



Dr. Carolyn Buxton  
Animal Lovers

## South Burnaby Veterinary Hospital

**F**or Dr. Carolyn Buxton, there are three important relationships that are fostered in her veterinary clinic: first, with the animals who come for treatment and care; second, with the people who bring them in; and third, the staff that she works alongside day after day.

“That’s the most rewarding part of this work – the relationships that we develop with the clients over many years, and the relationships we develop with their pets,” she said. “For some clients, that may be several pets over the years, and you feel like you’re really a part of the family. And then to have this close family of staff to do that work with, it’s so valuable.”

In 1997, Buxton took over the South Burnaby Veterinary Hospital – which had been in operation since 1987 – located on Kingsway. Several years later, when the business had outgrown the space, they relocated to Edmonds Street, and renovated a large warehouse to custom suit their needs.

“My vision was always to create a hospital that didn’t feel like a hospital – this is like a warm, personal space. It feels like a family home, and we take great care not to make it look and feel clinical,” she said.

The environment, she says, goes a long way in making both people and pets feel comfortable.

“Immediately, when you have that warmth in the space, you’re going to reduce the stress for visitors – it can be tough for animals and people when it’s time to come for a visit, and we really wanted to make it comfortable and inviting,” she said.

“At the same time, it all comes down to the level of care – we strive to be at the leading edge, be it education or the lab equipment that we invest in. We’re the only vet clinic in Burnaby that has surgical laser equipment.”

That personal approach, along with top-notch medical care, has helped Buxton

and her associates at the hospital earn an impressive reputation in the community – the clinic has been named the Best in Burnaby in the Burnaby NOW Reader’s Choice poll 14 years in all.

“We really care about the animals we treat, but we also want our clients to feel valued as well. We book longer appointment times than most clinics, so we can take the time to really listen to our clients’ concerns, do a very thorough examination of their pet, and come up with a personalized medical treatment plan.”

Part of attaining that goal is the right staff, which Buxton says the clinic has in spades.

“The staff here are completely passionate about what they’re doing, they’re fantastic. We’re a close-knit group, and some of our staff have been here 10 and even 20 years,” she said. “This is the kind of job where you’re working as a team, all day long. Almost every single thing we do, you do with another person, so you have to work well together and have that great connection.”

That team atmosphere extends beyond the clinic’s walls. Buxton and her staff have taken part in charitable work each year, both here at home and internationally. For example, they closed the clinic for a day this summer and then donated the time and equipment to perform 30 surgeries for an orphan cat organization in Vancouver. As well, every six months she and a handful of staff travel to Mexico to take part in veterinary work there.

Buxton notes that they refer to their clinic as “state-of-the-heart” care.

“That really sums it up for us – it’s quality care, leading technology, done in a loving and compassionate style,” she said. “That says it all.”

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