

Welcome Letter for Everyone

We want to welcome you and your pet(s) to the Village Veterinary Clinic! We are a small animal clinic, full of animal lovers like you! This letter is meant to be an introduction to some of the services we offer and what we think is important for you to know as a new member of our clinic family!

We have all heard how important nutrition is to our health. Well, the same goes for our pets. What we put in our pet's bodies will have a profound effect on their health. It can be difficult to navigate through all the contradictory information on the internet and even more difficult when you are standing in front of rows and rows of foods at the pet store or the vet clinic trying to determine which food is best. The following is a great article that will help you to ask all the right questions and help you determine which food is best for your pet. <https://vetnutrition.tufts.edu/2019/05/pna-pet-food-manufacturer-survey/>

If you are still unsure, remember you can always ask our advice at the Village Veterinary Clinic! We also understand that life gets busy and sometimes it is difficult to get to the clinic or the specialty stores to pick up your food. To make things more convenient for you, we now offer home delivery through an online portal. My VetStore can also be used to auto order food or prepay for your diet and pick up at the clinic. For more information, give us a call or visit <https://www.myvetstore.ca/>.

Did you know pets can get insurance coverage? We work closely with many companies to help pet owners, like you, navigate what would work best for them. Many pet insurance companies offer coverage for animals as old as 14! If you have any questions about pet insurance, reach out to us and one of our customer care representatives would be happy to help!

We are always trying to incorporate new ways to offer our clients, and their pets, the best service. One of the main ideas is having a Fear Free Hospital. Is your pet anxious about coming into the clinic? Do they show fear on the way to and from the clinic? Is it hard to find your cat before an appointment because the dreaded 'carrier' is out? If you answered yes to any of these questions, give us a call and we would be happy to discuss with you options to make your pet's visit the best possible. Visit our website and check out Client Education, for more information!

We do not offer any after-hours or on-call service at our clinic. However, there are some amazing 24/7 emergency clinics in the Ottawa area that we recommend.

- Alta Vista Animal Hospital, located at 2616 Bank St, Ottawa.
 - Phone: 613-731-6851

- Ottawa Animal and Emergency Specialty Hospital, located 1155 Lola St #201, Ottawa.
 - Phone: 613-745-0123
- Ottawa Veterinary Hospital, located 900 Boyd Ave, Ottawa
 - Phone: 613-725-1182

All this information, and more, is linked to our website: <http://www.villageveterinary.ca/>

Also, don't forget to like us on Facebook <https://www.facebook.com/wcrussell/> or follow us on Instagram <https://www.instagram.com/villageveterinaryclinic/>!

For even more content, follow the crazy antics of our clinic cat, Tedford Von Lackie III, on Instagram! @ted_ventures

When you get a chance, please reply to this email and attach a photo of your pet(s), so that we can attach it to their file. Please let us know if we have permission to post any photos of your pet(s), that may be taken at appointments or shared with us by you, to our Facebook and Instagram pages!

Thank you very much for trusting us with your furry family member. We can't wait to see you!

Sincerely,

The Staff at Village Veterinary Clinic

613-445-5622