

March 31, 2025

Dear Valued Client:

To improve services offered to our clients, the Provincial Veterinary Field Service (PVFS) with the Department of Agriculture, Aquaculture and Fisheries (DAAF) is implementing new guidelines related to the **Provision of Veterinary and Laboratory Services**. Effective June 1, 2025, there are new criteria under which the PVFS will provide services to New Brunswick clients moving forward.

The details related to the **Provision of Veterinary and Laboratory Service Guidelines** are attached. Please take the time to review this document and become familiar with the terms and conditions, to ensure your services continue without disruption.

Of particular importance is the termination of deferred payments. All fees for services and products will be due immediately (at time of service or purchase).

Also to be noted, if you use the services of a private veterinarian, the New Brunswick Veterinary Medicine Association by-law states that it is exclusively the responsibility of that veterinarian to provide: Routine animal health visits (reproduction, care of sick animals, surgeries, proAction assessments, etc.), emergency visits (both daytime and after-hours), written prescriptions for medications, etc. The PVFS will not provide these services unless we are providing ALL of these services exclusively.

The dedicated team at PVFS is committed to providing clients/patients with exceptional care and we would like to thank you for your cooperation as we continue to improve our services.

Sincerely,

Melanie Sears  
Acting Director

c. Dr. Nicole Wanamaker, Chief Veterinary Officer

Enclosure

**Agriculture, Aquaculture and Fisheries | Agriculture, Aquaculture et Pêche**

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## Provision of Veterinary and Laboratory Services Guideline

### Eligibility Requirements

The basic eligibility for receiving veterinary services are as follows:

- i. You must have a valid Veterinarian-Client-Patient-Relationship (VCPR) with PVFS;
  - a. or, in the event of a new client, a VCPR must be forthcoming.
  - b. or, in the case of a dairy farm, a valid Cattle Health Certificate.
- ii. You must **NOT** already have a VCPR with a private veterinary clinic;
- iii. You must **NOT** have an outstanding veterinary or laboratory balance with PVFS; or
- iv. If you are an existing client, you must have utilized the department's veterinary services for routine care within the previous 36-month period.

### Payment Terms

To receive medication and/or veterinary services, payment must be received at the time of appointment, pick-up or service through the veterinarian, the veterinary office, or via Service New Brunswick's [Services Payment](#) portal.

\*\*Isolated cases may be granted alternate payment terms.

### Cessation of Services

The department will cease veterinary and laboratory services if:

- Any of the eligibility criteria mentioned above are not met, unless a special circumstance applies; or
- The client/person exhibits, in the opinion of departmental staff, disrespectful or threatening behavior to DAAF staff by email, phone or in person.

If a VCPR is terminated, the PVFS will provide a 60-day transition period for emergency veterinary services only. Clients who have had a VCPR terminated by DAAF and who request emergency services during the transition period, must first pay any outstanding balance and pay for the emergency service being requested before being examined by the PFVS. Following the 60-day transition period, services will no longer be provided and DAAF is under no obligation to reestablish a new VCPR with you.

### Contacting the Service

All PVFS appointments/request for services/advice **must** be directed to a DAAF Regional Veterinary Office below:

Poultry clients – 1-888-547-0014  
Bathurst Office – 506-547-2089  
Fredericton Office – 506-453-2210  
Grand Falls Office – 506-473-7755

Moncton Office – 506-856-2277  
Sussex Office – 506-432-2001  
Wicklow Office – 506-392-5101