

# East Bundaberg Veterinary Hospital &

## Bargara Veterinary Surgery

### January 2020 Newsletter



Before I “get into this newsletter” I would like to thank all the lovely clients who sent us Christmas wishes and especially those who dropped in Christmas gifts.

In today’s world it is not normal to be thanked – people seem to take effort for granted and “expect good service” and it is very gratifying when so many people take the time and effort to say “Thank you”. It all meant a lot to all staff members – so Thank You!

I wish to congratulate all the Christmas Hamper raffle winners – all 10 of them who were lucky enough to have their names pulled “out of the hat”. We hope you enjoyed the Hamper and we hope this prize made your Christmas a little more special.

*Happy New Year – we hope 2020 is your best year ever.*

I am not sure if you, the reader, are affected by the changing of the years, at this time of the year when the final days of 2019 are waning and then first days of 2020 are about to happen – I have a tendency to look to the year that was (2019) and remember people, animals, places I have been and experiences I have had and relive some of these times.

I try to learn from these experiences to become a better person, a better veterinarian, a better husband, a better father, a better employer and I take these experiences with me into the future.

I go into the future with excitement and wonderment about what lies ahead, I love the thought that 2020 will bring new people to meet, new experiences to have, new hurdles to overcome, new “rough seas” to navigate. I know some of the journey ahead will not be smooth sailing, that there will be times of turmoil, there will be strong winds that will try to blow me off course, there will be times when I will need to take shelter in a protected port to avoid disasters. I also know there will be times when I will marvel at the magnificence of Mother Nature, times when each new day will bring with it a new beginning and new adventures. I personally love life and all the trials and tribulations that living life brings, There are so many new challenges, new obstacles to overcome, new adventures to have and along life’s journey there are opportunities to laugh, to cry, to feel elated, to feel depressed and hopefully, this time next year – an opportunity to sit at my desk and write what a wonderful year 2020 has been.



On a professional level - I am excited about the way our veterinary business is going, we have wonderful clients and fantastic patients to assist each and every day.

We are expanding our client base when most veterinary surgeries are contracting. We seem to be dealing with the best of owners and their animals to the stage where it is a pleasure to turn up every day and we all look forward to the workload for that day. It is a fantastic feeling to walk into the business every day and see the staff with big smiles and ready to “go to work” for the day ahead.

The staff we have, are the best people I have had the pleasure to work with in the 46 years of being a veterinarian. Lynelle (our manager) has made a point of employing staff that are highly trained who are wanting the best outcome for your animal and yourself. They are all happy to work together and they love helping each other. Our head nurse (Amanda) is very focused on continual education and wants to make sure every patient and every client gets the best care possible. The rest of the staff are very focused on the responsibility we have to look after all the animals, but in the mean time they can share a joke and the building is often full of laughter and goodwill.

We have new equipment to be able to diagnose and deal ill health and accidents. We have put in a whole new laboratory in both East and Bargara that is worth over \$70,000.00 and that gives us knowledge and better understanding of how our patient’s internal and external health is going.

We have put in over \$30,000.00 of surgical equipment to increase our ability to operate and to deal with surgical and anaesthetic problems that we encounter.

We have spent another \$7,000.00 on dental equipment to deal with oral problems of our patients.



I know that 2019 has been a bit rough on some of our clients and their animals and my sympathy goes out to these owners and their animals. To these people and their animals, I hope 2020 is going to be a better year and I certainly wish everyone the best for the year ahead.

*May 2020 grant you every wish you have for yourself, your family and your animals – Have a Great New Year.*

## January – Desexing Discount month

This month one of our main focuses is on desexing dogs and cats. As most responsible owners are aware there is a huge problem in most towns about the number of puppies and kittens who are born “by mistake” or because the owner could not afford to have their animal friend desexed.

Places like the RSPCA are flooded with unwanted puppies and kittens and it is very difficult to find homes for these animals.

We feel that we need to take a responsible stand on this issue, and we are trying to remove the major reason owners do not get their animal desexed – money (the cost of spaying or castrating can be inhibitive to some owners). So every 3 months we offer our professional services to desex dogs and cats for half price – a 50% discount on our normal charges.

January is one of these months – we will desex dogs and cats at half the cost of a normal spay or castration. Like all offers – there are some conditions to this offer. The owner **MUST** pay a \$50.00 deposit that is non-refundable if they do not proceed. The female dogs and cats must not be on “heat” or pregnant at the time of the surgery. All animals must be healthy and vaccinated at the time of the surgery.

If you have a dog or cat that has not been desexed – and we recommend **ALL** dogs and cats be desexed unless you intend to breed with them – then get on the phone and make an appointment because in a few weeks time the offer finishes. We only keep a limited number of spaces available during these discounted times because we have other surgeries to do so once the spaces of full then the offer is removed.

SPECIAL  
OFFER!  
50%  
OFF!

## January – hot and dry. Time to groom and hydrobath your animals



It would be wrong of me not to again encourage owners of thick coated or long coated dogs and cats to seriously consider getting their animal clipped and groomed. The weather is hot and humid and every day I am seeing animals suffer because of their long or thick coats.

If you want to do your animal a favour, if you want to make your animal healthier, if you want to make your animal happier then get it groomed. Contrary to great belief – the thick coat does NOT keep the animal cool! If I wear a thick winter woollen coat in summer, I am not going to be cool.

We have a very experienced grooming department – so ring 41531399 (East) or 41591009 (Bargara) to make an appointment to get your animal clipped and keep it cool for summer.

## Davo's corner

It is New years Eve and I sit at my computer contemplating the year that's gone and the year that is yet to happen. I do not know about you but I always take this opportunity to set new goals for the year ahead – be it personal goals such as getting fit, losing weight, take the dogs for more walks, laugh a lot more, stop yelling at motorists when they race pass me on the Ring Road, lower my handicap at golf, be a better person (if that was possible) and to help more around the house (my wife often comments that at least I cannot help any less than I already do), let my wife catch more fish etc. Then there are the professional goals – read more journals, study more books, watch more webinars, be available to assist the younger staff in my business, be more encouraging to the manager, stop wearing maroon shirts (manager does not like the maroon colour) etc.

Now I know I look young, but it may surprise a lot of clients to know that I have been in this profession for over 45 years and I have walked this earth for a few years longer than that. So I can claim to have some experience in making New Year resolutions and also some experience in actually making them happen (or not happen in most cases). I find, as a general rule, that most resolutions (or “wishes”) usually last around 2 – 3 days (and in some cases a lot shorter time) while other resolutions may last as long as 3 weeks (usually associated with joining gyms to get fit) before old habits start to re occur and I slide back into my normal habits and decide that the next year may be the right time to start.

So I sit here making “The List” – it seems very similar to last year (and the year before that) but like all good dreamers I feel that 2020 is the year that all resolutions will happen. I intend to “hit the road running” and go on a diet tomorrow, I will join a gym and get fit and I start helping around the house (that noise you can hear is my wife laughing and making sarcastic sounds). Tomorrow I become a new person – a person with inner strength, a person of kindness (I am not sure my staff will recognise me), a person of tolerance (the Ring Road may become a quieter place to drive), a person who does not throw his golf clubs and yell at the little white ball (the golf club professional will make less money), a person who the whole world can look up to (if you are going to dream – dream big).

But that is tomorrow and as we all know – tomorrow may never come. So, in the meantime I intend to continue eating chocolates and cakes, I will drive past the gym on the way to the golf club. For one last day – I will be myself and revel in the memories of how I became this person. I will enjoy the person I have become and I dream of the person that I will develop into. As I have already said – tomorrow may never come.

Have a great 2020 and thank you all for being very tolerant readers over the years and I look forward to talking to you over the next 45 years (I intend to live until I am 150 years of age – but that is another story for another time).



Thank you all and have a safe and healthy 2020.

Davo (and staff)