



Clutha Vets

Trusted since 1908



Welcome

This booklet contains information about Clutha Vets, our services, registering your details with us and the option of applying for membership of Clutha Veterinary Assn. Inc.



Your Animal Health Professionals



24 Hour Emergency Telephone 03 418 1280

www.cluthavets.co.nz

Welcome

Clutha Vets can trace its first farmer-employed Vet back to 1908 and has been **a farmer owned Vet Club** since 1947. Our elected board of directors is made up of local farmers from throughout the South Otago area and a good number of our staff have farming interests.

Our sole purpose is to provide our clients with the most up-to-date professional animal health advice and services that are available. Our practice has a commitment to ongoing education and training for vets and support staff, and also for our clients. A number of vets hold positions on local, national and international veterinary bodies/committees.

Our farm animal vets provide a complete range of animal health services and advice and our vet and vet nurse teams provide clinical care 24 hours a day, 7 days a week.

The recently upgraded clinic in Balclutha includes a fully equipped companion animal surgery that performs operations ranging from routine neutering right through to major orthopedic cases. It also includes a laboratory, digital x-ray and ultrasound facilities and two consultation rooms.

Our Milton clinic, refurbished in 2010, includes a surgery, consultation rooms, x-ray facilities and its own great team of vets, qualified veterinary nurses, and retailers.

The large retail outlet and bulk store enables us to store large quantities of stock to ensure the stock you need is onsite when you need it and at extremely competitive prices. On top of this Clutha Vets runs its own trucks for bulk deliveries to farms, and operates a store in Clydevale and supply depots in Owaka, Lawrence, Momona, Clinton and Lee Stream to help provide convenient access for our clients, and improve our service to you.

What is a Vet Club?

It is a community-based partnership between farmers and vets. In each club farmers actively contribute to the practice at the policy level through a board of directors, while clubs are managed on a day-to-day basis by executive officers (usually senior vets). Vets in a club practice enjoy a supportive environment where professional development is encouraged. Clutha Vets remains one of the few New Zealand vet club co-operatives employing its own vets that **return surplus funds back to its members and the community**.

Clutha Vets Key Points

- 24 hour emergency service 365 days a year.
- Vets with special interests who continue with ongoing training and professional development.
- Up to date facilities & equipment offering world class veterinary treatment for all types of animals.
- Clear pricing policy – all members pay the same low prices for retail goods and services.
- All members pay only one-way (discounted) mileage from their nearest clinic during routine clinic hours.
- Provide training courses for farmers and pet owners.
- Award bursaries & scholarships to students at Massey University, Lincoln University and SIT Telford Campus.
- Sponsorship of many local farming related events.

Online

Visit us on our webpage: www.cluthavets.co.nz or follow us on Facebook
Email: admin@cluthavets.co.nz



Large Animal Services

- Disease treatment, prevention and control
- Meat, wool & milk production advice
- Reproduction advice and programmes including InCalf
- Internal and external parasite control programme advice
- Animal health programmes specific to your farm
- Mastitis advice and prevention including Gradebusting/Shed checks & in-house milk sampling
- Painless calf debudding
- Nutrition advice
- Trace element testing & advice
- Cattle, deer and horse pregnancy testing – manual & ultrasound
- Calving services
- Healthy Hoof & InCalf programmes
- BVD monitoring
- Crop & cow monitoring
- Condition scoring
- InfoVet
- Lepto vaccination service
- Teatsealing service
- FECs & FECRTs
- Surgical interventions
- De-velvetting and TB testing
- Ram testing and vasectomy
- Equine services including vaccinations, dentals, gelding, branding & scanning
- Alpaca services
- Stock/calf weighing and reports
- Regular newsletters
- Farmer training seminars
- Farm dog mail out worming programme

Small Animals

- Qualified Nursing team
- Consultations
- Vaccinations
- Neutering / spaying
- Dentistry
- Dermatology
- X-ray and ultrasound
- Full orthopaedic and soft tissue surgical facilities
- Full laboratory back up
- Heated hospital and recovery wards
- Isolation facilities
- Dietary and health advice
- Internal medicine
- Dog & cat mail out worming programme
- Puppy Classes / Dog training
- Rehoming of cats & kittens

Retail

- Product specific knowledge backed by veterinary advice
- Highly competitive prices
- Members discounts on key products
- Products with proven effectiveness
- Trained support staff
- On farm delivery
- Five depots throughout South Otago - Lawrence, Momona, Owaka, Clinton & Lee Stream, and one retail store in Clydevale.
- Wide range of animal health care products and advice

24 Hour Emergency Cover



Balclutha Clinic

Phone: 03 418 1280

3 Wilson Road, Balclutha, 9230

8.00am – 5.30pm

Late night surgery Tuesday to 7.00pm

Saturday morning 9.30 – 12.30

admin@cluthavets.co.nz

Milton Clinic

Phone: 03 417 8032

106 Union Street, Milton, 9200

8.00am – 5.00pm

milton@cluthavets.co.nz

Clydevale Store

Phone: 03 415 9121

2229 Clydevale Road, RD4 Balclutha, 9274

8.30am – 4.30pm

clydevale@cluthavets.co.nz

Clinton Depot

Phone: 03 415 7054

Clinton Express

16 Main Road, Clinton

Lawrence Clinic

Phone: 03 485 9008

23 Ross Place, Lawrence

lawrence@cluthavets.co.nz

Momona Depot

Phone: 03 486 2738

CCMP (Clutha Chain Mesh)

Owaka Depot

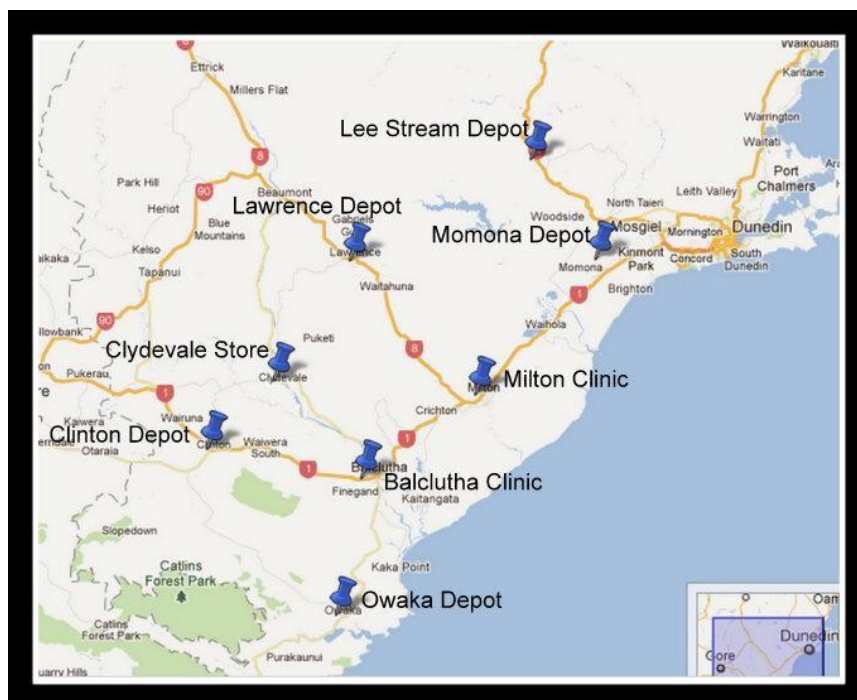
Phone: 03 415 8179

Owaka Motors 2008 Ltd

Lee Stream Depot

Phone: 03 489 1452

Lee Stream School



Dairy Services

Our team of enthusiastic and committed dairy vets offers a wide range of services to meet the needs of our growing number of dairy clients.

We aim to work with dairy farmers to maximise animal health and profitability with regular consultations and involvement in farmer meetings. We take great pride in the quality of service that we provide, whether it is assisting at a calving in the small hours of the morning, or joining you for breakfast after scanning your cows at milking time.

Our multi-national team of Vets and Rural Animal Technicians are regularly involved with major issues on dairy farms such as mastitis, fertility and lameness. Mastitis services include Grade Busting and comprehensive shed visits at milking time. Fertility services include Metrichhecking (detection and treatment of 'dirty' cows), non-cycling cow programmes and synchrony programmes for cows and heifers. Lameness services include corrective trimming of lame and overgrown claws, using our portable WOPA crate and advice on lameness prevention. We also provide regular monitoring of trace element supplementation programmes through blood testing and liver biopsies, and advice on rearing heifer replacements, including weighing and drench programmes.

Our competitively priced pregnancy testing service is focused on accuracy, safety and efficiency, and allows us to ensure precise knowledge of calving dates through comprehensive recording systems and reports. The large number of clients who continue to use these services year after year allows us to benchmark your performance against other herds in the area. This information is presented at our annual winter meetings, along with informative presentations from our local vets and top quality guest speakers.

Our vets regularly attend meetings and conferences to keep up with all the latest information and research developments, and we have strong representation within the Dairy Cattle Vets' Society of NZ, actively involved in thwarting many of the current threats to the dairy industry.

We also offer: Newsletters, month by month reminders, seminars and training for farm staff

Sheep Services

Clutha Vets employ vets with a special interest and many years' experience in sheep production and disease prevention.

As well as the usual veterinary services covering general husbandry and disease control & prevention, we also offer more specialist services covering areas such as:

- Comprehensive internal parasite & drench resistance management and advice including faecal egg counts and faecal egg count reduction tests.
- General parasite management.
- Flock fertility analysis and advice on correction of problem areas.
- Trace element monitoring and advice.
- Flock nutrition advice.
- Specialist animal health product knowledge and advice.
- Disease prevention and control programmes.
- Animal health calendars and plans specific to your farm
- The vets regularly attend meetings and conferences to keep up with all the latest information and research developments, and we have strong representation within the Sheep & Beef Cattle Veterinarians Society.
- Various farmer educational initiatives
 - A programme to correctly identify udder faults in ewes
 - Bi monthly newsletter
 - Seminars

Equine Services

We have a number of vets that equine is their strong interest and attend regular training and conferences.

- Equine services including vaccinations, dentals, gelding, branding, reproduction scanning, including fresh AI
- Comprehensive internal parasite & drench resistance management and advice including faecal egg counts
- General parasite management
- Trace element monitoring and advice.
- Nutrition advice.
- Specialist animal health product knowledge and advice.
- We have a number of vets that equine is their strong interest and attend regular training and conferences.

Small Animal Services

While Clutha Vets formed as a farmer co-operative, pet animals are an integral and important part of the practice. The decision was made many years ago to employ vets to do solely small animal practice and ensure the highest quality of service possible. Our three full time dedicated small animal veterinary surgeons have over 60 years of combined experience in small animal medicine and surgery, so you can rest assured of the best treatment for your pet dog, working dog, cat or other small pet. Martha O'Connor is based at the Clutha Vets Milton clinic on Union Street. Peter Heslip and Catherine Copland are based at the Clutha Vets Balclutha clinic on Wilson Road. There is a fantastic team of experienced and qualified veterinary nurses at both clinics providing care for your animals. In addition, we have a team of vets who are experienced with small animals as well as farm animals. This means we are able to provide a high quality dedicated small animal service with experienced vets and vet nurses available 24 hours a day, 365 days a year.

Both the Milton clinic and the Balclutha clinic are fully equipped with gas anaesthetic, in-house laboratory facilities, heated hospital and recovery wards, ultrasonic dental machines with high-speed drills, ultrasound and x-ray facilities, operating theatres and isolation facilities. We provide high quality dental care, and surgical care from routine de-sexing to major soft tissue surgery and we carry out many laboratory tests in-house so the results are available immediately. Our Balclutha clinic is also equipped to carry out a wide range of orthopaedic surgeries including bone plating and pinning for fracture repair and joint surgery, and state of the art TTA (Tibial Tuberosity Advancement) surgery for knee injuries.

Each clinic has modern, well-equipped consulting rooms and we offer routine consultations throughout the day Monday to Friday and treatment for emergency cases 24 hours a day. In addition, the Balclutha clinic is open for consultations and retail sales on Saturday mornings and Tuesday evenings.

You can book a consultation with one of our friendly team of nurses for dietary, health and behavioural advice, and we also offer a trimming and nail clipping service. Our retail area has a large range of quality pet foods, toys, bedding, grooming equipment, coats, collars, leads and more. Our nurses run puppy classes in Balclutha and basic dog obedience in Milton which offer socialisation and advice on training and puppy care. We also have a Rehoming Programme for kittens and cats, as a service to the community in the absence of a local SPCA branch.

As a member of the Clutha Veterinary Association you will receive discounts and special offers on a wide range of our small animal services and products.

Members receive:

- 10% incentive discount (member's rates) on small animal consultation fees, vaccinations and routine de-sexing surgery.
- 10% incentive discount (member's rates) on a wide range of dispensed small animal drugs.
- 10% incentive discount (member's rates) on most pet supplies.
- Biannual newsletters – "Paws Claws & All Fours"
- Vet Club membership costs only \$40.00 per year, (see last page).

New Client Information

Full Name(s)*

Mr, Mrs, Miss, Ms

Company Name (if applicable)

Address* (Rapid/Street number, RD, Town)

Postcode

Date of birth*

Email

Please tick if you wish to have your statement emailed*

Phone / Mobile Number 1*

Mobile 2

Employer & contact number

Identification

(e.g. Drivers Licence or Photo ID)

Proof of ID Type*

Proof of ID Reference Number*

Terms of Trade

Our terms of trade are strictly Direct Debit or cash unless credit arrangements are made .

Application for Credit – Credit Limit of \$500 Applies

Person applying must be over 18 to apply for credit

- **Credit Approval:** A credit check must be conducted before credit is granted.
- **Payment Terms:** All accounts must be paid by the 20th of the month following the purchase.
- **Late Fees:** Overdue accounts will incur a 2% monthly interest fee
- **Debt Recovery:** All costs associated with recovering the debt will be the responsibility of the debtor.
- **Application Requirements:** An application for credit is invalid if the applicant's date of birth is not provided.

I agree to Clutha Vets conducting a credit check.

Signature*

Date*

Signature

I certify that all information provided is correct, and I understand and accept the Clutha Veterinary Association Inc. Terms of Trade.

Signature*

Date*

All areas marked with * must be completed

Please complete the following page if you wish to apply for membership of
The Clutha Veterinary Assn. Inc.

Application for Membership of The Clutha Veterinary Association (Incorporated)



Please read and complete this page if you would like the opportunity to **apply** for membership of the Clutha Veterinary Assn. (Inc). **New Members are approved by the Board at their monthly meeting.**

Membership subscription of **\$40.00** to be paid at time of application, and thereafter annual membership charge will appear on your August Statement.

Benefits of Membership

- Selected retail goods and veterinary services at member's rates.
- Mileage at member's rates
- Eligible for Additional Discount *(if granted by the Board)*
- Voting privileges

\$40.00
per year

Please indicate numbers of animals on your property

Sheep	<input type="text"/>	Dog	<input type="text"/>
Beef	<input type="text"/>	Cat	<input type="text"/>
Dairy	<input type="text"/>	Horse	<input type="text"/>
Deer	<input type="text"/>	Other	<input type="text"/>

Newsletters (please tick)

Sheep ☐

Dairy ☐

Small Animal ☐

Terms of Trade

Our terms of trade are strictly Direct Debit or cash unless credit arrangements are made (Application for Credit included in New Client Information). All accounts are due for payment by the 20th of the month following purchase.

If accounts are not paid by the due date any eligible incentive discount will no longer apply. Overdue accounts will incur 2% monthly interest fees and collection costs associated with debt recovery.

Terms & Conditions of Membership

I hereby apply to become a member of the Clutha Veterinary Association (Incorporated) and agree to:

- Pay the membership subscription, fees and charges as set out in the 'Rules of The Clutha Veterinary Assn. (Inc.)'.
- Observe and be bound by the rules of The Clutha Veterinary Assn. (Inc.) (full details available on application, or refer to - www.cluthavets.co.nz/rules-of-membership.html).
- To accept and abide by the Terms of Trade as set out above.

Application for membership –

LARGE ANIMAL (FARM / LIFESTYLE)

☐

COMPANION ANIMAL (PETS)

☐

- **Client account number** (existing clients): /
- Or if you are a **new client** wishing to become a member of Clutha Vets please ensure the previous page (New Client Information) has been completed, ID supplied & Application for Credit signed.

Name*

Address

Signature*

Date*

Areas marked with * must be completed

Please return this form to: Clutha Vets, P.O. Box 231, Balclutha 9240
Email admin@cluthavets.co.nz