

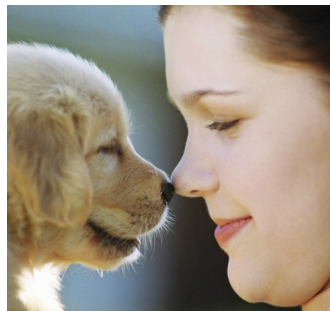


## Our Team Vision and Values

As our team has grown, we have looked inward to develop a sense of who we are. Our Mission is driven from what we are passionate about, as individuals and as a team. And not surprisingly, our Vision and Values encompass you and your pets.

### **Our Mission;** **Enhanced Human-Animal Relationships.**

We believe in the great joy that comes from caring for a pet well so that you can enjoy life to its full together. This makes us committed to being the best we can be as your pet advocate. Our "why" is to help you to do the best you can for your pets so you can experience the joy of a happy life together.



### **Our Vision;** **To be the most trusted and customer focused provider of Animal Health and Welfare Services in the Hawkes Bay,**

We know that in order to achieve our Mission we have to have a special relationship with you; one where there is a sense of partnership, respect and trust. This means that you can trust that when we make recommendations, it comes from a position of what is best for you and your pet—and nothing else. It also means that you can rely on us to do what we say we will and that you can feel good entrusting your pets into our care.

From this Vision, we looked at the core values. These core values help define our clinic policies and staff actions. They form our "PACT" with you and with each other.

**Professional** - to look, act and talk in a professional manner at all times.

**Advocacy** - to speak up for the needs of others, this includes advocating to you on behalf of your pets.

**Communication** - to always communicate in an open and honest manner. Timely communication and availability are also important characteristics.

**Teamwork** - working together to achieve these goals.

*So when you boil all that down, what does it mean for you and your pet?*

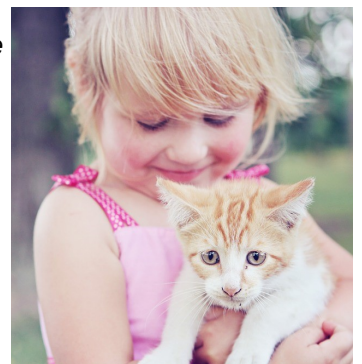
*We see that our role is to develop a great relationship with you. Providing an excellent quality life for a pet requires a partnership between you and your vet. Communication, trust and respect are our guiding lights.*

*Our team want to advocate for your pet. That is why they joined the veterinary profession in the first place. As part of that commitment to advocacy we will recommend the very best care in all cases to all of our clients. This is because we feel that your pets deserve that recommendation, and if we don't speak on their behalf, who can?*

*There may be times when this level of care is not what you seek. That is OK, please ask for alternative options and the team will be happy to offer them. But we believe that only you have the right to choose what level of care you want for your pet, not us, or anybody else. This is why we will always offer the best option first, and then together we can develop a plan that is right for you and your pet.*

*We look forward to working with you to enhance the relationship you have with your pet, throughout their lifetime.*

*That's why we chose the name - **"VetsOne - Together for Animal Health."***





## Pet Insurance.

Whilst we are on the topic of giving your pet the very best life you can, it's time we had a serious conversation about insurance.

We believe that most of the pet insurance companies in NZ are working to make it both simple and affordable to provide good cover against what can sometimes become big expenses.

There have been major advances in the level of care and technology available for your pets. Dental radiography, titanium implants, Ultrasound, MRI and CT scans are but of the few things available for our pets. And whilst you may not need the really high level technologies, the care involved in some of the major surgeries can push the final value into the thousands. It is crucial you get pet insurance BEFORE it's needed.

We feel the way to take maximum advantage of pet insurance is to start when your pet is young, before they develop any potential "exclusions". Once they have an ear infection, all those ear treatments won't be covered. A young puppy or kitten won't have any exclusions unless they have congenital issues (problems they were already born with). This doesn't mean you shouldn't insure your older pet, just make sure you are informed about what will and won't be covered, to avoid disappointment or confusion.



We feel it's best to get the big things covered and leave off the smaller things as a way to maximise cover for the smallest premiums. It's not generally the day to day things that will worry you, it will be those bigger, unexpected expenses.

Most of the brands have great on-line tools where you can play around with different cover options. Many, including the main two we support, will give free insurance to puppies and kittens on their first visit to the clinic, and also support great charities like the SPCA.

We are not financial advisors, so we can't offer much more advice on this, except to say, please give some serious thought to pet insurance. Remember, you never think you need it - until you do. If your pet needs major care, having insurance means your only worry will be them!

## About the VetsOne Animal Health Centre.

Can you believe it - we have been in our new building for almost two years. We have divided the function of the building into these main areas; retail, large animal services, consult including waiting areas, ICU and surgery including diagnostics like imaging, and hospital wards. We have our teams staying in one area each day so they can provide undivided attention to those they are responsible for. For example, we have; a "Treatment vet-nurse team" who look after those animals that come in for work-ups such as lameness x-rays, a vet and nurse dedicated to caring for pets whilst they are hospitalised, a surgical team, and two consulting vets and a consulting nurse available for pets coming into the clinic for consults.

All the vets rotate through this roster. This means that your favourite vet may not be consulting the day you come in because they are caring for animals in another area. If who you see matters more than the day you are seen (for example, ongoing care of a case) please ask the reception team so they can book you in on a day the team member is available.