



Hey Team.

No doubt some of you have seen the 'memes' circulating on the internet about F.O. 2020. Up until last week I was like what's all the fuss about people?

2020 is fine the rest of the world is just talking it up.... Yeah well nothing like crazy life events to humble your rockstar ass. They started coming at me thick and fast and you know what?

I was just OVER having to be a ninja.

Thank God for my amazing team though who have held the clinic together like glue over the past week amongst Samara's big news, staff illness, Bec's FIL passing on, Tam having to say goodbye to Daisy and being a rightful wreck as a result, and us losing a friend's husband to suicide.

Yep 2020. Now you can F.O. We ALL need a holiday.



HIGH FIVES

Ah damn you covid. We can't all leave on a jet plane right now. So buckle up people - this year has been quite the ride and it's not over yet.

I want to high five everyone of you this week for coming to work with a ready to rock attitude and for checking in on your team members on those tougher days.

It is so special working amongst a crew of people who constantly have each other's backs.

And big High Five to Blue Veale's rockstar surgical team. We got her through the splenectomy!! Let's hope the next few days go smoothly and Bev can lay all her concerns to rest.



LEARN

Self-doubt and questioning one's worth is rampant in the vet industry and can lead to all kinds of mental health challenges or worse. For anyone experiencing moments of self-doubt, I have found [this podcast](#) to be really helpful.

[The Work process developed by Byron Katie](#) is also a very interesting enquiry process to reflect on during troubling times.



TEAM REMINDERS

The schedule in Neo has been all over the shop - sorry team not sure how that happened - but should now be correct. A reminder that we only have TWO consult rooms and so on 3-vet days (currently only thursdays) there should only be 2 lines of vet consults ie Henry and Viki. Kate is surgery vet, I am back-up surgery overflow + management on thursdays. Please do not book consults for me on thursdays unless they are emergency patients needing to be seen on the day or post-op follow-ups on my surgical patients (after any surgeries finished and before 3pm). Any questions just ask.

Kate is primary surgery vet on thursdays - 3 major procedures or 2 major + 2 minor for now.

Surgery team has been doing awesome and we are slowly working out how to become more efficient out there, well done! Keep those bookings rolling in people!



WIN

We have another new vet starting next week! Danielle Flint, a vet with >15 years experience and strong interest in holistic medicine. She has studied her Veterinary Herbal Medicine Graduate Diploma through CIVT and is ready to dive deeper into holistic practice. She currently works at Cooroora vet clinic and is picking up Wednesday shifts only to start with 9am - 2.30pm. Next Wednesday Danielle will be shadowing Henry and I, and from the following Wednesday she can take on overflow consults/surgeries until she has her own client following. Please support Danielle's introduction.

We also have a potential new staff member Sara coming in next Tuesday for a trial. Sara's role will be to replace the irreplaceable Samara #notpossibleiknow (who is going to do our beautiful blackboard art now??!!). Sara has no vet industry experience whatsoever but values efficiency and

collaboration, is an Upholder, and I am sure has the capacity to rock the front desk. Please make her feel welcome.

Another big win - with 2 more vets on our books I am taking a damn holiday.

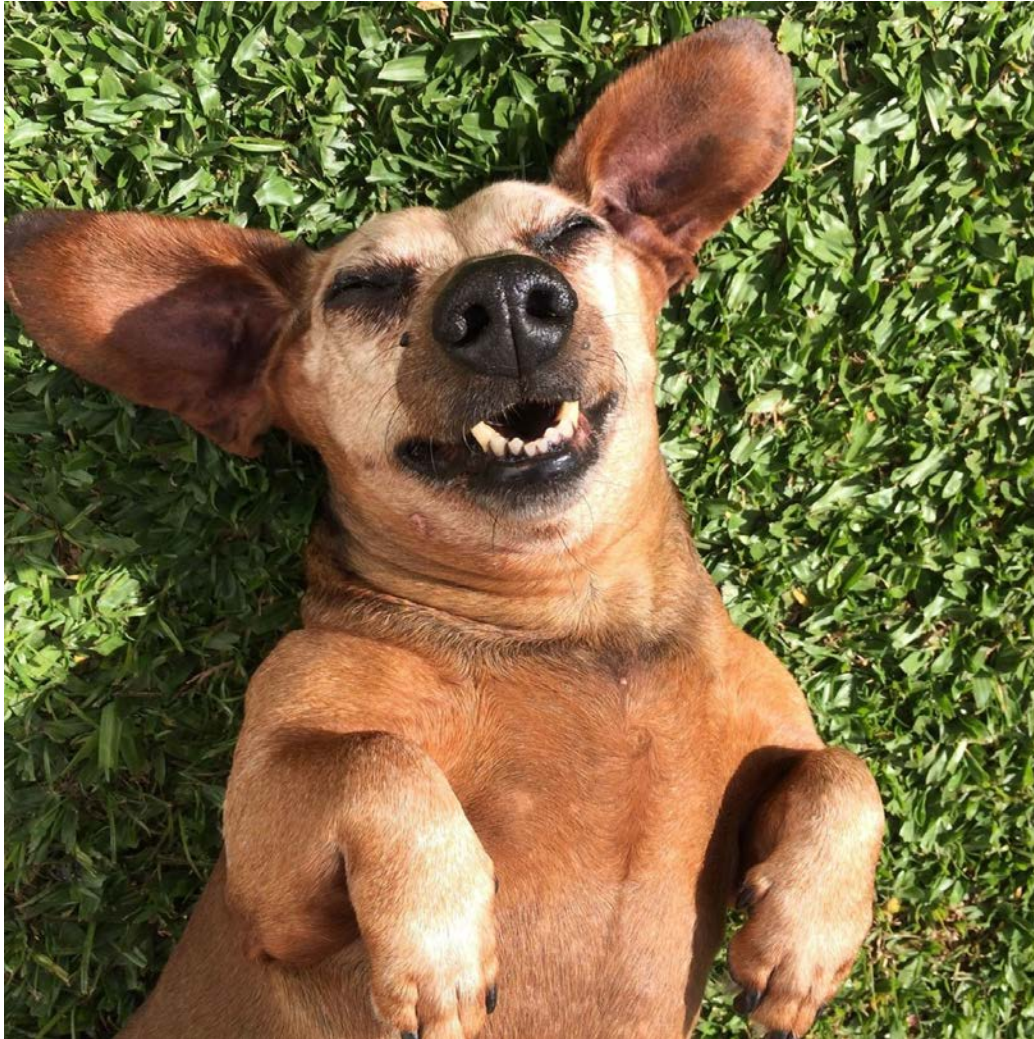
Gonna hire my own bloody jet plane. Just kidding, looks like a Straddie ferry will have to suffice. I am rostered off from Sept 6th - Sept 20th and existing bookings during that time frame have been sorted, thanks Kel.



FOCUS

Keep those dentals rolling in people, still lots of filthy mouths out there to fix.

Everyone has been doing an awesome job of dental checks, advocating for our patients and getting dentals booked in proactively. AMAZING JOB thank you!!! Our patients are so much better off for it!



CELEBRATE

Samara's send off details:

Sunday August 9th

2pm @ Strike Maroochydoore - in the Big Top

3pm @ Elixiba for drinks & dessert; hello Espresso Martinis!!!

Happy birthday celebration to Amanda for the same day - we will miss you!

