

PRESQU'ILE ANIMAL HOSPITAL



WELCOME PACKAGE

NOT YOUR ORDINARY VET HOSPITAL

FEAR FREE VISITS

We want our patients to be as comfortable as possible each time they visit us. Fear Free protocols encourage us to practice different methods of handling and restraint, the administration of medication to help reduce fear or anxiety and changes to how pets are housed while in hospital.

DENTAL HEALTH

Our doctors are dedicated to oral and dental health. Poor oral health causes pain, infection and will affect the rest of the body.

Dr. Andrea Wernham has completed additional certification and is a Veterinary Dental Practitioner.

HUMAN-ANIMAL BOND

The Human-Animal Bond is one of the strongest emotional bonds out there. Our team has been learning more about this through a NAVC certification program and are dedicated to supporting family bonds both inside the hospital and in homes.

CAT FRIENDLY

We have received our Gold Level Cat Friendly Designation from the American Association of Feline Practitioners. Our team is dedicated to helping our feline patients have the best possible experience while here, and also helping cat owners learn more about the special needs of cats in the home environment.

TIME AND DEDICATION

We schedule appointments for a longer than average period of time, which allows for more thorough hospital visits. We strive to be on time for our appointments - barring an emergency.

Our Veterinary Technicians are encouraged to spend time with clients, following up on cases, providing support and working through concerns.

TEAM

We have an exceptional team of professionals who are all dedicated to a high level quality of care. We strive for excellence and want our clients to feel heard and valued. Our patients are of utmost importance and we have worked hard to create a larger team that will allow us to provide more communication and care.

ACCESSIBILITY AND INCLUSIVITY

Presqu'île Animal Hospital is a fully-inclusive location, with zero tolerance for judgement or exclusion based on gender, financial status, race or health status. If you have specific needs for communication, assistance with your pet, the environment in the hospital or any other supports, please just ask and we are happy to help however we can.



**Rainbow
Registered
Arc-en-ciel
Officiel**



OUR RECOMMENDATIONS

VACCINATIONS

Our main goal is to prevent as many illnesses and conditions as possible through vaccination, wellness screening, parasite prevention and appropriate nutrition.

Vaccinations are given in a tailored schedule to ensure we are meeting the legal requirements of the province of Ontario (Rabies), while providing the best levels of protection needed based on a pet's individual lifestyle.

NUTRITION

They say you are what you eat! Nutrition is a cornerstone of health and is discussed at every visit. Feeding a high quality diet in a way that is supportive to the needs of an individual patient is something we value and promote. Our team members are continually participating in additional nutrition training programs to ensure we are providing the best information possible. A nutrition recommendation is made with each visit and we are happy to perform full consultations for our clients as needed.

PARASITE PREVENTION

Our doctors recommend year-round parasite control for both dogs and cats. Even indoor cats are at risk for parasites. Nexgard Combo and Nexgard Spectra are our most common broad-spectrum products.

WELLNESS TESTING

For healthy young patients, annual testing of blood, urine and stool is strongly recommended. If we can diagnose or identify a concern prior to a patient showing symptoms, our treatment options are often less invasive.

Blood profiles are used to assess organ function, cell counts, exposure to tick and mosquito-borne diseases and in some patients, thyroid function. The examination of urine will provide information about bladder, kidney and overall health.

Stool samples are tested for multiple types of intestinal worms, as well as other parasites that are invisible to the naked eye, such as giardia or coccidia.

DENTAL HEALTH

Dental health is an exceptionally important part of a pet's life.

Dental pain and oral infections often go unnoticed as patients will hide symptoms and continue to eat even with very sore mouths.

When a pet has severe gingivitis or infections in the mouth, this can contribute to organ dysfunction, complications with the heart and lungs and will also cause significant discomfort.

We recommend routine Comprehensive Oral Health Assessment and Treatment. For more information about what a COHAT involves, visit our website: <https://presquileanimalhospital.com/dentistry/>

WHAT WE VALUE

The things we believe in
that help make this
hospital extraordinary.

WORK-LIFE BALANCE

Our team is our greatest asset and this is why we ensure that all member of our team are able to have a healthy work-life balance. This support allows us to provide exceptional care to our clients and patients every day.

PERSONAL & PROFESSIONAL GROWTH

Our team members have a required amount of continuing education every year. We are continually striving for improvement and growth. We can promise that we are doing everything we can to provide up to date and proven methods of care.

Upcoming achievements include: Recover CPR training for all staff, hospital-wide Cat Friendly Designation and a specialty Certification in Dental Surgery.

RADICAL CANDOR

We are dedicated to providing clear recommendations, information and pricing. We don't want our clients to be surprised by their bill. We are open and honest about everything happening under this roof.

COMMUNICATION

Ensuring that clients are informed about their options, diagnoses, medications etc is a large part of who we are.

We are happy to be able to follow up with our clients, answer questions or concerns and counsel or educate wherever necessary.

Open and respectful communication is an expectation for our team and our clients.

FUN IN THE WORKPLACE

We want to have fun at work whenever we can. Team lunches, craft projects, games and parties help us to love where we work.

COMPANY GUIDELINES

WE ARE CURRENTLY SCHEDULING APPOINTMENTS 1-2 MONTHS IN ADVANCE.

THE DEMAND FOR VETERINARY CARE IS VERY HIGH AND WE HAVE LIMITED

AVAILABILITY. THIS IS WHY WE ARE SO FOCUSED ON ENSURING APPOINTMENTS

ARE BOOKED AND ATTENDED APPROPRIATELY. WE DO NOT ACCEPT ALL

REQUESTS FOR TRANSFER; POOR TREATMENT OF OUR TEAM IS NOT TOLERATED.

RESPECT AND COMMUNICATION

We understand that there are often high emotions involved when a pet is ill.

We will do our very best to meet your needs, however, abusive or foul language will not be tolerated.

We do ask that clients ask any and all questions that they have if we are not communicating well.

You can always contact our Practice Manager for assistance or feedback as well.

APPOINTMENT TIMES

Our appointments are scheduled for a specific amount of time based upon the reason for the appointment. We do our very best to stay on time and ensure we are respecting your schedule. We ask that you do the same. If you arrive late, we will try to accommodate, but in some cases, we may need to reschedule your appointment.

Please see Cancellation Policy on the next page.

VETERINARY-CLIENT-PATIENT RELATIONSHIP

The VCPR is an important relationship and is established between a veterinarian and a client after the completion of the first visit to our hospital. This relationship can be ended by the hospital or by the client if either party deems necessary. For more information about the VCPR, you can visit the College of Veterinarians of Ontario website at cvo.org.

PRESCRIPTIONS AND PRICING

We price our medications to be web-similar and encourage you to consider all fees when making online purchases. Written prescriptions for your pets' medications are available for a fee and can be filled at the pharmacy of your choice. When you purchase from your local hospital, you are supporting the team who are providing for your pets every day.

APPOINTMENT REMINDERS

You will receive reminders from us by text, email or a phone call. Texting has been identified as the most preferred method of contact by our clients. We will remind of appointments a few days in advance and do require confirmation. If the appointment is not confirmed, we must offer that appointment space to another client.

We are partnered with Otto; some reminders are automated. Links provided will contain useful information and guide you through the confirmation process.

PAYMENT POLICIES

Payment is due at the time of service. You will be kept informed of costs as you make decisions for your pets' medical care.

We do not provide payment plans through the hospital, but do work with a company called ScratchPay that can provide loans and support.

CANCELLATION POLICY

When a client cancels an appointment without giving advance notice or fails to attend an appointment, they prevent another patient from being seen.

For this reason, we now have a Cancellation Policy for all surgical and medical appointments.

We will do our very best to remain on time, and keep you informed of delays. We do see emergencies or urgent care patients on a daily basis, which are not always easy to predict.

When booking an appointment, please inform our team of your concerns so that we schedule appropriately. If you have a routine appointment booked (for example your pet's annual examination) and you have a list of concerns or something pops up between the time of booking and the actual appointment, please inform us ahead of time so that we can adjust the length of the appointment.

Our goal is to provide timely care to all our patients, to respect the owner and veterinarian's time and the constraints of a tightly booked schedule. If you must cancel your appointment, we request a call or text at least 24 hours before your pet's appointment and at least 72 hours before a scheduled surgery. This allows us to accommodate other patients who need prompt medical care.

The charge for missed or late cancellation of an appointment is \$50.00.

The charge for missed or late cancellation of a surgery is \$150.00

Cancellations

An appointment must be cancelled at least 24 hours prior to the scheduled appointment time.

Cancellations that occur with less than 24 hours notice may result in a \$50 charge.

If there is a history of late cancellations (3 or more within 1 year), you may be asked to prepay for an appointment at the time of booking and if this appointment is missed or cancelled late, this deposit will not be refunded. If the appointment is attended, the deposit will be applied to your invoice. The deposit will be the price of the base examination fee and is relative to the length of time allotted to the booking.

No-Shows

"No Show" appointments will be charged a \$50.00 fee. No show surgery appointments will be charged a \$150 fee.

Surgery

Surgeries or procedures must be cancelled or rescheduled at least 3 days prior to the scheduled date. Cancelling or rescheduling without providing such notice may result in a \$150 charge. If a patient is sick, or otherwise deemed unfit for surgery, this fee will not apply.

Late

In the event that an owner arrives 10 or more minutes late to their appointment, the appointment may be rescheduled. We are unable to accommodate late arrivals most of the time as this would then delay our other appointments and clients. After 1 late arrival to appointments resulting in rescheduling, further late arrivals will be considered no-shows and will be subject to no-show fees.

For all fees and cancellation policies, we understand that extenuating circumstances and true emergencies do arise; please discuss with a member of our Client Care team for more information.

If a fee is applied to your account, this balance must be paid prior to any further services being provided by the hospital.

Thank you for your assistance and patience while we navigate this busy time. If you have any questions or concerns about this policy please reach out to the Practice Manager, Stephanie, at PresquileAH@outlook.com, or by phone at 613-475-5510 x 2.

CLIENT DESIGNATION

Our hospital is unique in that we offer a few types of Veterinary-Client-Patient Relationships and we want to be clear about why we make these distinctions and what they mean for you.

PRIMARY CARE

If you have a primary care relationship with us, this means that we will provide all veterinary care within our scope of practice. This means that we will ensure that you are informed of upcoming due dates for examinations, vaccinations and wellness testing. We will administer vaccinations and ensure you have been offered preventive care options.

Surgeries, diagnostics and treatments would be completed by us whenever possible and options for referral to specialists or emergency hospitals would be made by us.

URGENT CARE

In some cases, clients have a primary care veterinarian, but they are unable to access their services. In these cases, if we have veterinary staff available, we may see a patient on an emergency or referral basis.

When a patient comes in for an urgent medical issue or perhaps due to travel, we would see them on a short-term basis, with records returning to their primary care veterinarian. We would not manage the reminders or due dates for future preventive care such as vaccinations or wellness testing.

REFERRAL

In some cases, clients have a primary care veterinarian, but the primary care veterinarian has a limited scope of services - for example, a house-call service. As needed, the referring doctor will reach out to request that a patient have services performed by our doctors or in our facility and we are happy to help whenever we can.

When this happens, the patient will still retain their primary veterinarian and we will not perform any reminders or preventive medicine. Files are marked as inactive, but patients are still eligible for urgent care if we have availability.

DENTAL REFERRALS

Dr. Andrea Wernham has completed additional certification and is a Veterinary Dental Practitioner.

We offer dental referral services to local veterinary hospitals as an option for clients who are looking for some specialized care or for those whose hospitals do not perform dental services.

When a patient is referred for dental services, we focus solely on concerns relating to the anesthesia and dental surgery - we would not perform vaccinations, dispense flea/tick prevention etc. All routine and preventive medicine would be completed by your primary care veterinarian and after the completion of surgery, all records would be transferred back to your regular veterinarian.

Patients being referred by other hospitals for dental services would not be eligible to request primary care services for 6 months after the completion of a dental procedure.

Veterinary-Client-Patient relationships can be changed from time to time depending on the needs of the patient and client. Your designation does not mean you cannot access emergency or urgent care in the future, it is solely to simplify the reminder process and outlines our responsibilities to the client. If you have questions, we are here to answer them! Please reach out.





You and your veterinary team: Positive partners in your pet's care

A strong partnership—rooted in mutual trust and respect—is essential to support the best possible care for our patients. We are committed to cultivating a welcoming and inclusive environment, free of discrimination, through our words and actions. Any behaviors that suggest differently will not be tolerated.

AS A CLIENT, YOU CAN EXPECT TO:	IN RETURN, WE ASK THAT YOU:
Be treated with consideration, respect, and compassion by all members of our team.	Demonstrate consideration and respect toward all members of our team, other clients, and patients.
Be seen on time, or be notified of any delays—with respect for your time.	Arrive to appointments on time or call ahead if you're going to be late or need to cancel. Understand that patients' needs can be unpredictable, and show patience with explained delays.
Know who is providing your pet's care, and be assured that the provided care is appropriate, competent, and complies with applicable laws.	Accept that veterinarians are legally and ethically bound to provide veterinary services strictly under the terms of a current veterinarian-client-patient relationship.*
Have medical and personal information held in confidence, and have copies or summaries of medical records provided on your request.	Provide as much relevant and accurate information as possible about your pet's health and medical history.
Participate in decisions about your pet's care, be provided with trustworthy resources, and be informed about the benefits or risks of relevant diagnostic or treatment options in terms you understand.	Ask questions about your pet's health status and prognosis, recommended diagnostic or treatment options, or next steps if unclear.
Be presented with a range of care options that address your pet's needs. Be free to accept, decline, or discuss recommended diagnostic or treatment options, and have the right to seek a second opinion.	Follow agreed-upon treatment plans to the best of your abilities, and tell us if you have any questions or needs for assistance, so that we can help you.
Be informed of the costs of veterinary services, as well as available payment options, free of assumptions.	Meet agreed-upon financial responsibilities concerning provided veterinary services.
Have your constructive feedback welcomed and thoughtfully considered.	Let our team know right away if you have any concerns about your pet's care, so that we may take steps to improve your and your pet's experience.
Be provided with contact information and office hours for your veterinarian or veterinary emergency services for continuing care and treatment.	Accept that our team will do their best for your pet and may not be able to provide some services or accommodate all requests.

**A veterinarian-client-patient relationship exists when your veterinarian knows your pet well and recently enough to be able to diagnose and treat your pet's medical condition, you have agreed to follow your veterinarian's instructions, and other requirements for this relationship have been met as defined by applicable federal and state law.*

NOTE: Despite everyone's best efforts, things can go wrong. As positive partners in your pet's care, let's extend each other the grace to work through and learn from any issues, and continue to cultivate our partnership for the benefit of all pets.

THE POSITIVE PET CARE GUIDE CREATED IN PARTNERSHIP WITH



MEET THE TEAM



Dr. Andrea Wernham



Dr. Natacha Bessay-Torfs



Dr. Tammy Hunter



Dr. Katie Phinnemore



Steph

Practice Manager



Amanda

Client Care



Sarah S

Client Care



Angela

Registered
Veterinary
Technician



Rachel

Veterinary
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Ang

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Heather

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Tianna

Veterinary
Assistant



Katie

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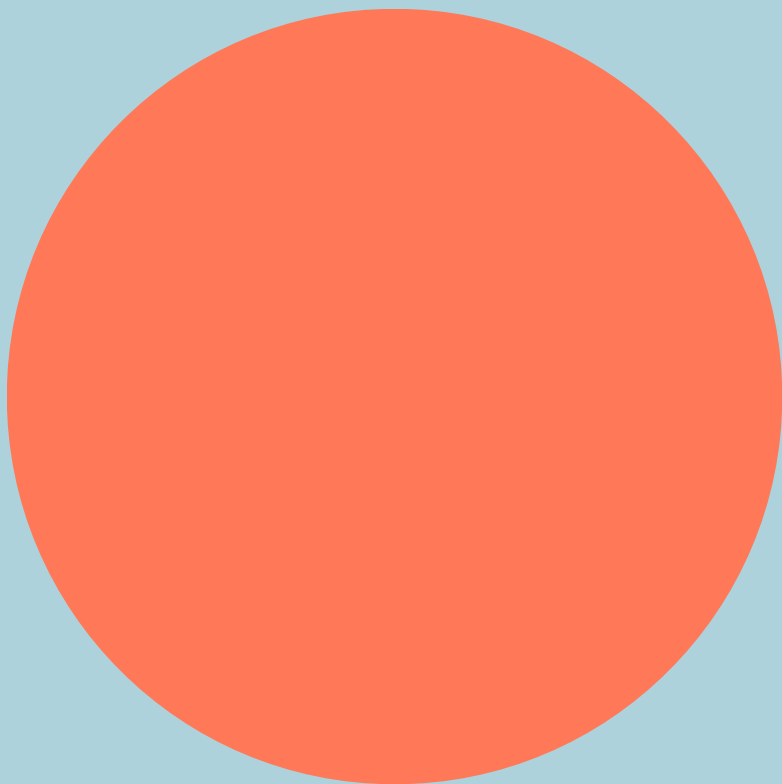
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