



November 7, 2022

Dear Valued Client:

Your dedicated team at the Provincial Veterinary Service is committed to providing our patients with exceptional care. This is to inform you that we will soon be implementing important changes to our client services and how we address overnight emergencies.

## **What's Changing and Why**

### **Effective December 1, 2022**

If you reach out to our offices after hours, your call will go to our voicemail system. You will have the option to leave a message for non-urgent matters or select "0" for your call to be picked up by our answering service for emergency services only. The answering service will do an initial triage based on specific criteria and forward the information to a triage team, or connect you with the on-call veterinarian as deemed necessary. There will be a minimum \$85 professional overtime consultation fee for after-hours tele-calls with the on-call veterinarian.

While we want to provide care for every animal that needs our help, our staff needs time to recharge and spend valuable time with their families; we must shift to focus on providing after hour care to only the most urgent situations. Therefore, we are asking if your call can wait until morning, please wait.

There is a worldwide shortage of veterinarians and the Province of New Brunswick's Veterinary Service is experiencing recruitment challenges. We are committed to improving service delivery in order to continue meeting your needs during this time. We have a targeted and aggressive recruitment plan. The Provincial Veterinary Service will be focusing on core clients within the livestock sector and will not be accepting any new clients as an interim measure. The exception to this would be poultry and new commercial livestock operations as approved by the Department of Agriculture, Aquaculture and Fisheries.

### **Effective January 1, 2023:**

Pot-belly pigs will no longer be clients of the Provincial Veterinary Service. If you own a pot-belly pig, please contact a private veterinary clinic for future care.



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In accordance with the New Brunswick Veterinary Medical Association, all clients must have a valid Veterinarian-Client Patient Relationship (VCPR) before their animal can be diagnosed or treated. Your veterinarian will review and assist you in completing this agreement. The VCPR agreement will be valid for two years and all outstanding financial obligations are required to be paid as a condition of renewal.

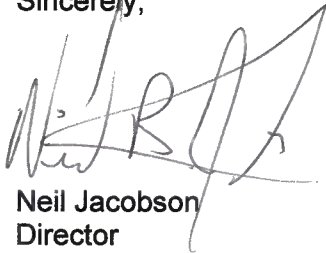
### **Contact Information**

Please note 1-888-622-4742 is no longer active for veterinary services. All calls should be directed to a Department of Agriculture, Aquaculture and Fisheries Regional Veterinary Office.

Poultry clients – 547-2089  
Bathurst - 547-2089  
Fredericton - 453-2210  
Grand Falls - 473-7755  
Moncton - 856-2277  
Sussex - 432-2001  
Wicklow – 392-5101

Thank you for your patience and cooperation as we continue to improve our service and provide exceptional care.

Sincerely,

A handwritten signature in black ink, appearing to read 'Neil Jacobson', is written over a faint, larger version of the same signature.

Neil Jacobson  
Director  
Animal Health Services Branch