

BLOCKHOUSE BAY VETERINARY CENTRE NEWSLETTER



24 Donovan Street, Blockhouse Bay
Phone: 626 3456
Fax: 627 1073
E-mail: vets@bhbvets.co.nz
www.blockhousebayvets.co.nz

Winter 2020

Dear Clients,

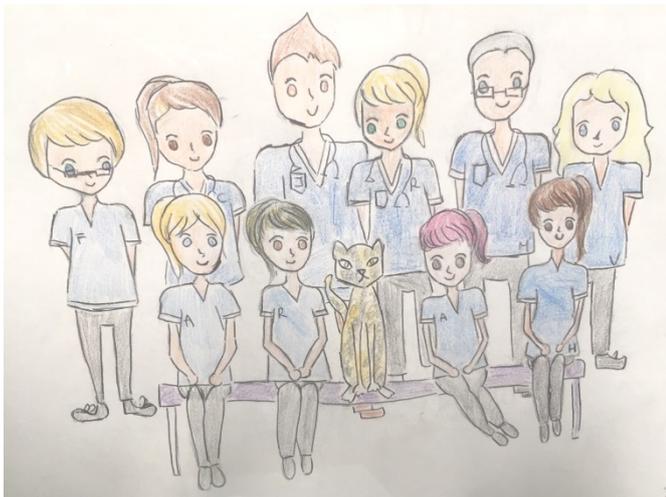
Welcome to the Winter 2020 edition of our newsletter.

Who would have thought that in January, as we were all going about our business, enjoying a hot Auckland summer, that the whole world would be turned on its head, courtesy of a little virus with a funny name, originating in a city most of us had never heard of.

Thankfully, throughout the Covid crisis the team here at the clinic remained safe and healthy. No one had to be put into self isolation and no one ended up with Covid-19. This means the full team is all still on board as usual.

We have, since the start of level-1, been utilising the services of locum vets to help add extra appointment slots during the week. This will give us additional consult slots each week. However, please be mindful that we cannot see everyone at the same time on a particular day and so booking well in advance is recommended to get your preferred time, especially if you want a Saturday appointment.

The response to the photo competition this year has been impressive. Many photos were received during lockdown and showed your pets engaging in all manner of activities. Some of the entries can be seen later in the newsletter or on the website. The winner was a very popular clinic choice .



Fiona, Caroline, Geoff, Rebecca, Miki, Vanessa, Anouska, Rachel, CC, Ashleigh and Hannah

Photo competition winner



The winner this year is Hendrix who was photographed out enjoying the autumn leaves and the amazing lighting on an early evening walk.

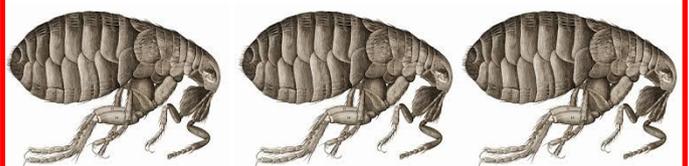
Hendrix wins a years supply of Bravecto courtesy of MSD Animal Health, sponsors of this year's photo competition.

Fleas, Fleas, Fleas, Fleas, Fleas, Fleas

Just because it is Winter doesn't mean that fleas stop being a problem. They love Auckland weather and keep breeding all year round.

Keep up to date with your treatments all through the winter to stop the little biters bothering you and your pets.

Come in and see the team to get the best flea control for your pets as there are many options now available

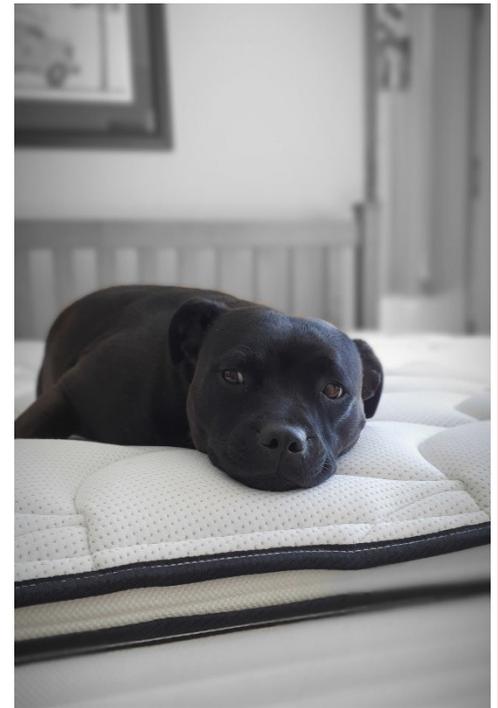




**More of the
photo
competition
finalists.**

Clockwise from above:

Bear snoozing, Beefy
out walking, Marlee
copying brother Bear,
and Charlie just
enjoying being a dog.



Beating the Covid kilos



It has become noticeable over the last couple of months that many pets have gained a bit of weight over lockdown. Initial thoughts within the clinic was that extra walks being done as a reason to get out of the house during lockdown would have trimmed down our canine friends, has unfortunately been proven false. While many did get extra walks, many also received extra treats and snacks due to having the humans home for more hours in the day than pre-lockdown.

If looking at getting those extra kilos under control for your pets, then starting now is much better than waiting until summer. Small reductions in total food intake, reducing treats and being mindful of how big a treat is relative to the size of the dog, can all help.

It is also important that everyone in the household is on board with any weight loss plan. Dogs are not dumb and will seek out the soft touch in a household who will provide the treats they are not getting from others, making the weight loss goal harder to achieve.

Covid-19 Lockdown - What being an essential service really means

When the country went into lockdown on March 24th the entire veterinary industry went into a state of emergency, trying to work out how to provide essential services for our clients while at the same time manage the human health risks that were in the community. This was a learning experience for the whole industry and every day new regulations and requirements came into our work email inbox that we had to follow. There was no step-by-step guide from past events to work from and we simply did what we were instructed to do from the powers above (government) and hoped what we were doing was correct. All the while knowing that breaking these rules could see the clinic shut down, meaning no one would be able to be seen and putting our patients welfare at risk.

So what was working as an essential service under levels 4 and 3 like?

In simple terms; stressful and exhausting. It certainly wasn't zoom meetings in our PJs, binge watching Netflix, and trying out sourdough recipes.

As a part of applying to be allowed to stay open we had to limit our staff bubble to no more than 5 persons on site at any time, as there is no physical way to socially distance in a vet clinic (try putting an IV catheter in a cat where the vet and the nurse have to be 2m apart??). Pre-covid, the clinic will usually have at least 8 people on site at any one time, so being forced down to 5 added extra work onto those having to be at the clinic. This meant 10-12 hour shifts without breaks, working in the heat in full PPE, and having an inbox of 60-80 emails each day to deal with. This was on top of triaging and then seeing patients with emergency needs and a phone just that just kept on ringing.

The requirements from the government that every enquiry had to be triaged, proof submitted as to why the situation should justify a clinic visit before being booked, human health questionnaires to be completed, and then the complexities of having the pet in clinic and the owners out in the car, made for very time consuming cases. For the most part, the vast majority of clients were understanding and appreciative that we were open to assist with their genuine emergency cases, and many people had taken note of the governments heed to "stay safe and be kind" during lockdown.

However, some people definitely hadn't taken notice of that advice. We were yelled at, sworn at, screamed at, verbally threatened, and outright lied to, on numerous occasions during levels 3 and 4. Sometimes this was by non-clients whose own clinics had shut down on them leaving them in the lurch, but other times it was by our own clients. Yes, covid lockdown and the stresses it was placing on some families was tough, but some people seemed to feel that we were fair game to let their frustrations out on and we should have to just take it. There were also the people who seemed to think that "no clients in the building" shouldn't apply to them, so proceeded to climb over barriers and start banging on the windows and front door, yelling to be allowed to come inside despite signs very much saying they were not allowed in.

A return to level-1 has made everyone's life a lot easier and we are pleased to be out the other side of lockdown healthy. One day the world will return to normal, but for now, remember the governments advice and stay safe and be kind - to everyone.

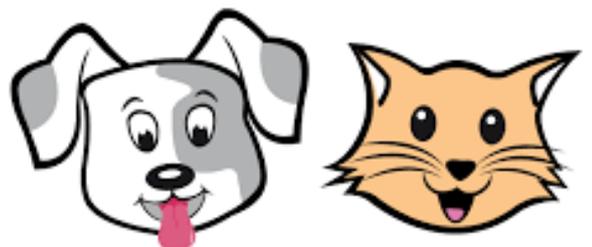


Clinic Hours

Monday - Friday: 8.00am - 6.00pm

Saturday: 8.30am - 2.00pm

Sunday and Public Holidays: Closed



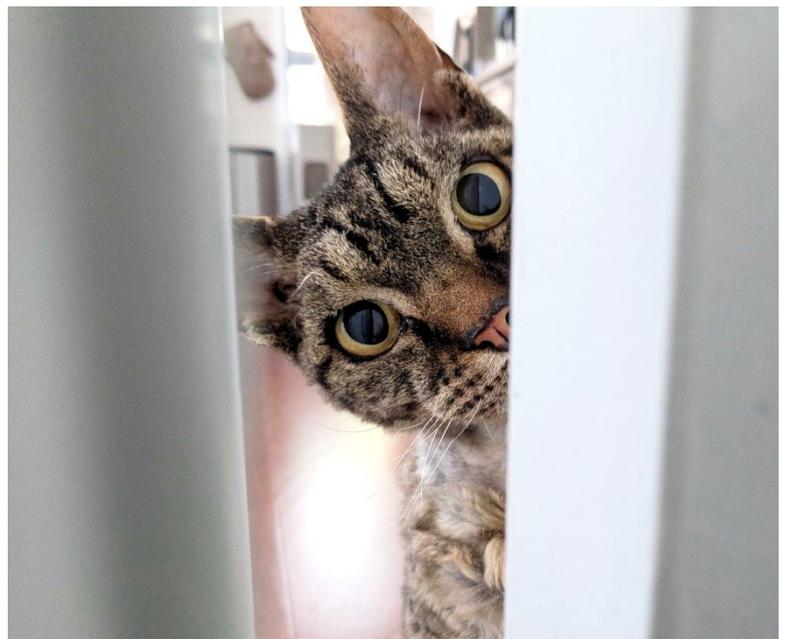


More photo competition finalists



Clockwise from top left:

Oscar relaxing while out on a walk,
Ponch practicing social distancing,
and Hendrix having a beach blast.



Indy (above) stalking his owners while Kit and Sam (left) enjoying "Formal Friday" dinner during level 4 at home.