

Operational Plan for 16 Myoora Road

Northside Emergency Veterinary Services & Northside Veterinary Specialists

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Overview

Northside Emergency Veterinary Services (hereafter 'NEVS') and Northside Veterinary Specialists (hereafter 'NVS') will be joint lessees of a tenancy at 16 Myoora Road, Terrey Hills (currently operating as the 'Dalmacija Sydney Croatian Club') with an option and intent to purchase the property within five years.

NEVS is managed by Ms. Tracey Lambert, on behalf of six directors (Drs. Jeff Lee, Michael Eaton, Jill King, John Thirlwell, James Thompson, and Caroline Woods) and 21 shareholders.

NVS consists of four managing directors: Drs. Anna Dengate, Eugene Buffa, David Collins, and Ross McGregor.

Background

NEVS was founded in 1989 to provide emergency veterinary services and overnight case monitoring for referring hospitals around the Northern Beaches. NEVS works closely with their referring practices and endeavour to get most patients back to their general practice each morning. Critically ill patients, or those requiring specialist referral remain at the hospital and are looked after by NVS throughout the day.

NVS was started in 2015 in response to demand for specialist services on the Northern Beaches. The services currently include Internal Medicine, Surgery, Radiology, Cardiology, Exotics, and Physiotherapy, and they plan to introduce 2-3 new specialty services over the next 3-5 years.

NEVS and NVS joined forces and have been operating from 335 Mona Vale Road since 2014. They quickly outgrew the space, and took on an additional tenancy in the same building in 2018. The rate of growth continues and there is no suitable space in the current facility for further expansion. Fitout of veterinary hospitals comes at a substantial expense, therefore the group sought a long-term property for lease or purchase.

It came to our attention that the Dalmacija Sydney Croatia Club was looking to lease a portion of their club, with a view to selling the property in the next 5-10 years. Once a thriving venue, the club membership has dwindled and they are now only operating their bistro and bocce courts on Friday and Saturday evenings. Based on the size, location, and abundance of parking on site, the club was determined to be an ideal location for our new hospital. We have negotiated a lease of 1100m² for 5+5 years, with an option to purchase within the first 5 years.

Hours of Operation

NEVS and NVS share the hospital space, and between the two are operational 24 hours. The specialist service (NVS) operates from 6am to 6pm Monday-Friday, and the emergency service from 6pm-6am Monday-Thursday, and 6pm Friday to 6am Monday. There is generally a handover period of 1-2 hours on either end.

Traffic and Parking

NVS have an average of two clients arriving or departing per half-hour between 8am and 6pm, with the peak times being between 9:30am and 12pm, and 2pm-4pm where there may be up to four clients arriving or departing per half-hour.

NEVS see a maximum of three clients per 30 minutes, with peak times being 7pm-10pm Monday-Friday, 2pm-9pm Saturday, and 9am-11am & 4-9pm Sunday.

In the current facility there are five allocated parking spaces for clients and thirteen for staff. At the new premises, 60 car-spaces have been allocated for hospital use. A verbal agreement has been made that all spaces (approximately 100) may be used when the club is not in operation (so anytime bar Friday and Saturdays 4pm-midnight). This provides a substantial improvement in parking for both clients and staff.

Staffing Levels

NEVS

Current Staffing Levels

**NVS**

Current Daily Maximum Staffing Levels

[illegible]

Nurse1													
Nurse2													
Nurse3													
Nurse4													
Nurse5													
Nurse6													
Nurse7													
Support1													
Support2													
Manager													

Waste Management Plan

The waste store room has been designed to provide sufficient space for storage of the following segregated waste types, in their appropriate collection bins:

Clinical Waste (Non-Sharps): Includes syringes, patient waste, drug waste, gloves, paper towels, etc. placed in appropriate bags and stored for collection in clinical waste bins. Collected by Veterinary Cremation Services thrice-weekly for disposal by incineration.

Sharps: Collected in rigid-walled labelled containers that comply with AS/NZS 3816:1998. Collected by Collected by Veterinary Cremation Services thrice-weekly for disposal by incineration.

Cytotoxic Waste: Placed in appropriate labelled cytotoxic waste bags (non-sharps) or rigid-walled containers (sharps) that comply with AS/NZS 3816:1998. Collected by Veterinary Cremation Services thrice-weekly for disposal by incineration.

Deceased Animals: Placed in appropriate, labelled body bags and stored in a freezer for collection by Collected by Veterinary Cremation Services thrice-weekly for private or general disposal.

General Waste: Bins will be provided in the offices and staff-areas of the hospital to allow for separation of the following waste types: paper recycling; soft plastic recycling; hard plastic, glass, and metal recycling; food waste; and general waste. Currently some of this is collected by Veterinary Cremation Services for disposal by incineration, the recyclables are collected by United Resource Management.

Bulky Waste (e.g. furniture, out of service equipment, polystyrene packaging) - Collected in a secure area on-site. Taken on an as-needed basis to the Kimbriki Resource Recovery Centre.

Note: No solid animal waste will be placed in the sewer system, all patient waste will be collected as clinical waste and incinerated.

The waste store room will be properly secured and measures taken to prevent access from the public or vermin.