

Mr. & Mrs. Kevin J. DeWolf
4609 Centerpointe Drive
Pensacola, FL 32514
850.619.1732 rosemarie.dewolf713@icloud.com

June 29, 2024

State of Florida
Department of Business and Professional Regulation
2601 Blair Stone Road
Tallahassee, FL 32399-0783

SUBJECT: Tinker Bell “aka Tink” (fur baby, 6 months and 2 days old)
 Davis Anima Hospital (DAH)
 Veterinary Emergency Referral Center (VERC)

Good morning,

My complaint is that I am challenging myself to write. I lost my fur baby when she was six months and two days old; her name is Tinker Bell, aka Tink. Tinker Passed on April 12, 2024, having to wait for all the documents to come together, this letter having an extremely hard time to put together and crying while putting it all together.

This is on April 11, 2024:

1 - My veterinarian is at Davis Animal Hospital (DAH), which has emergency hours until 10:00. We brought Tinker Bell there at 20:04, and she ate at about 18:00. We let her outside with my other fur babies. I have three adopted fur babies, and we let them outside to potty. After the potty was finished, they played like they always do.

Unfortunately, Princess Luna's (Luna) eye tooth caught Tinker Bell's collar. I was outside with them, and as soon as I saw that, I ran after them to take Tinker Bell off Luna's tooth. Because they were running around our backyard, it was tough to catch them (they thought they were in trouble). When I finally was able to catch them, the damage was done.

This action caused Tinker Bell's food to enter her lungs because they only ate briefly before going out. We took her immediately to DAH and arrived at 20:04. Dr. Hayley Jackson took her right into the trauma area and allowed us to be with Tinker Bell. Dr. Jackson worked on Tink, had her oxygen, took X-rays, and gave us the bad news. She told us that she had food in her lungs and that she was in trouble. The food in her lungs made it hard for her to breathe, and only time would be on her side but also against her. DAH - Dr. Jackson and her staff were **fantastic; they took every step to make Tink comfortable, and before we left, Tink was stable.** Thank you, Dr. Jackson and your team at DAH.

A—The invoice from DAH for services on Tinker Bell amounts to \$741.00; it states that the Tink was 15.50 pounds. Their invoice is broken down on everything they did to save my baby.

Dr. Jackson called the Veterinary Emergency Referral Center (VERC) in advance to inform them that Tinker Bell was on her way and that this was **911**. We left DAH at 21:46 and went straight to VERC, which is 3.8 miles away and 5 minutes away.

B - We received an invoice from VERC stating that the arrival time and date was April 11, 2024, at 21:47, for \$160.00 (even before they saw Tink)! The time from VERC is impossible because we left DAH at 21:46.

C - VERC has that we arrived at 21:00 and that Tink weighs 7.00 pounds. Impossible! Tink weight 15.5 pounds.

D - Dr. Kristen F. Navarro has an entry on examining Tink at 21:49:31 (which is impossible). We left DAH at 21:19 and arriving there took only 30 minutes. It is 3.8 miles, and at almost 22:00, there is no traffic.

E - At 21:50:31, Dr. Navarro states, "direct referral from DAH for Pneumonia." She also has that at that time, they placed her on oxygen, and her diagnostics were CBC/CHEM17/LYTES. Again, we left DAH at 21:19, and Dr. Navarro did not see Tink until 21:50 (31 minutes).

F - At 22:33, I received an invoice for \$5,488.03 plus the \$160.00 we paid when we walked in the door for a 48-hour observation. (The total invoice for VERC is \$5,648.03.) They gave her medication at 23:00:00. So, from 21:50 to 23:00, nothing was done for Tink!

This is on April 12, 2024:

G - Dr. Navarro posted an entry at 01:00 after taking additional blood work; the blood document was enclosed.

H - At 01:53, another blood work was done. The IDEXX report states that Tinker Bell is **six years old, but she is only six months and two days old.**

I - At 02:14, more blood work (chemistry) was done on Tink. From 01:00 to 04:00, they checked on her briefly and took her temperature.

J - X-ray on Tink was presented at 03:48:16; however, DAH was the veterinary client who did the X-rays.

K - 16:33:33 We received a credit against the amount we paid for 24-hour observation, invoice # 550309. From 04:01 to 06:00, they checked her respiratory rate and nothing else.

The document from VERC states that they gave Tink "Oxygen - per hour - quantity 10 hours." They did not have Tink for 10 hours before they "killed her." And now our amount was **\$1,143.00**. Receipt # 637985 was a credit in the amount of **\$4,505.03**.

L - A combination of 04.11.2024 and 04.12.2024. This document states that they check on her every hour.

They called my husband at 04:00 and told him that Tink had taken a turn for the worst; he told them to make her comfortable. He told me, and I called them ASAP within seconds, and they said to me that we could **not** be with her in her final moments. Fur babies understand death but not desertion. They give us so much love, and to let them die alone is **not acceptable**.

At 06:41, Tinker Bell passed away without her family **NOT** being there for her! Fur Babies do not understand that their family is absent and that we cannot be with her in her final moments. ☹️

M - 19.16 DAH, contact us so we can say goodbye to her with our other two fur babies. (We only adopt fur babies that need a loving home, so provide that and much more!)

N - 09:52 DAH contacted VERC to speak with either the doctor or the nurse with Tinker Bell, but they were **unavailable**. April (DAH) left several messages but has yet to receive a response. She was on hold for more than ten minutes, given the runaround, and no one could answer any questions regarding Tinker Bell. VERC told me **no one could be with her in the back because it was only staff**. DAH made many phone calls with Dr. Borderlon (who was not the attending doctor), and she stated that we said **we did not want to be with Tinker Bell in her last moments, BS**.

As you can see from the notes attached, several attempts were made with nothing back. DAH called VERC regarding picking up Tinker Bell's remains. First, they said she had already been picked up, and when April (the owner of DAH) asked about the tracking number, they said they did not have one because she was still there. April called back, and they told her she was still at VERC. April called me and asked what we wanted to do! I told her that if DAH could go and get her, we could say our goodbyes.

VERC gave April excuses; April had to call me and tell me who would pick up Tinker Bell and that they would allow DAH to bring her to DAH.

April, Dr. Jackson, and the entire DAH staff have done so much for Tinker Bell and us that words cannot express how much we thank them.

DAH has been our vet for nine years, and we love them. They explain things to us regarding our babies: we now have all rescues: Misty, Princess Luna, and Goldie, all fur babies. We also have a Blue and Gold Macaw and a Sun Conure (BIRDS) that we adopted from a breeder in South Florida.

We moved her from Rhode Island in September 2015, and Dr. Burns at DAH is fantastic. April has an entire staff that makes a great team.

In closing, I have spoken to other fur babies, mommy, and daddies, and they all say that VERC is a horrible place and needs to be shut down. Their best interest is not the care of the pets that go there. They are only interested in the mighty dollar! I hope that you can do something to close them down, so they do not harm/kill anyone's fur baby!

Please contact me with any questions you may have. You can contact April at DAH. Her phone number is 850.479.9484, and April's email is april@davispetvet.com. My contact information is Rosemarie DeWolf, 850.619.1732, and my email is rosemarie.dewolf713@icloud.com.

Respectfully,

Rosemarie DeWolf

Enc: Complaint Form
Letter
Information from DAH
Information from VERC
Adoption paperwork from Wags & Whiskers Adopted & Inactive Patients (aka Caylee)
Letter to Davis Animal Hospital (April 13, 2024)
CC: Davis Animal Hospital (DAH)
File (Rosemarie DeWolf)