

COMPANION



Lort Smith
caring for animals

ELLIOTT'S JAW-DROPPING RECOVERY

MEET MAGGIE

From sleeping 23
hours a day ... to
total beach babe!

THE AMAZING MARSHMALLOW

**FOSTER CARERS
JIM AND LOUISE**

DR TRISTAN
Unusual Pets and Wildlife Vet

SPRING EDITION 2020

lortsmith.com



FIONA WITH LORT SMITH
ADOPTEE LOUIS

A MESSAGE FROM THE CEO

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Spring is traditionally a time of new beginnings. The trees budding with new life, the promise of warmer days to come and, perhaps the return to some form of normality.

The past few months have felt a little colder than usual. The current restrictions throughout Victoria act as a reminder that we are not yet out of the woods.

The current health crisis has highlighted the need for organisations like Lort Smith. September marks the start of Lort Smith’s sixth month, providing only accident, emergency and critical care services.

Operating theatres have back to back surgeries every day – with a large proportion of those life-saving procedures. The brave vet nurses are triaging patients in the car park to help keep the Animal Hospital safe; and our animal welfare officers are helping isolated pet owners get through this tough period.

I couldn’t possibly imagine what would happen to so many animals, and the people who care for them, if it were not for you. Your generosity ensures we can continue to support animals and people in need.

Please enjoy the incredibly rewarding stories inside that you help to make possible.

It warms my heart to know you are here with us, at such an important time in our history, helping animals receive the critical medical care they need.

Thank you.

Fiona Webster
CEO





ELLIOTT UNDERGOING SURGERY

ELLIOTT'S JAW-DROPPING RECOVERY

Elliott was hit by a car and it was very unclear whether he would make it. His jaw was badly broken and his teeth were fragmented and completely out of place. If he did survive, we wondered whether he would ever have a good quality of life.

But as you know, Lort Smith never gives up on animals when there is still a chance.

Veterinary dental surgeon, Dr Tom Rampton, performed emergency jaw fracture repair surgery on little Elliott. Dr Tom could tell that this sweet young kitten had likely been in this condition for days. There was a putrid smell coming from his mouth and he was in hypovolemic shock. He knew he had to do everything he could to ease Elliott's pain.

But something else concerned Dr Tom: Elliott was just a kitten, and the teeth that had been knocked out were his baby teeth. Dr Tom knew that once Elliott's adult teeth came through, there would likely be issues with a misalignment of his jaw.

The decision was made to put Elliott in foster care until his adult teeth came through.

"It has been a longer journey than I anticipated. We had to wait and see what would happen with his teeth as they grew," said Mandy, Elliott's foster carer.

All up, Elliott spent two and a half months in our foster care program and had numerous surgeries amounting to approximately \$7,500. But it was all worth it. Today he is a happy and healthy young cat who is soon to be adopted. Lort Smith will also cover the cost of any future dental work Elliott requires, so we know he will always be pain-free.

But it's only because of you that we can make this commitment, so thank you very much.

A FULLY RECOVERED ELLIOTT



THE AMAZING MARSHMALLOW

From the moment Marshmallow came into our care, we knew we had quite a character on our hands!

At just four months old, he was a tiny little thing who had clearly been attacked by a dog. His right hind leg was fractured and he was covered in bite marks — yet after giving him some pain relief, he gobbled up all his dinner with no problem and even asked for more!

“That sounds about right — he is obsessed with food and would eat all day if he could!” laughed his new adopter, Quynn.

She was initially fostering Marshmallow while he recovered from his surgery to correct his broken leg. But after seeing him fit in so well with her dog Duke and her cat Cracken, Quynn decided to make things permanent.

“He just settled in perfectly with his big fur brother and sister. I have a thousand videos of them together.”

While the vets gave Quynn strict instruction to keep Marshmallow confined to let his leg heal, the little cat had other ideas!

“His leg definitely hasn’t slowed him down. He was always full of beans, broken leg and all. But we got through the four weeks confinement and then he was able to play!”

Now that Marshmallow is all healed, he is loving life in his new home.

“His favourite spot to be is on top of the cat shelf I built looking out the window. He, of course, has his cheeky kitten moments but loves nothing more than a cuddle and spends most of his time purring.

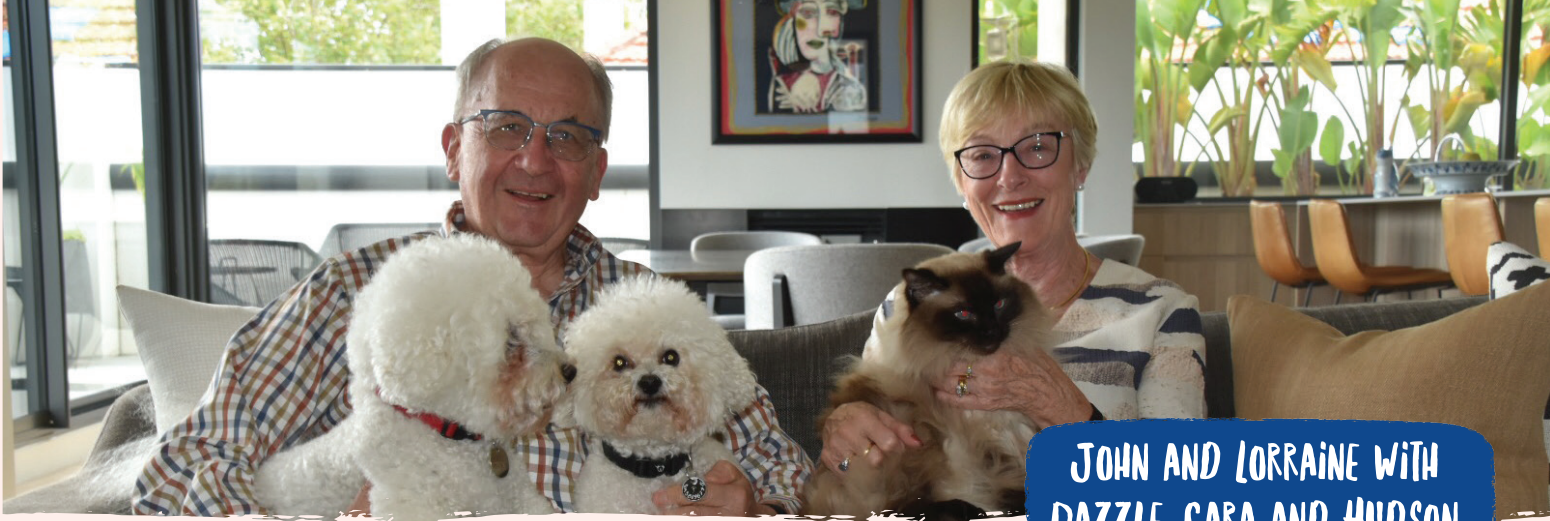
“It has been great to see him enjoying life like nothing even happened.”

MARSHMALLOW'S
NASTY FRACTURE

Thanks for
giving injured
kittens like
Marshmallow a
second chance.
He will live an
amazing life
because
of you.

MARSHMALLOW IS NOW
LIVING HIS BEST LIFE





JOHN AND LORRAINE WITH
DAZZLE, CARA AND HUDSON

A LASTING LEGACY FOR THEIR BELOVED COMPANIONS



Pets are much loved members of our families. They provide invaluable companionship; and as we have seen over the course of this year, they continue to provide immeasurable benefits to our own health and wellbeing.

John and Lorraine Bates have had a strong relationship with all their pets throughout the years. Presently, they have two bichons frisés, Dazzle and Cara, and a delightful ragdoll named Hudson.

“There’s something about that connection we all have with our pets. Each one is special and unique in their own way,” says Lorraine as she pats Dazzle. *“He’s such a prince!”* she adds laughing.

Lorraine has contributed widely to the progression of animal welfare over the years through her voluntary work. Both Lorraine and John take their commitment to the wellbeing of their pets seriously,

“We wanted to ensure Dazzle, Cara and Hudson are cared for in every way,” says Lorraine.

As mindful owners, the Bates’ reflected on what might happen to their pets if they were no longer there to care for them. John’s accounting experience has helped them to forward plan in many areas, allowing them to leave a lasting legacy.

When considering options, they thought about what they wanted to provide for their beloved animals. They asked around and a friend in the industry recommended Lort Smith’s Pet Legacy Program.

“What appealed to us about Lort Smith was the option to ensure that our pet’s future medical needs are met to the standard we expect – we don’t want to burden a new family,” says Lorraine.

Lort Smith’s Pet Legacy Program provides a plan for your pets’ future, giving you peace of mind knowing the needs of your furry companions will be catered for should the need arise.

The program accepts cats, dogs, Guinea pigs, rabbits and ferrets. If you would like to learn more about Lort Smith’s Pet Legacy Program, please call 03 9287 6430.

MEET MAGGIE: FROM SLEEPING 23 HOURS A DAY... TO TOTAL BEACH BABE!

Maggie is one of the sweetest, most quirky dogs I've ever met



Six-year-old Pekingese Maggie arrived at Lort Smith in seriously bad shape.

She was so lethargic and dehydrated; she could barely lift her head. Dr Jonathan Crawford gave her pain relief and examined her. He quickly realised she had a life-threatening uterus infection known as pyometra.

This infection is one of the most common reproductive emergencies seen in our veterinary emergency rooms. It typically affects older, undesexed female dogs and sadly, due to the condition of her tired body, we suspect that Maggie's uterus had been overused.

Unable to commit to Maggie's uncertain future, her owner surrendered this sweet girl into our care. Dr Jonathan performed the surgery to remove her infected uterus and ovaries the very next morning.

Her surgery went well but given how sick she was, Maggie developed hyperthermia and a slower heart rate, which needed to be closely watched by the in our intensive care unit. Our dedicated nurse team syringe fed Maggie to keep her strength up and knew Maggie was pain-free when she would wag her tail in appreciation. But she still couldn't eat on her own.

Determined to do what was best for Maggie, the team enlisted one of Lort Smith's most experienced foster carers, and staff member of 13 years, Jacqui.

With a whopping 338 fosters under her belt, Jacqui's experience with feeding at-risk companion animals made her the perfect choice.

"Maggie would sleep for 23 hours a day when she first came home with me," Jacqui said. "But that one hour of the day, she'd come out of her shell . . . She wanted nothing more than to be cuddled and cradled like a baby.

"Maggie is one of the sweetest, most quirky dogs I've ever met."

Within days, Maggie was happily eating on her own, and by day seven, Maggie was out and about on adventures to the park and beach with her foster family!

But during one of their many cuddles, Jacqui noticed an unusual skin tag above Maggie's eye and a lump on her rump. She brought Maggie back into the hospital to have it checked out.

Now that Maggie's immediate issues with her pyometra were resolved, Dr Jonathan was able to have a more thorough look at Maggie's overall health. While under anaesthetic for her lump check and skin tag removal, he gave her an oral review and realised she had a tooth that needed to be removed. She also needed her ears cleaned.

"Lucky we were able to do it all in one go," Dr Jonathan said. ***"This is often the case with dogs with a history like Maggie, they have a range of issues that haven't been treated."***

Luckily Maggie's lumps were nothing to worry about and she was very quickly adopted by a lovely family living on the Mornington Peninsula. This beautiful girl will now get to spend her days feeling the fresh air in her fur and the saltwater on her paws. And her bright future is all thanks to your incredible support. We would never have been able to dedicate as much time, care and resources to her recovery if it wasn't for you. Thank you so much.



FOSTER CARERS EXTRAORDINAIRE

Jim and Louise Eaton are a volunteer power couple. Prior to government restrictions, they volunteered onsite in our laundry, cattery and kennels.

“I’d given some thought to volunteering and wanted it to be an activity where I could really contribute but also an area that I felt fulfilled and happy – Lort Smith was the perfect match in that way,” says Louise.

The couple became foster carers in early 2019, and since then, regularly give some of our larger canines respite and rehabilitation away from the shelter. Jim and Louise have been instrumental in preparing some of our most challenging cases for successful adoption.

“We love it and feel we have a lot to offer to animals with various needs,” says Louise remembering back to an energetic German shorthaired pointer she fostered.

LOUISE & JIM



“Bonnie was a hoot – she liked to run over the top of the coffee table to get to the front door!”

Lort Smith is fortunate to have 155 dedicated volunteer foster carers, ready to be called upon to provide care for animals in need of socialisation, rehabilitation, behavioural support or respite.

Animals seeking foster care need safe, secure and loving temporary accommodation. The foster carers provide day-to-day care of these animals, and are responsible for bringing them to Lort Smith for their appointments.

All foster carers are provided with the necessary supplies to care for each animal. They are also given unlimited advice, support and veterinary care for their foster animals.

In most cases, animals in foster care are being prepared for adoption. However, there are times when animals receive foster care as part of Lort Smith’s Emergency Welfare Assistance (EWA) program.

“We’ve fostered a couple of EWA dogs – and, in fact, we would’ve loved to adopt one of them in particular,” says Louise.

EWA offers short-term accommodation and foster care for pets of people who are in crisis, including those experiencing domestic violence, extended medical treatment or a period of homelessness.

“One of the things I really like about Lort Smith is the EWA program – it’s fabulous that there is an organisation that, practically helps people in times of real need,” adds Louise.

Volunteers make an enormous contribution to Lort Smith. This has become increasingly evident during the pandemic, where their onsite presence has been sorely missed.

For now our dedicated foster carers, who volunteer from home, continue to help us make a direct lasting impact on some of the most vulnerable animals that we care for.





POST SURGERY

Lort Smith offers a range of options to clients who are experiencing financial hardship. Lort Smith worked with Brendan – who had shown such dedication to his dog – to find the right way forward for both he and Biscuit.

The surgical team removed the ball part of Biscuit’s hip joint and created a new false joint to allow her to walk without pain.

Brendan did everything he could to make sure Biscuit’s recovery was as easy as possible.

“She slept on the bed with me. I had to carry her outside so she could go to the toilet and hand fed her ... I even built her some stairs next to my bed, so she could get up and down easily.”

Brendan reported that Biscuit was now strong enough to be able to play ball again in the back yard. She can also jump onto Brendan’s bed without needing the stairs.

“In a way, I’m fortunate there was a lockdown so I could be with her when she needed me most,” he said.

This was such a happy story but it was only possible because of you. We can only support loving pet carers who are experiencing financial hardship because we have the support of wonderful donors like you. So from Brendan, Biscuit and us, thank you.

LOVE IN LOCKDOWN

While the COVID-19 pandemic has affected us all in unique ways, for Brendan, it has been both a blessing and a curse.

As a photographer and musician, he has been left without a way to earn an income. But being at home has also meant he’s been able to care for his beloved dog Biscuit.

Her hip had *“popped out”* twice before and twice, she was able to be treated with non-invasive procedures. But our vets had told Brendan that if it happened a third time, she would need more invasive surgery.

As luck would have it, it happened at the beginning of lockdown, right when Brendan’s gigs were forced to cancel.

“There were so many sleepless nights,” he said. *“She is my life as I don’t have family.”*



LOOK AT BISCUIT NOW!





DR TRISTAN

UNUSUAL PETS & WILDLIFE VET

There's no doubt that Dr Tristan Rich has provided care to the most diverse number of species than all of the other vets who work at Lort Smith put together!

His love of unusual pets and wildlife has been with him as long as he can remember. *"I had a reptile growing up and always struggled to find a vet that could confidently treat unusual pets,"* says Dr Tristan.

An unusual pet is classed as any animal other than a cat or a dog. This includes common pets including Guinea pigs, rabbits and mice; to turtles, frogs and pythons.

"It's up to us to provide access to the best care possible for any pet, and foster the human-animal bond, no matter what the species is," he says with emotion.

One of Dr Tristan's most memorable surgeries was a pet snake named Snake Avery. He performed micro surgery where he placed a stent in Snake Avery's eye to

allow his tear duct to drain properly.

"I could only find one co-study from the 1980s that cited the same surgery being performed in Australia," says Dr Tristan.

Not one to shy away from a challenge Dr Tristan spent a year volunteering in Indonesia with Australian Youth Ambassadors for Development, prior to starting at Lort Smith. "It was an unforgettable experience. I've always had an interest in wildlife and conservation."

In 2007 when he arrived back in Australia, Dr Tristan started working at Lort Smith with unusual pets and wildlife, "I am very grateful to work for an organisation that provides a high level of vet care to carers of unusual pets; who otherwise may not be able to afford treatment," he says.

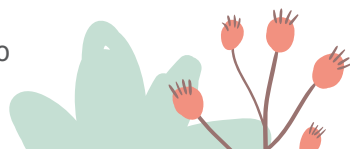
On any given day Dr Tristan could be performing a dental on a bearded dragon, giving a southern boobook a life-saving feather transplant, or simply a health check for an orphaned joey.

"Lort Smith gives more than just basic care to Australian wildlife. That's important and rewarding because most vets do their best, but it's difficult to provide gold standard care without financial support," he says.

Through his years of hands on experience with wildlife and exotics, Dr Tristan has earned the respect of likeminded organisations. He has helped foster relationships with Zoos Victoria through equipment sharing to help all animal welfare organisations raise the standard of care for all animals.

Organisations like Lort Smith share the moral responsibility to keep Australian wildlife living in the city and on the outskirts safe. *"There's a moral and corporate responsibility to care,"* says Dr Tristan.

As the standard of animal welfare progresses over the decades, the importance of strong, collaborative relationships become increasingly important. And thanks to our donors, that's what we are able to achieve together.



SAVE LIVES.

Become a Pet Protector Today

Pet Protector's help animals in need by providing an ongoing, monthly donation that enables Lort Smith to provide care and support for thousands of sick, injured and vulnerable animals and their families each year.

Lort Smith receives no ongoing government funding, which is why regular giving is so critical. It gives us the financial stability to dedicate funds to help protect the health and wellbeing of every animal that comes into our care.

I would like to become a **Pet Protector** by making a regular monthly gift of:

\$25 \$35 \$50 Or my choice of \$

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Fundraising Team at Lort Smith 24 Villiers Street, North Melbourne VIC 3051

To view our Privacy Policy, please visit www.lortsmith.com/privacy. Donations over \$2 are tax-deductible.

They can't do it on their own



Lort Smith is Australia's largest not-for-profit Animal Hospital.

Our mission is to improve the health and happiness of animals and the people who care for them, regardless of personal circumstances. We rely heavily on the support of our generous donors and volunteers.

lortsmith.com/petprotector



Lort Smith
caring for animals



Transforming Lives™

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North Melbourne VIC 3051

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Donations

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Community fundraising

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