

# BEHAVIOUR MATTERS



## CHECK OUT WHAT'S IN THIS ISSUE:

- From the front desk
- Staff updates
- WE ARE MOVING!!!!

## FROM THE FRONT DESK

We have received many comments about the character filled towel dogs that have been displayed in the clinic over the past few months. Each dog is lovingly created and named for each new client along with a special message by Hannah, Dr Tracey Henderson's daughter.

A reminder that our stocked medications have been reduced to match chemist prices. Please support AVBS by purchasing medications from the clinic. We can post medications to you for a small cost. A range of dog treats and merchandise may also be purchased from the AVBS clinic. Have you heard of the calming cap, thunder shirt or mutt muffs? I can assist you with merchandise.

AVBS hire out equipment such as the Clever Dog Camera that connects to your Wi-Fi. Motion detection sends alerts to your phone for viewing. You can even click on the microphone to speak through the camera's speakers to your pet. The Treat & Train remote reward dog trainer seen on tv is also available for hire, as well as dog crates and thunder jackets. Trial before you buy.

I look forward to assisting you with consults, purchases, hiring of equipment and general enquiries. Hugs to the fur kids.

Vicki



Each dog is lovingly created and named for each new client along with a special message by Hannah, Dr Tracey Henderson's daughter.

## STAFF UPDATES

### MEET OUR NEW RECEPTIONIST, VICKI

Thank you for welcoming me so warmly to AVBS. I have enjoyed meeting you and your fur kids. I feel privileged to be working with such wonderful people. I have a SN boy Marley and understand the importance of celebrating each step forward and acknowledge the challenges we may face along the way.

### EMMA IS COMING BACK..

As some of you may know, I have been on sick leave for the last 2.5 months after being diagnosed with depression and anxiety. It has been quite a journey, and one that I will continue to walk for a time yet. However, thankfully I have come out the other side and am doing much better now. I have learnt a lot over these past few months about myself, being a mother, and life in general. This whole experience has also given me a new appreciation for what our patients go through with their own mental illnesses, how important it is to give them the time and support they need to reach their full potential, and what they may be experiencing when starting medication.

I would like to thank all the AVBS clients, both new and existing, for being so patient, caring, and understanding during my absence. Whilst I'm very good at juggling (both physically and mentally), I now fully realise the importance of "me" time to ensure I can be the best version of myself. This then enables me to support my family (including furbabies), friends, colleagues, clients, and patients to my full potential.

To ensure I continue to look after my mental health, I am returning to work in a gradual fashion. I am aware that the skills I have learnt to manage my depression and anxiety need to be practiced (like the sit/calm/look exercise 😊), and it will take time for these new behaviours to become habits. As such, I will have limited consulting availability over the coming months and appreciate your kindness and support during my return.





## STAFF UPDATES

WE SAY GOODBYE TO SOPHIE..

Sophie has decided to leave the AVBS team due to personal reasons. She has been a fantastic team member providing one on one training for both regular and new clients. She has brought a wealth of knowledge and support to the training side of AVBS. Sophie has also provided a great support to our vets and their clients with behaviour modification and management either in home, phone or email. We wish her nothing but success and all the very best for the future.

At this stage we will look at our training platform and looking into some exciting changes ahead... watch this space!!!

Tracy and Tracey

## AVBS and Greyhound NSW

Tracy has been travelling around NSW with Greyhound NSW, an amazing experience for both parties. Tracy and 2 other team members are providing education to owners, breeder and trainers about "The importance of socialisation and habituation in the early years". This series of education seminars is about preparing the Greyhound for a "pet" home life after their racing career.



**WE ARE  
MOVING !!!!!!!  
TO 116 MAIN RD  
MCLAREN VALE**

## **MOVING UP THE ROAD !!!**

AVBS is on the move!!!! Literally up the road!!!

We will be moving to 116 Main Rd, McLaren Vale on Monday 25th of March, right next Mullygrub's coffee house. Parking will be available at the shopping centre across the road, however we will have access to rear entrance for some clients.

Looking forward to meeting you here.

Tracy and Tracey

**We will start consults there as of  
Monday 25th of March 2019**

