returned weeks later to have a permanent tube placed. At his latest recheck after much care and healing, it's reported that Meatball suffers no more with the symptoms that plagued him in the past.



## Alana

Alana was rushed to NorthStar VETS® for weakness. In the following hours, our ER/Critical Care team, along with Cardiology and Radiology discovered that she had a mass on her heart which was bleeding into her pericardial sac. (Too much blood could cause her heart to collapse.) Three times a needle was inserted removing the pooling blood and stabilizing her for surgery. In addition, Alana had masses on her spleen. She went into surgery, along with a Critical Care specialist and Veterinary Technicians managing her anesthesia. All masses were successfully removed, and the next day Alana impressed everyone by walking around, and eating. She'll return to tackle her cancer with our Oncology team, but went home bright and strong.

## Little Joe

Little Joe (a wolf from a wildlife sanctuary in central PA) started showing pain and difficulty walking, and was brought to our Neurology department where an MRI revealed a tumor on his spine. Our Neurologist performed a hemilaminectomy to remove the tumor and make him more comfortable. Today, Little Joe is back in his enclosure with his pack-mate, Nova, and feeling much better!



## Natasha

Lynx kitten Natasha arrived at our hospital from a nearby reserve with a PCV of 5% and a hookworm infestation. Our Avian and Exotics team treated her worms and was able to use blood from a domestic shorthair cat for the transfusion because the antibodies were a close match. After a few days in the hospital, Natasha was looking and feeling better and ready to return home!





# CLIENT TESTIMONIALS

*“You have the best exotics vet I have ever had the pleasure of working with. My chinchilla had gone through some intense procedures over the last couple of months and your staff has always done an amazing job making us feel welcome and made sure everything was explained thoroughly before leaving.”*

– Mallory

*“The tech that day was absolutely great and your Cardiologist is an awesome veterinarian. She is very thorough and since under her care, my cat has improved greatly given his heart condition. She answered all my questions and concerns.”*

– Lori

*“I feel blessed to have had your Criticalist as Ryder’s doctor. He saved my boy, and was always available for every phone call. He called when he said he would and he was absolutely exceptional. I would have paid double if I had to! Thank you!”*

– Nicole

*“The services provided are amazing and the hospital is one of the best. The staff is always pleasant, even though I know they are always busy. I have always had a great experience. Thank you for what you do. The surgeons are amazing and have great communication. They are excellent doctors who care about your pet’s wellbeing.”*

– Jorge

*“I’m so happy our family veterinarian recommended your Ophthalmologist, she was exceptional! My dog is so much better. From the first visit she was confident my baby would get better and he did!”*

– Marilyn

*“The doctor and techs were very kind and professional, helping me understand the problem with Marcus, and why considering surgery is a good option. The doctor explained in good detail how Marcus’ health and life will be much-improved with better oral health. I left feeling relieved to have a care plan for my pet and thankful to all involved.”*

– Debra

*“The Dermatologist spent a lot of time with me and my dog. In a matter of days, he had my dog’s condition under control. Two regular vets could not get a handle on her condition. My dog is much happier now and we will be coming here from now on! All of the staff was friendly and professional. I have already referred friends to your practice!”*

– Bridget

*“I was hesitant at first to bring Snoopy here, only because emergency vets are typically very pricey. I was definitely wrong. First, I want to say how EXCELLENT, kind and helpful the staff was. I informed them that I am pregnant and cannot lift Snoopy (he is 80 lbs). They quickly came out to the car and two techs carried him in with no hesitation! They were super-kind and gentle. Snoopy has anxieties and gets nervous going new places, but he opened up quickly. While I was waiting in the triage room, the Vet came in and explained in thorough detail what was going on with Snoopy. I was expecting to need X-rays and possibly a cast, which was where my financial concerns came in. I was so relieved when I found out that we didn’t need X-rays. I was given options for the best game plan*

*for Snoopy. I was extremely happy with my entire visit, from start to finish. I would not hesitate to go there again, and definitely recommend friends and family there!”*

– Serafina

*“My Phoebe had a ureteral blockage and needed a SUB. Everyone from the receptionists to the doctors were exceedingly professional and kind. Understandably, Phoebe and I were in distress, and folks were calm and reassuring. Phoebe will be coming regularly for ongoing care and NorthStar VETS will be the only place I go to make sure my baby is thriving. Thank you!”*

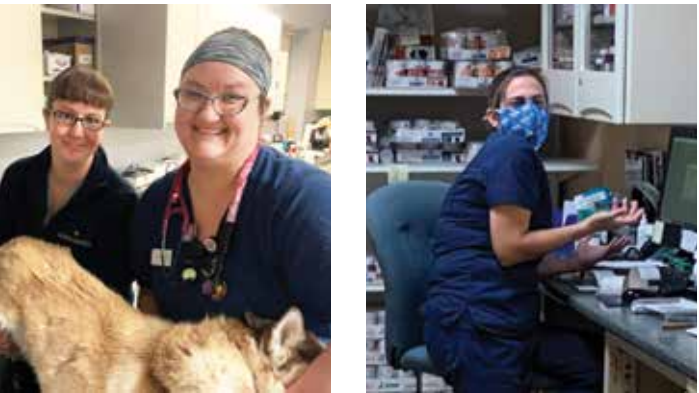
– Brent

*“Your Neurologist has been managing Luna’s condition throughout the past 15 months. We couldn’t have asked for a more knowledgeable and friendly doctor. Add the pandemic into our stress and it was nice to know that Luna was getting the best care. Our technician created a bond with Luna which helped ease her anxiety of leaving me on the visits. That was truly amazing. I can’t say enough about the Client Liaison, who was willing to help with appointments. NorthStar VETS® is blessed to have such a caring team. Our experience was over the top, so THANK YOU!”*

– Eileen

*“The Rehabilitation team has an excellent doctor. She is very kind and thorough and also offered some great alternative recommendations for medicine and diet.”*

– Laura



# A SALUTE TO OUR AWESOME NURSING STAFF

Since 1993, the North American Veterinary Technician Association (NAVTA) has proclaimed the third week in October as National Veterinary Technician Week. In keeping with the spirit of the season, we recognize and celebrate our awesome nursing staff and what they all bring to NorthStar VETS®! We are grateful for them, not just for one week, but 24-hours a day, 7 days a week and 365 days of the year.

We truly appreciate our nursing team’s dedication and willingness to jump in whenever and wherever needed. They bounce between our three hospitals to pick up shifts and ensure there is appropriate coverage. Their flexibility not only keeps our doctors on track, but allows appointments, procedures, and emergencies to run seamlessly.

99.9% of their shift is spent assisting helpless, pained animals – often resulting in long hours, aching feet, and exhausted spirits. Their job is dirty, dangerous, and more often than not, challenging. At any moment they could be bitten or scratched, (ask any nurse to see their “battle scars”) yet they persist in comforting frightened and stressed pets like they were their own. We can’t thank them enough for coming to work with loving hearts and providing excellent patient care day in and day out.

Because of our nurses, pet parents better understand what’s happening to their animal(s) during appointments or hospitalizations. They use their education and experience to teach owners preventative health care and patiently explain discharge instructions/treatments for recovery. Our team recall owners by name, email pet photos, and update them when they can’t visit their family member – that means the world to clients.

It’s no secret that working in an emergency and trauma hospital takes an emotional toll and can result in burnout/compassion fatigue. Despite this, we constantly see NSV nurses celebrate with owners when their pets make strides in the right direction and offer solace when situations worsen. They’ve witnessed death, hugged and grieved with clients, and helped bring new life into this world (sometimes all in one shift). Resilience is their superpower and they come equipped everyday with critical coping skills and a sense of humor. That’s pretty amazing.

Nurses are a “protector of animals,” a “calmer of humans” and an absolute necessity in our hospitals. They make the choice day in and day out to save the helpless, recover the injured, and ease the passing of the sick. They worry about cases long after their shift has ended (only to then go home and care for their own pets with the same love and attention they’ve offered all day). Their love for all creatures is apparent in all that they do. Veterinary nursing is more than a profession, it’s a calling – a way of life.

NorthStar VETS® technicians and assistants make a difference in the lives of pets and we are so fortunate and grateful to have such compassionate and awesome human beings on our team!



TOP 5 CANINE BREEDS



TOP 10 DOG NAMES

- Bella
- Max
- Bailey
- Luna
- Charlie
- Lucy
- Daisy
- Lola
- Rocky
- Buddy



TOP 10 CAT NAMES

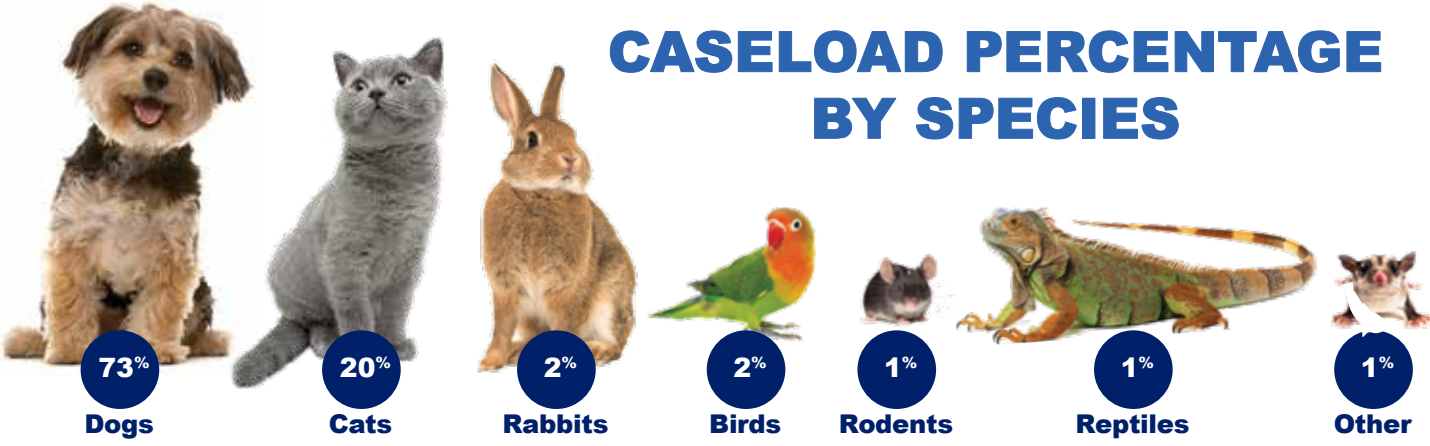
- Leo
- Max
- Oliver
- Luna
- Charlie
- Bella
- Oreo
- Shadow
- Milo
- Jack



TOP 5 FELINE BREEDS



CASELOAD PERCENTAGE BY SPECIES



NorthStar VETS® receives tens of thousands of referrals from nearly 700 area vet hospitals in a 12-month period.

  
**244 PETS**  
HAVE MADE DONATIONS TO OUR BLOOD BANK 1,309 TIMES  
*Since 2017*

  
**NORTHSTAR VETS® WAS INSPIRED BY A BOOK BY MARTHA BECK**  
*True Story*

  
**98%**  
OF OUR STAFF HAVE A PET(S) AT HOME  
*2% Are Lying!*

HOSPITAL FACTS:

Number of Doctors	50+
Hospital Locations	3
Veterinary Specialites	20+
Annual Patient Caseload	68,454+
Compassionate/Collaborative Team	100%
VECCS Certified Level 1 Trauma Center	YES
AAHA® Accredited Facility	YES
Fear Free® Certified Staff	YES
Cat Friendly Gold Practice™	YES



HUMAN-BASED THERAPIES IN VETERINARY MEDICINE

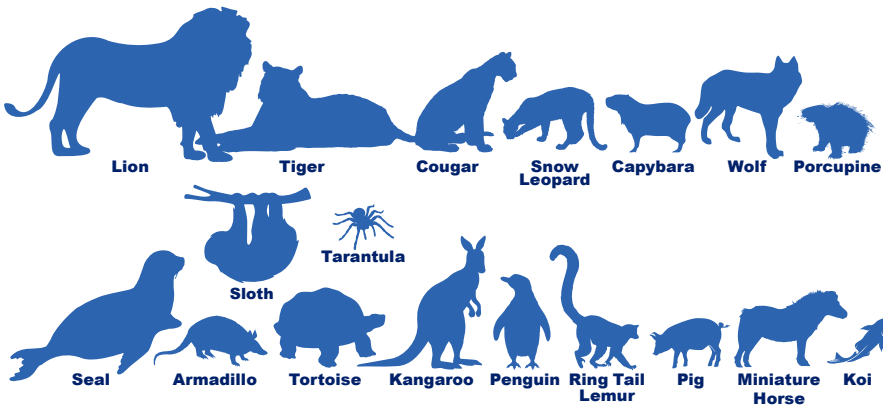
Animal medicine has seen drastic technological advances over the years and many new tools and procedures have been adopted from human medical practice. These advances lead to better treatments and faster recovery times. In addition to MRI/CT scans and ultrasounds, there are many new diagnostic and therapeutic tools giving NorthStar VETS® doctors better resources to save sick pets.

Below are the some of the exciting ways we incorporate human modalities into patient care.

- Minimally-Invasive Procedures:
  - Arthroscopy
  - Laser Therapy
  - Laparoscopy
  - Ethanol Ablation
  - Interventional Radiology
- CENTERLINE™ Total Hip Replacement
- Ventilator Therapy
- In-House Clinical Pathology
- Chemotherapy
- Printed 3D Models As Surgical Planning Tools
- Synthetic Skin Expanders As A Surgical Tool
- Advanced Oral Surgery/Endodontic Procedures
- Physical Therapy and Rehabilitation
- Blood Banking and Transfusions
- Cryotherapy
- Intralipid Emulsion Therapy
- Teleradiology/ Telemedicine
- Transcatheter Stent Placement
- Immunotherapy
- Stem Cell Therapy and Platelet Rich Plasma (PRP) Therapy
- Lithotripsy for Kidney/Bladder Stones
- Colonoscopy, Endoscopy, Bronchoscopy, and Cystoscopy



In addition to caring for domestic companion animals, NorthStar VETS® maintains relationships with area zoos, aquariums, animal refuges, rescues, and wildlife sanctuaries. Below are a few exotics that we have examined and treated in partnership with their zoological teams.







# Our Purpose

## Why NorthStar VETS® Is Here For You

From the very beginning, we knew exactly the kind of advanced care hospital we wanted to build: one that would improve the quality of life of patients, clients, the primary care veterinarian, and staff. With this clarity of vision, NorthStar VETS® has become exactly that, simply by holding true to our guiding purpose.

## How We Demonstrate Our Commitment

Each one of us walks the walk when it comes to translating this purpose into the way we do our jobs. From how you're greeted at the front desk, to how we soothe a frightened pet, to how we use today's most advanced treatments and techniques to keep your pet healthy—we strive at all times to deliver the highest levels of care and compassion. Why? Because we truly understand the immeasurable value that pets bring to your life. You both deserve our best.

Our commitment also goes beyond the interaction we have with you and your pet. For example:

- We followed “green” building practices when we built our facility out of respect for the land, our environment, and our community. And we designed our hospital to be a welcoming and calming place for sick or injured pets and their worried parents.
- Our formalized set of core values (C-PETS) guides our day-to-day activities, and are the touchstone for everything we do—from choosing the people we hire to the charities we support.
- We carefully designed our practice to support the primary care veterinarian, so they can thrive as partners in our shared mission to care for pets.
- We sponsor and/or participate in many community programs each year.
- Most importantly, we nurture our staff, ensuring they have the physical, emotional, and technological support they need to do their jobs at the highest possible level.

If you share our belief that pets improve our lives and deserve the utmost care and compassion, then we believe we're the animal specialty and emergency hospital for you. We're here for you and your pet, and always will be.



## NORTHSTAR VETS® — ROBBINSVILLE, NJ —

Built in 2011, NorthStar VETS® is an award-winning, emergency, trauma and specialty referral center with over 200 employees, including more than 50 veterinarians housed in a state-of-the-art, 33,000 sq. ft. facility headquartered in Mercer County (Robbinsville, NJ).



## A SATELLITE EXPANSION IN SOUTH JERSEY NORTHSTAR VETS® — MAPLE SHADE, NJ —

The Burlington County emergency and trauma satellite in Maple Shade, NJ is all about convenience for clients in South Jersey. Built in 2015, this hospital has five exam rooms and an operating suite. This 4,746 sq. ft. facility is centrally located and easily accessible by two major highways — **Route 38 and Route 73.**



## A SECOND SATELLITE AT THE JERSEY SHORE NORTHSTAR VETS® — BRICK, NJ —

To serve clients near the Jersey Shore, a second 10,000 sq. ft. satellite location was built in Brick, NJ in 2020. This emergency facility allows pet parents to utilize the same veterinarians available in Robbinsville, but with the convenience of an Ocean County location. — **Route 70.**





CENTRAL NJ: 315 ROBBINSVILLE-AlLENTOWN ROAD, ROBBINSVILLE, NJ 08691

SOUTHERN NJ: 2834 ROUTE 73 NORTH, MAPLE SHADE, NJ 08052

JERSEY SHORE: 507 ROUTE 70, BRICK, NJ 08723

**(609) 259-8300**

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