

NEWSLETTER

11-08-22

High 5

Big High 5 to Amber for going above and beyond and helping out with Toby the cat last weekend. True dedication to the role and to Redgum -

THANKYOU



Team reminders

Boarding – the change over time from one day to the next is 12 noon – in line with boarding staff lunch. So if a client picks up before 12 noon, they are not charged for that day, if they pick up after 12 noon, they have moved to the next day in terms of charging.

School visits – I have been negotiating with Stirling School around an animal program.



We are looking at Tuesdays from around 2-3.30 for a 6 week period. There will be 2 groups of 4 students in each group. The school will provide an animal for each week.

The students will be asking about animal care, and also with an interest to future career options. At this stage

the idea is for a Nurse and another staff member to go each week. Dates are yet to be confirmed – Ill let you know when they come in. If you absolutely don't want to be involved – let me know!!

KPI (key performance indicators)

So, given the data from July – what can we do to move some of those figures forward?



I did some research around dental programs, and found an interesting paper, which looked at dental programs across America. I know that we don't want to focus on USA, but the content was really good and relevant.

From the research project, there were a couple of main points that really stood out and we could use.

The very big point the paper made was that if the entire team are not on board with the program, the client will pick up on this and client uptake will be very much reduced.

The paper made several other great recommendations.

Having a strong client education process, ensuring the dental exam is extensive, using correct terminology, including barriers to progression in the discussion, and having a strong social media presence.



Now, I reckon, and I bet you will think too, that our dental program is pretty good. We have seen a small uptake in numbers of dentals, and that's really great, but I think we still have room to improve on this!

I would really value your input to this – if you have any ideas of improvements we can do – please let me know!



Whats on next week?

- Ellie is on leave next week and its her birthday on Wednesday!!
- Susie is on leave on Monday, as she sends her son off to Japan
- Training with Summa from Hills on Thursday 12.15 – lunch provided
- Quorn races on Sat 20th. Roger attending; POL in clinic



Biggest Wins

A few brilliant wins this week!

- Dillan, Austin and Emily getting the treat shed cleaned up
- Everyone for helping get the new treats out – someone bought 20 frogs this morning!!
- Donna and Hayley for a great week of grooming!
Thanks Girls!!
- Well done to Joey – a very steep learning curve!
- A super big thanks to the front reception team – you guys keep the place going and with a smile!

Here's to a fantastic
weekend!

Enjoy.... Relax.....

Chill out.....

and see you all on
Monday!

Weekend!!

