

The Vale Veterinary Group Winter Newsletter 2011.



Winter Worries...

Winter and Christmas are on their way, both of which can present a variety of hazards to your pets.

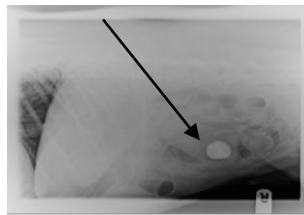
Antifreeze- Sweet tasting and highly toxic, antifreeze should not be left anywhere your pet could reach. If you spill some, wipe it up, one puddle of antifreeze could be fatal to a large number of animals.



Heaters/boilers-

Make sure you get your heating equipment checked. Carbon Monoxide poisoning will affect your animals first, causing collapse and death in a short period of time.

Foreign Bodies- Dogs and Cats are prone to eating all manner of Christmas decorations. Make sure they don't spend their Christmas in with us and keep decorations out of reach. Also make sure your dustbins are stored away safely and your turkey carcass is wrapped up and well away from your pet. Turkey bones are indigestible and should not be given to your pet.



Christmas Cake- Sultanas from Christmas Cake are highly toxic to your animal's kidneys. The effects can worsen with time so don't wait to be seen, phone us immediately. We can make your animal vomit thus hopefully avoiding any damage.

Staff News

Welcome back to Marie Heald one of our vets who has been away on maternity leave.

Goodbye to Ben Burton who is leaving our large animal department and is off to live and work in South Africa. We wish him all the best.

Welcome to Fiona Boothby our new large animal vet.

Darkness- The nights are drawing in, increasing the risk of road traffic accidents involving animals. If going out at night, make sure your pet is under control and can be seen. (see overleaf.)

Christmas Opening Hours.

Saturday 24th December (Christmas Eve)-Open 8.30am- 1pm.

Sunday 25th December (Christmas Day)-Emergency Calls only.

Monday 26th December (Boxing Day)- Emergency Calls only.

Tuesday 27th December-Open 11am-1pm. (Cullompton only)

Wednesday 28th-Friday 30th December- As normal (8am-6pm).

Saturday 31st December (New Years Eve)- Open 8.30am- 1pm.

Sunday 1st January (New Years Day)- Emergency Calls only.

Monday 2nd January- Emergency Calls only.

Tuesday 3rd January- Back to Normal (8am-6pm).



FIREWORKS

Fireworks can be a scary for many animals; however there are many things that can be done to help calm an anxious pet.

- **Create a den in a safe place for your pet to hide away**
- **Walk your dog before dark, and make sure that your cat is shut indoors.**
- **Make sure your pet is well fed before the fireworks start as this should make them feel sleepy and content**
- **Shut all your windows and curtains before it gets dark and keep all lights on to mask flashes from fireworks. Leaving the television or radio on will help to mask the noise of any fireworks.**
- **The most important thing is to carry on as normal, do not touch or make a fuss of your pet if they appear scared as this can reinforce the behaviour.**

Don't forget your small furies outside either. Moving them into the garage or placing a thick blanket over their hutch can help to reduce their stress.

Here at The Vale we sell a range of products that can help your pet during this stressful time. These include Zylkene capsules which are a natural product, and also Adaptil (DAP) and Feliway which are plug in diffusers which contain pheromones both proven to help pets in times of stress.

Wrap up Warm this Winter!!



Now it's getting colder and the nights are drawing in, more of us have to walk our dogs in the dark. If this is the case make sure that you are safe and warm!

Here at the Vale we have a selection of reflective coats and flashing collars for cats and dogs guaranteed to make sure your pet can be seen this winter.

Also, don't forget your pet when it comes to present buying this Christmas. We have a wide range of Christmas stock specifically for your furry friends!!



Carole is on the run...again!!

Carole from our large animal office is running the London Marathon next spring in aid of Exeter Hospiscare. If you would like to donate any money to her efforts you can visit <http://www.justgiving.com/carole-newbould-london-marathon-2012>. or contact her at the practice.

Telephone system.

Those of you who have called us in the last few weeks may have noticed that we have changed our telephone system. When you call the Vale you will now be asked to select 1 for Farm, 2 for Inpatient Enquiries and 3 for Small Animal. This will allow you to reach an appropriate member of staff who can deal quickly and efficiently with your request and reduce the amount of time you spend on hold.

Thank you to all our clients who have continued to use our services this year. We wish you all a Merry Christmas and a Happy New Year.