

East Bundaberg Veterinary Hospital &



**VETERINARY
HOSPITAL**
41531399

Bargara Veterinary Surgery

December 2019 Newsletter

**VETERINARY
SURGERY**
41591009



We are now entering into the first days of summer and the last month of the year. This month is well known for Christmas day, Boxing day, the longest day (summer solstice), my wife's birthday and for the Free Christmas Hamper Raffles that we hold each week at both of our businesses – East Bundaberg Veterinary Hospital and Bargara Veterinary Surgery.

We have been holding these free raffles for over 20 years and for those of you who are new to our "family" let me explain to you a few conditions of this raffle.

- ⇒ All tickets in the raffles are FREE. No one is going to ask you for money,
- ⇒ There are no obligations – you do not have to spend money in our business to enter but you do have to be a client of our business.
- ⇒ Anyone can enter – there are no restrictions on religion, sex, age, height, circumference, weight, hair colour, lack of hair (follicular challenged), number of heads you may have or if you have an eye in the middle of your head or not.
- ⇒ You do have to come back and pick up the hamper yourself (if you win) and if you have not come and collected the hamper by Christmas day then our wonderful (and dearly loved) boss will take the hamper home to his place and send you a video of him eating it all.
- ⇒ There is a new hamper each week and no tickets "carry over" so you need to come back each week and re enter your name so that you have another chance to win the weekly hamper.

Have I mentioned – all tickets are free!



I would like to take this opportunity to thank every one of our clients for the terrific year we have just had. Without YOU (the client) then our business would not be a success. We have grown (in number of clients) this year by around 10% which is not a large figure – but when you know that most veterinary businesses have either decreased in size or only grown by 2% then you start to understand that we are very chuffed with this result. In the economic climate of Australia and with the terrible climate conditions we are experiencing at the moment – any increase in clientele is fantastic.

MERRY CHRISTMAS TO ALL OUR CLIENTS AND THEIR ANIMALS

There is no doubt in my mind that we have continued to grow because of our wonderful Manager (Lynelle) and our very happy and helpful staff. I could mention everyone of them by name but suffices to say that we are all very proud of each other and we put the welfare of the animal and the assistance of the owner before anything else. We hope we have supplied the best of care and the best of advice to each and every one of our patience and our clients.

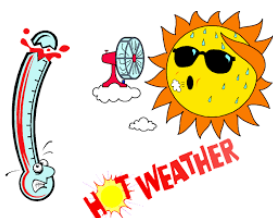
So "THANK YOU" and we all wish everyone one of you a "MERRY CHRISTMAS" and we hope that you all have a safe and happy Festive Season and we hope 2020 grants you all your wishes and hopes.



KEEP YOUR ANIMALS VACCINATED

December is always a month of holidays for our clients as well as our staff – just make sure your animal has been vaccinated properly if you are leaving your furry friend in a kennel or a cattery. Make sure the person who is looking after your loved pet has your emergency contact number and be sure to leave our veterinary hospital phone number with the carer so if anything does go wrong then they can contact us straight away.

SUMMER IS HOT AND EYE AND EAR PROBLEMS ABOUND



This month is very hot (stick your head out the window and feel the heat) so I ask every owner to make sure their animals have plenty of fresh water every day, make sure the animals have access to shade and just keep an eye on your wonderful animal friends to make sure they are comfortable especially during our daylight hours.

We are seeing lots of conjunctivitis cases at the moment caused by dust and strong winds.

So please think about your animal if you are going for a walk – my recommendation is not to walk any animal after 7.00am and before 5.00pm and if the area you are walking is very windy and has lots of dust blowing up, then maybe pick another area such as a park or an oval to walk your animal on. Try to walk with the wind if you are in a dusty area and remember if you are walking on the beach then the strong wind will

push sand into the eyes of your animals. Another common problem at the moment is ear infections caused by yeast. These organisms love the warm (hot) climate and after the small amount of rain we had a couple of weeks ago causing a rise in the humidity – the yeast organisms grow madly in dark areas such as ears. If your dog or cat start to show signs of ear problems such as scratching, shaking the head, dropping the ear etc then take them into our animal hospital so we can “sort it out” before the ears get secondary infections from bacteria.

SUMMER MEANS CLIPPING AND HYDROBATHING YOUR ANIMALS

It goes without saying that all owners with animals with long or thick coats should have already had them clipped. If it is over 6 weeks ago since you have the animal clipped then NOW is a great time to get the animal clipped again.



We would like to welcome Tarah – our new very experience groomer who has joined our team. Tarah is very dedicated to the “look” of our patients and wants every owner to proud of the “hair cut” she performs on all her patients. She is supported with our very experience team of groomers and the grooming department is always very busy this time of the year with hydrobathing and grooming. So if you want you “furry friend” clipped or washed then please ring 41531399 or 41591009 (NOW) for an appointment.

NEW EQUIPMENT AND NEW FACILITIES MEANS BETTER QUALITY OF CARE FOR YOUR ANIMALS

We have just spent a lot of money upgrading our equipment in our hospital – diagnostic equipment such as new blood testing machines, surgery equipment such as new tables, new operating lights, new anaesthetic machines, new patient monitoring equipment and new dental equipment so we can deal with more complicated procedures. We have also upgraded all our computer systems in both of our business so we can be more efficient and more professional in our approach. This new equipment complements the new x-ray facilities we acquired earlier in the year.

This type of spending and upgrading is rarely obvious by the general clientele because it happens “in house”. But it does mean that our veterinarians and nursing staff can deal with more cases and increase our professionalism when we deal with your animal. It does mean that we can offer the same services at the same expertise that even the best veterinary hospitals can offer. We are very proud of our level of equipment and expertise and we hope each and every client is proud of the level of care we offer to the client and their animal friend.



DAVO'S CORNER

December has arrived and, like all my Decembers for the past 45 years, I remember the December of 1974 when I graduated from University as a fully registered veterinary surgeon. I remember vividly the morning after the graduation ceremony when I stood outside our house and looked the sunrise “in the eye” and said loudly “I have survived the University and now it is time to save the animal world”. It was about then that the house cow burped, the cat started to lick itself in the most inappropriate place, the horse passed wind and our dog wandered over and cocked his leg on my shoes. It was the start of a long, and at times amusing and heartbreaking, journey that has seen me working a few different areas of Australia and changing from a cattle veterinarian into a horse veterinarian and then finally finding my place in the scheme of things as a small animal veterinarian (for the last 27 years).



Over the years I have been kicked, stood on, butted, horned, trampled, dragged, scratched, bitten, defaecated and urinated on, vomited on and basically acted at the toy for some animals, the toilet for some animals and the enemy for some animals.

I am wiser now and realise that the young graduate of '74 had a lot to learn and if he had known what was ahead of him I am not sure he would have tucked that bottle of penicillin into his back pocket, place that stethoscope around his neck and put that thermometer into the pen holder of his shirt pocket and headed into the world with that cocky grin and a feeling of confidence that was not justified. But if he could go back to that age and do it all again – would he want to walk the path that Mother Nature laid out for him?

YOU BETCHA HE WOULD. What a fantastic journey it has been (and will continue to be for some years to come) – I have met some wonderful people, the “salt of the earth” people, the battlers of the world people. I have sat in kitchens and laughed with the country folk, I have leaned over cattle yards and discussed the economy with the working folk, I have watched a child laugh when their puppy gives them a lick on the nose, I have experienced pure love when a little girl hugs her new kitten, I have worked in dusty fly ridden cattle yards with our “first nation people”, I have seen whole families cry when I have had to give them bad news about their animal family, I have sat in the mud with my then girlfriend (now my wife) as we both extracted a calf from a struggling cow, I have experience the grief while a doting owner has had to say “goodbye” to their furry friend, I have seen the relief of owners when we have saved their animal, I have listened to owners tell me stories of their life and I am so proud of being a part of each and every owners journey through life.

People ask me if I am going to retire soon – why should I? This whole journey as a veterinarian has yet to play it final act – I am not ready to “hang up my stethoscope, put away my thermometer or finally empty that bottle of antibiotic” (we no longer use penicillin).

When the time comes and I no longer enjoy walking into our animal hospital, when I do not care whether the treatment works or not, when I no longer am interested in the level of expertise of my staff, when I treat my business as a “money making machine” – then it will be time to retire.

Until then – I intend to remember that young man of 1974 and know I have an obligation to “save the animal world” and live that dream that he had. You never know – it may come true one day. Until then – I am going to give it my best shot. THANK YOU ALL FOR BEING PART OF THE JOURNEY – I hope to see you next year for the next chapter of “The Journey”. Till next month, Davo