

## **Welcome to South Point Pet Hospital**

We would like to take this opportunity to thank you for joining our clinic and trusting us with the care of your pets. We've enclosed the following information to help you become better acquainted with our hospital, staff, and policies.

Our mission at South Point Pet Hospital is to provide exceptional, quality veterinary care to our pets in a compassionate and caring environment. We strive to provide strong support and education to our pet owners to ensure long, happy and healthy lives for their furry family members. Our goal is to establish a strong, long-term relationship with our pets and their families by providing preventative care.

South Point Pet Hospital is an AAHA accredited practice. This means we have certain standards to uphold, as established by the American Animal Hospital Association (AAHA). Established in 1933, AAHA is the only organization that accredits animal hospitals throughout Canada and the USA based on 900 standards in the areas of quality of care, diagnostics, pharmacy, medical records, and hospital facilities. In 2015, we also became the recipients of the Surrey Business Excellence Award through the Surrey Board of Trade. We are proud to be associated with these companies and are honoured to be able to represent them.

Our hospital is equipped with digital radiology, a double surgical suite, an in-house laboratory for rapid diagnostics, bright and spacious kennels, a critical care ward, a comfortable visiting room, dental and anesthetic machines, and a wide range of quality prescription diets. Starting in 2016 we will also be introducing laser therapy. Please ask any of our staff members for further details.

### **Our Team**

Veterinarians – We are pleased to be able to provide veterinary care 7 days a week, with Dr. Daudjee (owner of South Point Pet Hospital) working Wednesdays and Thursdays and Dr. Grubac working Friday to Tuesday. We understand that clients may prefer to see one veterinarian only. Please state your preference when booking appointments and we will do our best to accommodate you.

Support Staff – Our team includes Registered Veterinary Technicians as well as Certified Veterinary Assistants. We are always happy to help whether you have a question, need to book an appointment, or are coming in with your pet. All of our staff members are trained in pet nutrition and also regularly participate in ongoing education classes.

### **Business Hours**

Our regular business hours are:

Monday to Friday – 8:00am to 6:30pm

Saturday & Sunday – 9:00am to 5:00pm

Doctor appointments are available starting at 9:30am every day. We are closed for statutory holidays.

## **Emergencies**

We are equipped to handle emergencies during business hours. If possible, please call ahead so we can be prepared for when you arrive and provide immediate and accurate care. For after-hours emergencies we have an established relationship with the Animal Emergency Clinic of the Fraser Valley, located at 6325 204th St, Langley (604-514-1711).

## **Health Care**

We believe in preventative medicine as well as therapeutic medicine. We feel it is better to prevent problems than have to treat them down the road; therefore, consulting with a Veterinarian early leads to prompt diagnoses and treatment and can result in a more favourable outcome for all involved. We recommend annual wellness examinations for all pets to keep them in optimal health. As well, we have monthly focus specials (ex – Dental month) which allow us to better serve you and your pets.

## **Pet Food**

We carry a wide range of exclusive Veterinary Diets for all pet dietary needs. Our diets include Royal Canin and Hill's Prescription Diets. Our nutritionally trained doctors and support staff are always happy to assist you in finding the perfect diet for your pets needs.

## **Additional Services**

Acupuncture – We are pleased to have Dr. Marketa Sattran as part of our team, bringing over 20 years experience in veterinary medicine, traditional Chinese medicine, and acupuncture. Dr. Sattran has appointment times available out of our clinic on Tuesdays and Fridays. Please contact us for more information.

Cat Boarding – We offer luxury boarding for your feline family members. With 6 spacious rooms (and a large clubhouse suite for playtime!) available, you can rest easy knowing your cats are well taken care of and getting lots of attention.

Dog Grooming – We are proud to have Certified Canadian Professional Groomer member Helen Cooper on our team. Appointments are available Tuesday to Saturday and can be booked through any staff member.

If you have any questions or concerns, please contact us at 604-531-8222 or at [southpointvet@gmail.com](mailto:southpointvet@gmail.com)

Check out our website at [www.southpointvet.com](http://www.southpointvet.com) and our Facebook page at [www.facebook.com/south.p.hospital](http://www.facebook.com/south.p.hospital)