

*What a week!!!*

**PHEW!**



Some good  
and some  
not so good.....

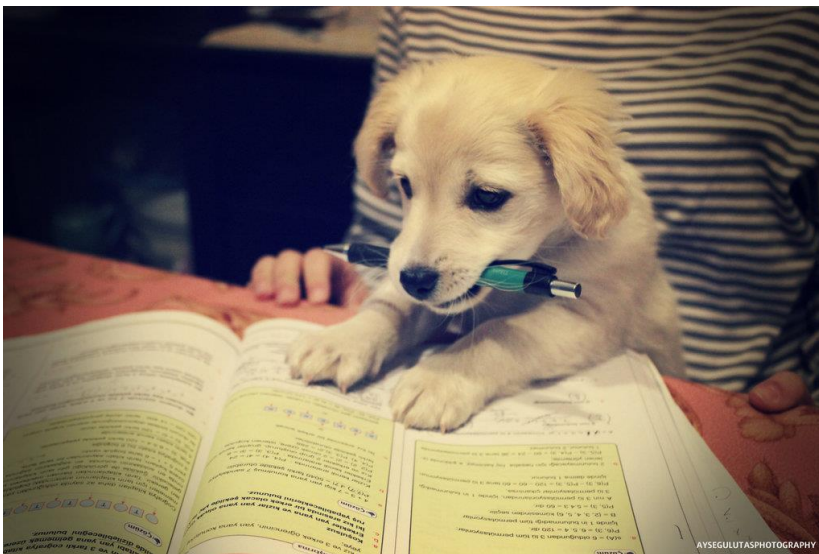
We say a HUGE hello to  
Molly –

WELCOME BACK!! And a sad,  
sad face to JiaYi, and hope she  
is recovering really well and will  
be back on deck soon!!



And a big – have a great recovery – to Hayley, as  
she recovers from a knee clean out, and begins to  
get her mobility back again.

# High 5



*High 5 to Amber – great  
work with two puppy  
school classes IN THE  
COLD!!! Its been a tough  
few weeks with the very  
cold evenings, so super  
well done!!*

# Team reminder

**A heap of reminders this week – SORRY!!**

Please, please be ultra aware of leaving wet floors – if you make a spill, clean it up. And put out the wet floor sign.

**There is now a Ratsak treatment bundle; in the past we have only been charging for the actual vomit inducing drugs, and not capturing time that we spend with the animal or cleaning up time. So, the new bundle captures all of this.**

Nikki has put a lot of work into the new Parvo flow chart – this is located at the front desk, in the grey folder. If you get a call for consult which may be a possible parvo (vomit and/or diarrhoea – not vacc) please refer to his flow chart when talking to the client. Pop them on hold while you find it, so you are following it correctly.

*We have been getting some calls from out of town areas, requesting medications and/or asking us to send vaccinations (to be administered by someone else). Please be aware that it is illegal for us to supply a vaccination, which is not administered by a Vet.*

*We are also not able to supply drugs to a client without a bonafide relationship – that means we have a pre-existing relationship with them – it might not be for that animal, but we have a relationship with the client.*

I took a call from a client requesting dilution rates on F10. Apparently he had been given a glass bottle of F10 ‘ages ago’ by someone at front desk. Just a reminder that we DO NOT hand out anything in an unlabelled container, and we would not hand out F10 or Trigene in this way.

**Euthanasia’s – if a client is not taking the animal home, and if they are not cremating, then the only choice left is that they are asking us to dispose of the body. In ALL cases, this means they will be charged a burial fee.**

And lastly, a reminder that when you are adding boarding forms to client records, firstly review the form and add ALL the details to the records (in the yellow sticky note section of the animal record). Its also a really good opportunity to review phone numbers, emails, contact information etc. related to the client and make sure the information we have on file is up to date.



## Whats on this week?

- Roxby trip Tuesday and Wednesday with Ellie – last

trip Ellie!

- Stirling School Tuesday afternoon 1.30-3.30pm– Molly and Austin
- Amber off on Monday; Joey off on Tuesday; Austin and JiaYi off on Thursday; Ellie off on Friday – so lots of catch-up time for rest and relaxation!!
- Roger taking off as soon as surgery complete on Friday
- Patrick picking up clinic Saturday 10<sup>th</sup> with JW and AC
- Sunday kennels – Dillan
- Hayley on leave – please be aware of this when booking grooms!!

**Biggest Win** Biggest win this week



is to Steve and Suzi – keeping the front desk running like clock work!  
Great work guys!!

Happy Weekend Team!! The weather is improving and not so cold, with some really



lovely days – so enjoy the warmth and sunshine!!

Have a great weekend!!