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PAWPRINTS NEWSLETTER

2010 digital edition

Happy Holidays



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Chrissie Maia "

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***Seasons Greetings and a Happy
and Healthy New Year to all of
our clients and patients from the
entire staff of Valley Veterinary
Hospital and Inn for Pets!!***



Twenty five Years and Counting...

It was September of 1986 when I took over the reins of Valley Veterinary Hospital. My predecessor, Dr. John Hilt, had established his practice in Amherst 10 years earlier and had relocated to Route 9 prior to his departure. With one full time and two part time employees, we worked in a neat but small building located on the east side of our current parking lot. As the area and our practice grew, we slowly added veterinary and technical help. In 1996 we made the move into our current facility and began to offer boarding services now with a staff of five veterinarians and over thirty full and part-time employees.

Over the last twenty five years our physical surroundings and staff have evolved, and our approach to medical and surgical care has improved dramatically. What has remained a constant priority is our dedication to the service of our clients and a recognition and respect for the strength of the bond they have with their family pets. More than just a slogan, *Compassionate Care for Pets and People* has been and will continue to be the principle that guides our daily actions.

We are very fortunate to have several long term clients that have witnessed the evolution of our practice over the last 25 years (see "Valley Vet Tails" below featuring one) and one very special employee, Peggy Doherty, who was already on staff when I took over in 1986. Peggy embodies the spirit of Valley Veterinary Hospital and we are very pleased to have her knowledgeable and calming presence at our front desk for all of these years.

I want to take this opportunity to thank all of you for the support that has permitted our growth. We are fortunate to have had the opportunity to meet and care for so many wonderful pets and people over the years. We look forward to seeing you and caring for your pets for many years to come.

Wishing you all the best for 2011!

Ted A Diamond, DVM
And the entire staff of Valley Veterinary Hospital and Inn for Pets

State of the Art Imaging At VVH



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VALLEY VET "TAILS" "A stitch in time saves... Chrissie Maia"

Kathy and Don Maia are Valley Vet "originals", having been loyal clients for more than 30 years!

During this time, they have seen many changes at Valley Veterinary Hospital, and recently they experienced the benefit of these changes firsthand when their beloved Sheltie "Chrissie" became seriously ill.

At first it seemed like it may have been just a bad batch of dog food when Chrissie began being sick to her stomach after eating. But after a few days, when things became suddenly worse and poor Chrissie was unable to keep anything down, Don and Kathy knew something more serious might be going on and immediately brought her in for an exam.

The initial evaluation included blood tests and x-rays which were done within one hour of her arrival at our office. These indicated a significant abnormality with Chrissie's liver. She was immediately started on intravenous fluids and antibiotics. An ultrasound of her abdomen performed later that morning revealed the source of Chrissie's illness; her gall bladder was infected and filled with thickened secretions which were obstructing the normal function of the liver.

After a quick call to the surgery department at Tufts University, Chrissie was packed up and taken to Tufts where she received life saving surgery to remove her gall bladder the next morning. We are happy to report Chrissie is now home and back to normal, except for being a little "spoiled" in the food department!

Don and Kathy can appreciate the improvements in care that Chrissie received during this illness more than most people. Eleven years ago they had the unfortunate experience of having another Sheltie, Buffy, with gall bladder disease. Although she too ended up at Tufts for surgery, due to the length of time between the onset of her problem and surgery being performed, Buffy did not survive her illness.

When asked about the changes they have seen firsthand at Valley Veterinary Hospital over the years the Maia's reply "It's such a wonderful world for pets today. People have always cared for their pets, but now there is so much more feeling for them by owners and veterinary staff". They attribute Chrissie's survival to the prompt diagnosis, referral and surgery that she received. "Valley Vet is better than most human hospitals in the quickness and quality of care that they provided for Chrissie" says Don. "Like Wing Memorial's advertising campaign says, they don't make you wait!!" And for Chrissie, her "stitch in time" translates into many more loving days at home with the Maia's!



Caring Angels Registry and Fund

The satisfaction of caring for a pet and helping an owner who loves their pet is the reward those of us in the veterinary field are lucky enough to experience on a daily basis. Our effort to share this satisfaction began in the last year or two when one of our clients generously offered to anonymously help several pets in need whose owners were unable to afford proper care. Thus was born our *Caring Angels Registry and Fund*.

By registering as a *Caring Angel* or donating to the fund, you too can make an important contribution to the health and welfare of pets in need and their owners who love them.

The *Caring Angels* Process:

- 1) Donors register at on our website, [click here for link](#), to indicate their willingness to give, and up to what amount they would like to provide, for a pet in need. Alternatively, you may donate directly to the *Caring Angels Fund at our office* so that your donation is available immediately.
- 2) We will confirm that your *Caring Angel* registration has been made and begin to look for a pet in need of attention.
- 3) Once a match has been made, we will contact the registered donors to inform them of the match and confirm that they are still interested in giving. We will give anonymous details of the reason for the recipients need, and decide on how the donor would like to pay for the services to be provided.
- 4) We will then contact the owner of the pet in need and let them know that a *Caring Angel* has made it possible to care for their pet.
- 5) Following the completion of care, we will provide a full report to the donor of how the patient fared and how the donated funds were used. If you wish, we will make your identity known to the recipient so that they can thank you personally!

****Please note, your donation will be greatly appreciated by those pets and owners in need, but is **not** tax deductible.**

'Digital X ray and Advanced Ultrasound Training At Valley Veterinary Hospital

We are happy to report that after several years of research, we are in the process of converting our radiology system to all digital. With digital image processing we expect to have quicker results with better resolution and ease of sharing images with clients and specialists when needed.

In our continued effort to provide the best medical care for your pets, Dr Noel Watkins has recently completed two multi-day advanced courses in ultrasonography and internal medicine. Dr. Watkin's experience and advanced training make her an invaluable asset in the prompt and *accurate* diagnosis of your pet's medical problems.

Please ask if you have any questions regarding Ultrasound for your pet.



INN FOR PETS NEWS



NEW EXPRESS DEPARTURE SERVICE

We know that many clients are in a hurry to get home after traveling and we want to make your reunion with your pet even quicker with our new ***Express Departure*** service.

If you would like your *pet "packed up and ready to go"* prior to your arrival at the Inn, please call us approximately ***15 minutes*** prior to pick-up at ***584-5252***. We will then have a chance to gather your pet and their belongings and bring them to our *Express Departure* holding area where they will be eagerly waiting for you when you arrive.

Thanks and safe travels!

LOYALTY REWARDS POINTS TRACKING

Remember, you earn *Loyalty Reward* credits for every dollar you spend on your pet's vacation with us! We are actively tracking your rewards points and have to date ***credited over eight thousand dollars*** to our most frequent visitors. Please call or ask if you would like to know your rewards balance and how close you are to

earning a \$100 credit on your account.

PLAYGROUPS FOR ONE AND ALL

We all know that many dogs love nothing more than to play and be with other dogs whenever possible. With our new Valley Inn for Pets play group evaluation program, your dog can have fun and exercise while on vacation, socializing with other guests at **no additional charge!**

All of our guests are evaluated by our trained kennel staff for their sociability with other dogs in an outdoor playgroup setting. Dogs that are happy to be with other dogs under a variety of controlled circumstances will be certified as *Play Group Ready*. Any behavioral tendencies will be noted so that the safest and most enjoyable play groups can be arranged during your pets stay. All Play Group Ready dogs at Inn for Pets can participate in 2 small play groups per day as part of their normal daily routine. Let the rumpus begin!!

CLIENT APPRECIATION COUPONS

(You may print only the last 3 pages of this newsletter to avoid unwanted material)

Free Insulated Valley Vet Travel Mug



**Stop by and pick up one of these
handy (and attractive)
hot/cold travel mugs as our way of saying**

"Thanks for your continued support !"

Available while supplies last. Limit of one per family. Please print and present this coupon to receive your mug.

Free Globetrotter Package

At Valley Inn for Pets. This coupon entitles your pet to **one (1) free Globetrotter Activity Package** while boarding. The Globetrotter Package includes: Outdoor Romp Time, Indoor Snuggle Time, Frosty Paws Treat, Bizzy Bonz Puzzle Treat, Tuck-in and Biscuit Service, a \$13 value!

Offer Expires: April 1, 2011 Please print and present this coupon on admission for discount.

10% Discount

On all heartworm and flea and tick preventatives including Interceptor, Pro Heart 6 month injectable, Frontline and Advantage/Advantix

Offer Expires: April 1, 2011. Please print and present this coupon for discount.

10% Discount

On dental prophylaxis for all pets

This represents a \$20 - \$30 Value!

Discount applies to our normal Scale and Polish package fees and is exclusive of oral surgery, medications, and injections that may be necessary at the time of service.

Give your pet the gift of good oral health!

Offer Expires: April 1, 2011. Please print and present this coupon at time of payment for discount.



Pain Free (Or at least at 10% Off!!)



Get 10% discount on all pain relief treatments and medications including Rimadyl, Deramax, Adequan, Dasuquin, and Therapeutic Laser treatments. This coupon is valid for all new and refill prescriptions and treatments paid for prior to the expiration date. **Limit of one discount per product per pet.**

Offer Expires: April 1, 2011 Please print and present this coupon for discount.

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