Year Round Up for Darlo

2020. What a year. It has been like no other, and as much as it has seemed endless it has flown by. This year has produced the full range of emotions in us here at VetHQ Darlo, but those that linger are optimism and awe. I am so proud of the resilience of our staff, and so happy that people in our community have moved closer to their pets for support and love. To see the human-animal bond so strong, and to see people's pets being cared for at the highest levels is what we as veterinary professionals live for.

I will do my best to sum this year up for us, your Vet HQ Darlo team in 500 words or less!

STAFFING CHANGES

We went from 1.5 full time vets to 2.5 full time vets. Dr Cara took the beginning of the year off with the intention of going to a silent retreat in Bali and volunteering in bush-fire affected areas of Australia. Like all plans this year, this went out the window when she was locked down in Adelaide for 4 months! We are so happy to have her back with us working part time while she pursues her other passions outside of work. Dr Courtney came over from our Double Bay clinic to help me out during COVID lockdown, and we all (including the clients and pets) made such a good impression on her that she has stayed on! We love her positivity and her energy, and she has been an amazing addition to the vet team.

We have welcomed 2 new nurses this year into our growing team. Neta is an Israeli-trained vet nurse who has been in the industry for 5 years and joined us when her back-packing plans got "put on ice", while Courtney is in her first year of training with us while she studies her vet-nursing certificate at TAFE.

THE PANDEMIC AND THE PUPPY BOOM

While COVID peak meant contactless consulting and huge amounts of fear and uncertainty about the future, it also brought an unexpected silver-lining in the form of….COVID PUPPIES! All those who has been putting off pet ownership out due to "not being home enough" suddenly found that excuse was gone. We have welcomed so many new humans and their fur babies to our VetHQ family this year, and this makes us so happy. The dogs are being spoiled rotten while the people are experiencing puppy love. It's a win-win.

WE OPENED ANOTHER (POP UP) CLINIC…. ON LORD HOWE ISLAND!

Our Dr Courtney took our VetHQ care to her home of Lorde Howe Island for a week this year. She even did surgeries! Check out her article on this. It was a roaring success and we plan to continue this service for the Island.

CONTINUED WORK WITH PETS IN THE PARK AND ROUGH EDGES

The Covid restrictions meant that sadly the Pets in the Park clinic did not run its traditional sense, but we stayed in regular contact with the administrators and the staff at Rough Edges to make sure pets that needed urgent care to maintain their welfare had access to this. Geoff did an amazing double knee surgery on a dog that had been hit by a car, among other things.

POSITIVE CHANGES TO STRATA LAWS REGARDING PETS

In good news for all pet lovers, NSW apartment dwellers are now allowed to keep their pets irrespective of any strata by-laws. This change was championed by a Darlo local. We feel very proud to have such passionate pet owners in 2010.

UPSKILLING

This year was definitely different, but continuing education is a huge priority for us. All our vets did an intensive ultrasound course in August, and all staff have been working on emotional intelligence and wellness skills. Dr Jess is doing a course through the University of Sydney in Dermatology and all the vets have attended conferences this year via Zoom. Very different.

We wish you all a safe and happy Holiday Season. We hope you make the best of the time with your furry family as well as any family or friends you are lucky enough to be near. We are sadly not able to do a client Christmas party this year. We usually take that opportunity to thank you all for your ongoing support, and to say how lucky we feel to be part of the best community in Sydney. We wish for us all a 2021 full of health, safety, security, love and joy. Let's hope we can get together to celebrate Christmas in July 2021. We will keep the bubbles on ice.

Jess Green