



THE BLUE CROSS

Britain's pet charity

Veterinary welfare clinic

Southampton



Veterinary welfare clinic

What services does the clinic offer?

The clinic offers the following services for the animals of people who are unable to afford private veterinary fees:

- Treatment of straightforward problems
- Worm and flea treatment
- Vaccination
- Microchipping
- Advice on responsible pet ownership
- Neutering

The Blue Cross is not government or local authority funded, but relies on money raised through donations, legacies and other fundraising activities. We therefore ask for a fee towards the cost of your animal's treatment.

If the vet decides that your animal needs more extensive tests or treatment that cannot be provided at the clinic, you will be referred to the Christopher Carter Veterinary Surgeons in Southampton.

In that case, you will be expected to pay half of the costs, to a maximum of £100 (including VAT), direct to the practice at the time of treatment.

When is the clinic open?

Tuesday: 2.00pm – 4.00pm
By appointment only

If you think that your animal has a problem that cannot wait for the next clinic, please contact The Blue Cross adoption centre, Southampton, at the address/telephone on the back page.

In an emergency situation, please contact:

Christopher Carter Veterinary Surgeons
224 Winchester Road
Shirley, Southampton
Hampshire SO16 6TL
Tel: 023 8077 9388

A current ID card, issued by The Blue Cross, is required as proof of eligibility for charitable assistance at Christopher Carter Veterinary Surgeons.

In the case of emergency treatment provided at the Christopher Carter Veterinary Surgeons, you will be expected to pay half the costs, to a maximum of £100 (including VAT), direct to the practice at the time of treatment.

Do you qualify for treatment?

If you wish to bring your animal to the clinic for treatment you must fulfil one or more of the following criteria.

You must be in receipt of State Retirement Pension, with no other sources of income, or one of the following means tested benefits:

- Housing Benefit
- Working Tax Credit
- Council Tax Benefit
- Jobseeker's Allowance (income based)
- Income Support

You will need to bring proof of your benefit, along with photo ID (passport or driver's licence). If you do not have photo ID, then you may bring a utility bill (gas, electricity or water) with your name and address on it.

People on low wages may qualify for treatment at the discretion of The Blue Cross. You will need to provide proof in the form of a wage slip or bank statement.

The Blue Cross cannot give any treatments if clients do not provide proof of benefits.

You must live in postcode areas SO18, SO19 and SO30.

All animals registered with the clinic must be microchipped as soon as possible to confirm identification for treatment. Within six months of registration, all animals must be vaccinated and neutered, unless our vet feels this is not appropriate.



The Blue Cross will only provide treatment for up to three animals per household.

At the clinic

Owners should bring their animals to the clinic themselves to ensure that details regarding their pets' conditions and treatments are accurately relayed.

Please keep dogs on leads (and also muzzled if they bite), transport cats in secure cat carry boxes, and rodents in suitable secure containers.

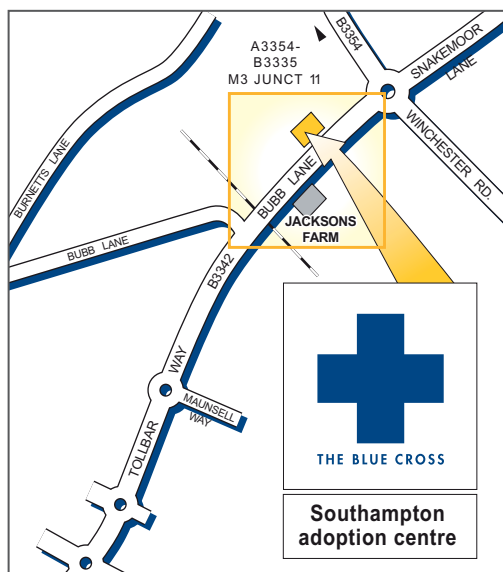
Please clean up after your dog if it messes in the vicinity of the clinic. The staff can supply 'poop-a-scoops'.

We expect a proper standard of behaviour from our clients. Regrettably, a minority of clients have shown aggressive, abusive and even violent behaviour towards our staff. Any such behaviour cannot be tolerated and The Blue Cross will exclude such owners, who will need to seek treatment for their animals elsewhere.

Other Blue Cross services

The Blue Cross, in association with the Society for Companion Animal Studies, runs the Pet Bereavement Support Service, offering a confidential helpline to provide support to people mourning the loss of their pet. To speak to a 'telephone befriender', call 0800 096 6606 between 8.30am and 8.30pm or leave a message outside of these hours.

The Blue Cross also produces the *All About Pets* range of leaflets, which offer guidance about a wide variety of animals and issues. Please see our website www.allaboutpets.org.uk or contact your local Blue Cross adoption centre for details.



Southampton adoption centre

Bubb Lane, West End
Southampton
Hampshire
SO30 2HL

Tel: 023 8069 2894

Email: southampton@bluecross.org.uk



THE BLUE CROSS

Britain's pet charity

The Blue Cross Head Office
Shilton Road, Burford, Oxon OX18 4PF

Telephone: 01993 822651 Fax: 01993 823083

Email: info@bluecross.org.uk

www.bluecross.org.uk

The Blue Cross is a charity registered in England and Wales (224392) and in Scotland (SC040154).