

THOUGHTS

The Vets
who ❤️
your pets

FOR PAWS



Spring 2014

Practice News

It's time for a spring clean, so welcome to our new look newsletter. Let us know what you think of the new look!

This edition sees the extending of our Papamoa clinics hours - now open Saturday mornings from 9am - 12pm.



Meet our newest staff member Raewyn. Raewyn will mostly be working at the Papamoa clinic, but may be appearing at Bayfair from time to time as well.



Rae moved to Papamoa in Feb 2014 with her husband and 2 cats. She came from a busy practice in Auckland where she worked for 20 years. With a history of both nursing reception and an interest in animal behaviour she has enjoyed her career. Although she has come to retire, she soon missed the contact with clients and their pets. She also had a cattery in Auckland for 40 years.

The importance of Pet Insurance



Buying a new puppy or kitten is always an exciting time but is not without cost. There will be lots of preparation to do before bringing your new pet home - buying toys, treats, food and somewhere cosy for your pet to sleep.

As a responsible owner you will need to ensure that your pet is vaccinated, wormed and microchipped. We will also discuss with you the importance of pet insurance and while you always hope nothing will happen, you can never be too sure!

There are several different providers offering pet insurance at a range of prices and with varying levels of cover. Pet insurance is there to cover the cost of illness or injury which gives you peace of mind. There are a few details you should consider when choosing the right insurance policy for your pet.

Confused? We are happy to discuss pet insurance options with you. We offer a 30 day free trial for new patients which covers up to \$700 for accident or illness.

Meet Barry!



Barry is our vet Steve Alderson's new puppy. We all agree he's very cute! Hope you're reading this newsletter Steve!



Is your Cat **Stressed** about visiting us?

Cats are not naturally social, and are highly territorial. This means they feel vulnerable and threatened when they are away from home. During a visit to the vet they may perceive dogs and unfamiliar people as potential predators. They will see, hear and smell things that can trigger a fright, fight, or freeze reaction. Here are some tips to make your visit easier;

The key words are **GENTLE** and **QUIET**

- Leave the carry cage out at least some of the time at home so your cat doesn't instantly associate them with a trip to the Vet or Cattery. Between visits encourage them into the cage with a treat or catnip toy. Place soft and comfortable bedding in the cage.
- Preferably choose an end opening plastic crate with a removable top. Some cats like to see their surroundings and some like to be covered, so take a towel with you, especially if using a wire cage. **Gently** push the cat backwards or up-end the cage and lower your cat in from the top.
- Consider reducing stress by spraying **Feliway** (a calming pheromone) into the cage at least half an hour before travel.
- If your cat gets very stressed ask for your appointment to be scheduled at a quiet time of day.
- For safety of the driver and your cat, use a secure transport cage, and secure further with a seatbelt.
- Avoid loud noises and avoid banging the cage.
- At the clinic try to place your cats cage on a chair above ground level, and keep away from dogs where possible. Many dogs are happy with cats but the same doesn't apply in reverse!!
- Once in the consult room, open the cage and give them some time to adjust and exit on their own if possible. This gives them a feeling of control.



Remember – Gentle and Quiet!

And we hope this helps with your next visit to us.

Refer a friend!

They say word of mouth is by far the best recommendation and we totally agree!

To say thank you we are offering..... \$10 for you and \$10 for your friend too! Give this voucher to a friend and when they register with Bayfair or Papamoa Vets and their pet has some treatment with us, we will give you both \$10 credit on your account.

Here's how to claim your \$10 credit

Simply fill in your details in form A, and give this voucher to the friend you wish to recommend us to. All your friend needs to do is fill in form B, and hand this voucher in when they bring their pet to Bayfair or Papamoa Vets. Then we will credit both your accounts with a \$10 credit



A) You:

Name: _____

Address: _____

Telephone: _____

Email: _____

Pets names: _____

B) Your friend:

Name: _____

Address: _____

Telephone: _____

Email: _____

Pets names: _____

