



High 5

A big high 5 for the whole team, in getting those grooms from boarding bookings!! Great job, team – this means we can keep our two groomers on staff and the numbers continue to grow!!

Team reminder

BIG REMINDER – ACTUALLY THIS GOES PAST A REMINDER – IT IS NOW TAKEN AS A GIVEN – THAT YOU WILL COMPLETE YOUR TICK SHEETS EVERY DAY AND PUT ON MY DESK WHEN YOU SIGN OUT.

A few reminders this week ---

- 1. Thanks for the input into our staff meeting this week!*

Just to clarify – the focus for this month is on getting the bus back on track!! To do this, the team have all agreed to taking responsibility for two important health choices.

They have agreed to asking every client about worming for their pets - this includes grooming, boarding, consults and surgeries.

The second focus is dentals and to better do this, the format for co-consult has changed. The Vets will review dental health and

make the recommendations – including talking to the client about what they see, what we know will happen over time, and what that means to the animal. The Vet will then hand over to the co-consult nurse with a comment like 'I'll hand you over to Ellie, who will be able to answer any further questions you might have around the dental process, and she can book that in for you'.

2. STAFF TRAINING

A reminder of the Rogz training this week – this is great training, and you'll be surprised how much there is to know about fitting a collar, harness or lead, and the options that we have available., and just how much better the dogs will feel with correctly fitting gear!!



3. We had a few hiccups this week with the VetSB system and co-ordinating the transfer of drug usage from Vetlink. Because we have chosen to track Lethabarb use, we also need to be aware of the Port Augusta Council lethabarb use when trapped cats are euthanased. So, to make this easier to track, we are now using the Lethabarb 450ml entry for all PACC recording.

So, for all NORMAL euthanasias – use the 250ml lethabarb;

For PACC euthanasias (dog & cat) use the 450ml lethabarb.

PLEASE MAKE SURE YOU ADJUST THE ML'S ON THE INVOICE - IT IS CURRENTLY SET AT 1.1 TO ALERT YOU THAT IT NEEDS TO BE CHANGED. Pacc USAGE WILL ALSO NEED TO BE DISCOUNTED 100%, SO THERE IS NO ACTUAL \$ CHARGE.

We now have a tech support number for vet S8 - it is recorded under CREDITORS, SUPPLIERS, VET S8.

4. Xmas Boarding Bookings - we are currently just waiting on a few more clients to confirm their booking dates. At this stage, we do not have any more vacancies. As we get calls, please explain, they may choose to be placed on a waitlist, however, we would not anticipate to have very many bookings free up at this stage, unless there are changes as a result of COVID.



5. Leave over Xmas

Sorry guys, given the busyness of the clinic, there will be no leave over the immediate Christmas period (24/12 - 2/01) This makes it so much easier to staff and run the clinic. We always do our very best to get everyone out asap on the 24th & 31st, so you can enjoy as much relaxing time with family as possible. Im happy to readjust this as we begin to see the daily workings just prior to Christmas.



NEXT WEEK

- 1. Student Charlotte will be on board – she will be working mainly with Dillan in kennels, but is also available for clinic support if required.*
- 2. Amber is off on Monday; Molly off on Thursday and Nikki off on Friday.*
- 3. Nurse meeting Tuesday*
- 4. Roxby – RA/JW Tuesday and Wednesday.*
- 5. Roger and Louise will be off-site on Friday and Saturday for our usual mastermind training. Usually we travel to Qld for this, but this time we will be in a zoom meeting from 8.30-5 each day. Because it can be difficult to work undisturbed from Redgum, we will be working from Port Pirie for these days.*

Patrick is rostered for clinic Saturday morning and there will be no after hours Friday pm/Sat/Sun. The phone will need to be changed to DND at COB Friday, turned off for normal Sat morning, then on again at end of Sat consults, through until Monday am.

