



**CITY COUNCIL WORKSESSION AGENDA  
MONDAY, JANUARY 11, 2021**

**1301 81ST AVENUE NE, SPRING LAKE PARK, MN at 5:30 PM**

- 1. CALL TO ORDER**
- 2. DISCUSSION ITEMS**
  - A. Climate Assessment Survey Overview - Dr. Susan Herreid
  - B. Resource Clearinghouse (*Dircks*)
  - C. Low Cost Veterinary Clinic Discussion (*Goodboe-Bisschoff*)
  - D. Manor Drive Sidewalk Discussion (*Goodboe-Bisschoff*)
- 3. REPORT**
  - A. Administrator Report (if any)
- 4. ADJOURN**

**City of Spring Lake Park  
Climate Assessment Interviews  
Finding and Recommendations Summary**

Presented by Susan J. Herreid Ph.D, CEAP  
December 11, 2020

**BACKGROUND:**

Susan Herreid Ph.D, CEAP (Organization Development Consultant) was initially contacted in October, 2020 by John Thames (City Legal Counsel) to discuss possible consultation services. Mr. Thames mentioned that he was looking into various consulting options based on a discussion with Dan Buchholtz (City Administrator). He shared some background including a brief overview of the current work environment, and they discussed several consulting options and recommendations. As a result of their conversation, Mr. Thames requested that Dr. Herreid provide a brief proposal or overview of the recommended climate assessment process. He let her know that he would pass along the proposal and her contact information to Mr. Buchholtz for his review and consideration.

Several weeks later Mr. Buchholz contacted Dr. Herreid to discuss the recommended climate assessment in greater detail. At the end of their conversation, he said that he would like to move forward with her recommendations. They discussed next steps including identifying several dates for conducting the interviews. She also shared information with Mr. Buchholtz that he could use to create a brief memo about the climate assessment process. Dr. Herreid suggested that he meet with his management staff to discuss the purpose of the climate assessment, so that they could share the plan with their staff groups. He would also provide all staff with a memo that provided an overview of the interview process (including dates and scheduling plans, interview confidentiality, summary of themes and a plan for sharing the information with all interview participants, etc.).

**APPROACH:**

Dr. Herreid met with staff members and management personnel on a voluntary basis on November 12, 13, 16, 17, 19 and 20. She also conducted several phone interviews due to staff being out of the workplace or in quarantine due to COVID exposure. All staff were offered several dates and times for interviews that would accommodate their schedules. At the beginning of each interview, she described her role as an Organization Development Consultant. Interviewees were told the assessment process is a strategic approach to gathering feedback and their individual perspectives about the team and the current work culture. Dr. Herreid also brought up recent changes due to the pandemic and the impact on staff and their work duties and responsibilities.

Interviewees were reminded, per the memo, that their specific feedback would be kept confidential. She let them know that only common themes, issues and/or concerns would be outlined in a brief *Assessment Summary*, along with recommendations.

If requested, Dr. Herreid could assist the Administrator and identified stakeholders to create an action plan based on the insight and recommendations offered in the summary document. Dr. Herreid would also return to share the information with management personnel. Additionally, she would conduct review session(s) with the staff without the management personnel in attendance (per the normal process).

## **INTERVIEW FINDINGS, FEEDBACK AND THEMES:**

It is important to note that the information contained in the “Feedback, Findings and Themes” section does not necessarily represent the comments of every individual who participated in the interviews, but rather is an outline of common issues and concerns expressed by a majority of those interviewed. It is an assessment of interviewee’s perceptions and perspective) about the current workplace that is not necessarily based on facts. When there are consistent perceptions, it is important to address those issues proactively.

Repeated concerns were brought up through the interview process about the confidentiality of the information shared. They were re-assured the assessment is a confidential process. Unfortunately, a significant portion of city personnel chose not to participate due to ongoing trust issues and concerns about punitive actions from some members of city leadership. Therefore, it should be noted that the majority of the feedback came from the City Hall staff and the Police Department.

Furthermore, there were frequent comments about the perceived lack of follow-through by some members of city management. Based on past experiences, many expressed concerns about management personnel’s commitment and accountability to make sustainable changes once the information is shared and the initial part of the process (Phase 1) is complete.

It is important to note that a vast majority of those who did participate in the interviews shared many positive comments about enjoying their jobs. They talked positively about their professional relationships with their colleagues. They also talked very positively about their interactions with other city personnel within other departments who they have most often found pleasant and helpful. Staff expressed pride in their work and a strong commitment to the city and the services that they provide to the community on behalf of the city. Interviewees also expressed respect for the knowledge and professional experiences of many of their colleagues. Many of those in management positions also talked with high regard about the staff they supervise.

Most interview respondents also expressed the need for an improved work culture. Interviewees shared feedback about areas for improvement and several other significant concerns that they believe are having a negative impact on the workplace and have affected employee morale. While a majority of the staff reported enjoying their work, they expressed concerns about the current environment, leading a good portion of the staff to report that they have considered looking for other opportunities outside of the city. Many of the interview participants (staff and management) believe that some of these issues are ultimately impacting the city’s ability to attract, support, value and potentially retain high-quality personnel.

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There also are themes specifically related to the Police Department. There will be an additional summary document focusing specifically on the feedback themes that will be shared with the Administrator, Police Chief and Police Department personnel.

The common issues that have been identified in the assessment process have been grouped into the following themes (which are not listed in order of priority):

- **Communication, Consistency and Follow-through**
- **City Leadership**
- **Management and Supervision**
- **Engagement and Empowerment**
- **Training and Orientation**
- **Role Clarification and Job Expectations**
- **Policies and Procedures**
- **Equity and Consistency**
- **Problem Solving and Conflict Resolution**
- **Teamwork and Collaboration**
- **Employee Morale and Job Satisfaction**
- **Professional Trust, Respect and Accountability**

### **Communication, Consistency and Follow-through**

Interviewees shared concerns about what they perceive as a lack of consistent and timely information from city leadership (City Administrator and City Council) about policies and procedures. Staff discussed recent examples regarding the lack of information shared about the pandemic along with clear expectations and updates when changes occur. Consistent staff meetings within all departments would be helpful so that information can be shared and discussed in a timely manner.

In addition to a lack of transparent communication, there is a lack of direct communication including collaborative discussions and the ability to give or receive constructive feedback in a professional and respectful manner. Many respondents shared examples of either witnessing or experiencing others (including both staff and management) who have demonstrated disrespectful, unprofessional and, at times, demeaning communication.

### **City Leadership**

Interviewees expressed appreciation that the City Administrator initiated the climate assessment and hope there may be a newfound awareness based on staff and management's feedback. Furthermore, they expressed hope that there would be follow through with a process that would support needed culture changes within the city.

While the majority of the staff recognize the Administrator's skills and abilities related to many aspects of his job, they perceive him to be unapproachable at times. They question if he has time to effectively deal with day-to-day operational issues and oversight or supervision of administration staff in addition to his other direct reports (for example, Department Heads). In addition, to the current resources there may be a need for additional human resources support.

### **Management and Supervision**

Currently, tensions between some management personnel have contributed to a lack of collaboration and, at times, divisions within the city, impacting collaboration between departments. There is a need for all city management personnel to lead by example and demonstrate professional actions and behaviors in an effort to strengthen credibility and respect. Staff reported situations in which some member(s) of management have demonstrated a defensive and argumentative style, which makes them difficult to approach and results in staff preferring to avoid interactions.

There are perceptions that some management personnel are unwilling to listen to other's ideas, suggestions or input. Interviewees found this particularly of concern when it directly affects employee/staff group's work or how they do their jobs. Furthermore, after a decision has been made or change implemented, there is rarely an opportunity for discussion so that those affected could better understand the decision-making rationale.

It is important to stress that many of those who participated in the assessment, as well as some of those who declined, expressed significant concerns about possible retaliation as a result of the assessment process. They expressed fears that there are member(s) of the management team who they believe will make assumptions about "who said what," resulting in retaliatory actions and behaviors. (Examples of perceived past negative consequences were shared)

### **Engagement and Empowerment**

There is interest in having a work environment in which management personnel can empower staff in their roles. Unfortunately, due to the current atmosphere, some employees report being less engaged, because previous attempts to provide input or offer suggestions have been ignored or dismissed.

### **Training and Orientation**

The on-boarding process for new personnel should be reviewed. Both staff and management personnel would also like to have the Department Heads support training and greater access to professional development opportunities.

### **Role Clarification, Job Expectations and Personnel Matters**

Tensions within administration may be due, in part, to a lack of role clarity and appropriate division of duties. Staff would like to discuss and clarify positional duties and responsibilities as well as cross training, backup, and coverage expectations.

Feedback included concern about the lack of access to human resources. Participants also expressed concerns about how personnel matters are being dealt with and if they are addressed in a consistent and equitable manner.

### **Policies and Procedures**

Some staff report that they have not had consistent information regarding city policies and procedures. They specifically expressed concerns about recent pandemic practices and expectations.

### **Equity and Consistency**

Interviewees perceive that standards, practices and/or expectations have not been consistent among city personnel and that inequitable expectations have led to perceptions of favorable treatment within some departments. The lack of consistency between management personnel within and between departments has created confusion and misunderstandings.

### **Problem Solving and Conflict Resolution**

Some staff report that it has often been difficult to work through issues and/or resolve problems because some people react very defensively. It was clear during the interviews that some past misunderstandings, disagreements or conflicts have not been addressed or resolved. Some of these issues are believed to continue to have an impact on professional interactions. Additionally, there is interest in learning more effective skills for defusing and resolving conflict.

### **Team Work and Collaboration**

There was predominantly positive feedback about the support and collaboration from most city personnel and colleagues. Yet, there are comments about feeling as though they “have to walk on egg shells” when interacting with some members of management and/or co-workers. These stressors often inhibit individuals’ willingness to collaborate.

### **Employee Morale and Job Satisfaction**

Several consistent comments were about “antiquated” practices which reportedly feel demeaning. A majority of city personnel expressed interest in having an improved work culture within their department and the city overall. The hope is that if the leadership can support an improved work environment, the city will be able to attract strong candidates and retain current experienced personnel.

### **Professional Trust, Respect and Accountability**

There are concerns about the lack of respectful and professional leadership and accountability within in some departments. Interview participants overwhelmingly shared the hope that city leadership will recognize the value of their feedback and they can work collaboratively together to create a plan for moving forward.

Efforts going forward need to be a shared responsibility by both staff and management. True culture change will require all city personnel to reflect on their personal contributions (both positive and negative) to the current environment. Management should lead this process by making efforts to build professional trust, to demonstrate transparency, to be consistent and to commit to sustainable changes.

## **PRESENTATION OF ASSESSMENT RESULTS:**

Dr. Herreid will present the information and feedback shared through the assessment process and compiled in a Findings and Recommendations summary to the City Administrator. Information will also be shared with the City Council for their review and consideration. Dr. Herreid will also meet with management personnel to review the feedback and recommendations. Finally, she will review the summary with staff in several groups (without leadership in attendance per the normal process) to review the summary and action items, and to discuss next steps.

## **RECOMMENDATIONS:**

Based on the interview feedback and current issues playing out, Dr. Herreid recommends the following for the stakeholders' consideration:

### **Summary Review, Consultation and Planning:**

Dr. Herreid should meet with the City Administrator and identified stakeholders (TBD) to discuss the assessment outcomes in greater detail and determine action plan for addressing the identified themes and high-priority next steps.

### **Professional Development Coaching and Consultation:**

Consider providing coaching sessions to identified personnel (staff or management). This process is intended to support and assist the coaching participant(s) with specific professional development needs and interests as well as helping to further strengthen and enhance skills so that they can more effectively deal with work-related issues.

Other possible discussion topics may include but are not limited to: effective communication, professionalism and boundaries, managing/diffusing conflict, collaboration and collaborative problem solving, effective performance management, etc. As part of any coaching process, Dr. Herreid would share a documented coaching plan for review with the participant as well as his/her supervisor for onsite support and accountability.

### **Role Clarification and Cross Training Expectations:**

Work with the consultant and administrative staff to clarify roles per the job descriptions (JD), discuss and define the division of work duties, and responsibilities. Additionally, make a plan for cross training to ensure the necessary coverage based on best business practices.

### **Administrative Reporting Structure:**

Consider restructuring and potentially re-assigning some administrative duties in order to have more appropriate oversight, supervision and accountability within the department.

### **Human Resources and Personnel:**

Define performance expectations as well as provide information about the city's personnel policy, specifically as it relates to supervisory coaching and the process for disciplinary action. Consider additional personnel related resources to assist staff and management in day to day human resource related matters.

### **Management Team Work Session(s):**

Work with the management team in several work session(s) over a 3- to 6-month period. This process would focus on leadership development, role clarification, and delegation of duties, as well as other issues/areas identified as a result of the assessment. The goals and outcome of any work sessions should assist in further strengthening the team's communication and collaboration skills, assisting the team to provide effective performance management, strengthen leadership and supervisory skills, and demonstrate reasonable flexibility along with the necessary accountability.

In addition, the Administrator should consider working with management and staff collaboratively to create a standards and expectations document that focuses on the city's mission and values specifically related to respect in the workplace. Such a document could also be a part of a new employee orientation and on boarding process.

**Resolution Session(s) (as requested)**

Conduct voluntary resolution sessions with two or more parties to identify, address, and resolve communication and/or interpersonal issues that have affected their current working relationship(s). Resolution sessions would be facilitated by Dr. Herreid. The participants would address issues that have caused problems in their past professional working relationships, but will primarily focus on what needs to change regarding communication, problem solving and conflict resolution going forward.

At the end of each session, Dr. Herreid would share a written summary agreement with those participating in the process. Participants would have the opportunity to review the document to ensure an accurate summary of their discussion. As determined at the onset of the process, the information may also be shared with the appropriate management personnel for on-site support.

**Staff Work Session(s)**

Work with the identified departments/staff groups on issues identified as a part of the assessment.

**Follow-up Process**

**3- to 6 -Month Post Consultation:**

The Administrator could consider conducting a follow-up discussion several months after the completion of the formal consultation process. This check-in would be an opportunity for Dr. Herreid to follow up with city personnel (via interview, questionnaire, etc.) for the purpose of discussing progress and recognizing successes, as well as identifying areas for ongoing focus. A follow-up process is recommended approximately 3 - 6 months after the formal consultation process has concluded.





**City of Spring Lake Park - Police Department  
Climate Assessment Interviews  
Finding and Recommendations Summary**

Presented by Susan J. Herreid Ph.D, CEAP  
December 18, 2020

**BACKGROUND:**

Susan Herreid Ph.D, CEAP (Organization Development Consultant) was initially contacted in October, 2020 by John Thames (City Legal Counsel) to discuss possible consultation services. Mr. Thames mentioned that he was looking into various consulting options based on a discussion with Dan Buchholtz (City Administrator). He shared some background including a brief overview of the current work environment, and they discussed several consulting options and recommendations. As a result of their conversation, Mr. Thames requested that Dr. Herreid provide a brief proposal or overview of the recommended climate assessment process. He let her know that he would pass along the proposal and her contact information to Mr. Buchholtz for his review and consideration.

Several weeks later Mr. Buchholz contacted Dr. Herreid to discuss the recommended climate assessment in greater detail. At the end of their conversation, he said that he would like to move forward with her recommendations. They discussed next steps including identifying several dates for conducting the interviews. She also shared information with Mr. Buchholtz that he could use to create a brief memo about the climate assessment process. Dr. Herreid suggested that he meet with his management staff to discuss the purpose of the climate assessment, so that they could share the plan with their staff groups. He would also provide all staff with a memo that provided an overview of the interview process (including dates and scheduling plans, interview confidentiality, summary of themes and a plan for sharing the information with all interview participants, etc.).

**APPROACH:**

Dr. Herreid met with staff members and management personnel on a voluntary basis on November 12, 13, 16, 17, 19 and 20. She also conducted several phone interviews due to staff being out of the workplace or in quarantine due to COVID exposure. Police department (PD) personnel were offered several dates and times for interviews that would accommodate their shifts/schedules. At the beginning of each interview, she described her role as an Organization Development Consultant. Interviewees were told the assessment process is a strategic approach to gathering feedback and their individual perspectives about the team and the current work culture. Dr. Herreid also brought up recent changes due to the pandemic and the impact on staff and their work duties and responsibilities.

Interviewees were reminded, per the memo, that their specific feedback would be kept confidential. She let them know that only common themes, issues and/or concerns would be outlined in a brief *Assessment Summary*, along with recommendations.

## **INTERVIEW FINDINGS, FEEDBACK AND THEMES:**

It is important to note that the information contained in the "Feedback, Findings and Themes" section was shared by a majority of those interviewed. It is an assessment of interviewee's perceptions and perspective about the current work environment.

Repeated concerns were brought up by a majority of PD personnel about the confidentiality of the information shared and concerns about future punitive actions or behaviors for their participation in the process. PD staff were hoping that PD leadership would be willing to hear the feedback themes that were a result of the assessment interviews and consider and support opportunities for positive change.

PD staff shared many positive comments about their jobs and the work they do for the city and the community. They talked positively about their professional relationships with a majority of their colleagues within the department and across the city. They talked with high regard about staff within the city who they have most often found pleasant and helpful. Interviewees discussed the pride they have in their work and expressed a strong commitment to the community they serve.

Interview respondents (staff and management) expressed the need for an improved work culture. Interviewees shared feedback about areas for improvement and many of the participants believe that current issues are significantly impacting staff's morale and the PD's ability to attract, support and retain high-quality personnel.

The common issues that have been identified in the assessment process have been grouped into the following themes (which are not listed in order of priority):

- **Communication**
- **Department Leadership**
- **Engagement, Empowerment and Inclusion**
- **Training Opportunities**
- **Equity and Consistency**
- **Retaliation and Punitive Actions**
- **Problem Solving and Conflict Resolution**
- **Employee Morale and Job Satisfaction**
- **Professional Trust, Respect and Accountability**

### **Communication**

- Consistent and transparent messaging from department leadership
- Respectful conversations that encourage interactive discussions and collaborative problem solving (encouraged by management and department leadership)
- Communication should be a two way street
- Share information or rationale regarding decisions or changes being implemented to facilitate improved understanding and organizational buy-in

### **Department Leadership**

- Perceptions of a sometimes intimidating and rigid supervisory style or approach with little opportunity for staff input or suggestions
- Inconsistent expectations within the PD (several examples were shared) often seen as mixed messages or changes without communication

- Greater communication and information sharing related to Chief/management's schedules and availability (on site, off site, accessibility or return to the work place, etc.)
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### **Engagement, Empowerment and Inclusion**

- Greater staff involvement or opportunity for discussions related to decisions or changes that impact job duties, responsibilities or "how" they do their jobs
- Feedback questioning the appropriate assignment of certain work duties and professional responsibilities to some members of the PD

### **Training Opportunities**

- Interest in a more thoughtful plan for employee's professional development opportunities (e.g., interests, qualifications or certifications for training others, etc.)
- Perceptions regarding the lack of support from leadership regarding valuable trainings that would benefit individual professional development as well as the department overall

### **Retaliation and Punitive Actions**

- Perceptions of punitive actions or behaviors (based on past experiences either witnessed or experienced by interviewees)
- Feedback was shared by a majority about concerns of retaliation in the future for their participation in this process

### **Collaborative Problem Solving and Conflict Resolution**

- Improved techniques for respectfully diffusing tense interactions (e.g., misunderstandings, conflict, disagreement, etc.) when they occur within the department (between personnel and/or with management)
- Desire for a more open work environment where issues could be discussed and differing opinions shared without negative consequences
- Identified need for city management/department heads to work together more collaboratively to improve the current workplace culture

### **Employee Morale and Job Satisfaction**

- Comments and negative feedback about the current morale by majority of the work group
- Feedback about personnel considering other professional opportunities due to the current work culture and a lack of confidence there will be sustainable change

### **Professional Trust, Respect and Accountability**

- Interest shared in developing a stronger sense of professional trust and respect with leadership (within the department and the city)
- The need for PD personnel to demonstrate a greater sense of self awareness (starting with leadership) and the impact their actions and behaviors have on professional trust and respect within the department
- Perceptions regarding a lack of respect or support for skills and abilities (examples shared where personnel have felt unsupported/not valued)
- Ability to lead by example and demonstrate accountability





# Memorandum

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**To:** Mayor Nelson and Members of the City Council

**From:** Daniel R. Buchholtz, MMC, Administrator, Clerk/Treasurer

**Date:** January 6, 2021

**Subject:** Cultural Assessment

Dr. Herreid will be providing an overview of the cultural assessment to the City Council at its January 11, 2021 work session. I have attached the cultural assessment for the City overall as well as for the Police Department specifically.

Department Heads and City staff have met with Dr. Herreid about the study. I have also been meeting with Dr. Herreid and worked with her to put together an action plan.

The Action Plan for Administration is as follows:

1. Spell out job roles and job expectations:
  - a. Job descriptions will be updated as part of the classification and compensation study that the City Council authorized at its December 21 meeting.
  - b. Consistently assign tasks to individual employees.
  - c. Be more diligent about annual performance evaluations to provide employees with clear feedback on what they are doing well and areas in which they can improve.
2. Improve staff communication:
  - a. Hold Administration staff meetings twice per month. We will have our first staff meeting on January 11.
  - b. Draft Council after-meeting summary after each City Council meeting and distribute to staff.
  - c. Require each staff person to put together a “job manual” to assist an employee assigned to backup another’s functions can fulfill those duties during absences and to assist with on-boarding of new employees.
  - d. Assign a mentor to help introduce new employees to the City and its staff.
3. Assign Building Official Jeff Baker to be in charge of the Administration Department when I am out of the office on vacation or on leave.
4. Establish annual training for Administration staff, either onsite or off-site. I will consult with employees to determine their priority educational needs.

I will oversee and support the efforts of the Department Heads to address the themes raised in the interviews. Specific focus will be placed to provide support and guidance to Chief Ebeltoft on his efforts to implement culture change in the Police Department.

I am confident that with improved communication and collaboration within the City, we will be in a much better position to improve productivity, collaboration and morale. I am committed to that work.

If you have any questions, please don't hesitate to contact me at 763-784-6491.



# Memorandum

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**To:** Mayor Nelson and Members of the City Council

**From:** Daniel R. Buchholtz, MMC, Administrator, Clerk/Treasurer

**Date:** January 7, 2021

**Subject:** Resource Clearinghouse

Councilmember Dircks requested that the City Council hold a brief discussion on providing residents with a list of resources to assist them during this unprecedented time and to provide residents willing to volunteer a place to go to share their talents.

Anoka County Community Action Partnership has a resource directory that covers a variety of areas including 1) Senior Housing Guide; 2) Basic Needs; 3) Civic Information; 4) Community Involvement; 5) Early Childhood Care Education; 6) Education; 7) Employment; 8) Family Services; 9) Financial; 10) Health and Wellness; 11) Helplines and Crisis Numbers; 12) Legal; 13) LGBTQ Resources; 14) Multicultural Resources; 15) Veteran Services; 16) Volunteer Opportunities; 17) Seniors Only; and 18) Youth Services. The Resource guide is available at <http://www.accap.org/resource-guide/>.

We would put a link to the resource guide on the City's website and include information about the resource guide in the next City newsletter.

If you have any questions or other suggestions, please don't hesitate to contact me at 763-784-6491.





## Daniel Buchholtz

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**From:** Kay Okey  
**Sent:** Thursday, December 31, 2020 12:57 PM  
**To:** Barbara Bisschoff  
**Cc:** Daniel Buchholtz  
**Subject:** Veterinary Clinic follow up information

Greetings Council Member Goodboe-Bisschoff,

I wanted to follow up with you on some information about questions concerning low cost veterinary services to our residents.

Once per month (summer), a mobile clinic sponsored by MNSNAP, a spay and neuter assistance program, sets up at Sanburnol Park.

They provide high-quality, low-cost spay and neuter services to income qualified people, rescues, shelters and feral cats in Minnesota.

MNSNAP usually schedules the first Wednesday of the month approximately 8:00 am – 6:00 pm. They only use the building for a recovery area after surgery.

They do not provide any other services.

I, however, am aware of a service called VIP Pet Care. They offer Community Clinics at local pet and retail stores in surrounding cities.

Their website is: <https://www.vippetcare.com/services-pricing/>

The website posts their fees. For example, \$20 for a rabies vaccination.

The closest clinic site, currently set up, is in Crystal. See information below.



## VIP Petcare - Crystal



345 Willow Bend Crystal MN, 55428

**5.79 mi.**

**Located in Pet Supplies Plus**

General Info: **1-800-427-7973**

[Get Directions →](#)


**Community Clinic**


**Upcoming dates:**

Sunday, January 3rd	4:00 pm - 5:30 pm
Sunday, January 10th	4:00 pm - 5:30 pm
Sunday, January 17th	4:00 pm - 5:30 pm
Sunday, January 24th	4:00 pm - 5:30 pm
Sunday, January 31st	4:00 pm - 5:30 pm

I have reached out to VIP to see if they will be in Spring Lake Park this coming year. They generally partner with a pet/retail store.

If not in SLP, I asked what are the steps involved to host a clinic. I have not heard back from them at this point.

MNSNAP and VIP Pet Care are very good options for our residents to explore.

Once I hear back from VIP, I will share what I have learned.

I hope you find this information useful.

Sincerely,

*Kay*

Kay Okey  
Parks and Recreation Director