



# CROSSWINDS

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## VETERINARY HOSPITAL

Newsletter Winter/Spring 2020



### IN THIS ISSUE...

#### Meet The Team

Get to know Dr. Lockwood and her team and why we are passionate about your pets.

#### Experience The Difference

We believe in personalized medicine and creating a one of a kind experience for clients and pets alike. Find out how!

#### Open House 2020

See what you may have missed or relive the fun!

# Meet Crosswinds The Team



**Dr. Jennifer Lockwood**

A University of Georgia vet school graduate, Dr. Lockwood embodies compassion for people and animals. Her admiration for the human-animal bond led her to follow her childhood dream of becoming a veterinarian and opening her own hospital. Dr. Lockwood takes time to understand each of her patients and their medical needs to create a custom-made medical plan for every animal entrusted to her care. Developing lasting relationships through trust and education is her goal and she welcomes owners to participate in their pet's health care through education. But, most importantly, Dr. Lockwood loves to spoil her patients with treats and cuddles!



**Liz Bigelow, CVT**

Liz is alum of the Gwinnett Technical College veterinary technology program and has a strong passion for animals and teaching. This led her to the veterinary field at a young age. Education through communication is her goal and she loves to share knowledge with clients. Liz prides herself in treating patients with respect and compassion, and will never pass up a warm hug from a furry, four-legged friend!



**Nathasha Vega**

Nathasha believes animals bring out the best in us, which sparked her love of veterinary medicine. Her thirst for knowledge led her to the Penn-Foster veterinary technology program where she is currently working on becoming a certified veterinary technician. Clients and their pets both genuinely appreciate Nathasha's thoughtfulness, and patients are always excited to greet her with wagging tails and kisses!



**We love dogs and cats.** We love all pets. More importantly, we love your pets. But, honestly, all veterinarians and technicians do. So what makes Crosswinds Veterinary Hospital different from other practices in your community?

### **Personalized medicine**

He knows the sound of your car pulling into the driveway. She has her own spot on the couch, perfect for snuggling. Your pet is amazing and a special part of the family. That's why pre-packaged medicine just won't do. We are a privately owned hospital and unlike many corporately owned facilities, we don't offer, "one size fits all" medicine. We listen to you and take the time to get to know your pet's lifestyle, medical concerns, and exceptional personality. We also consider their breed and life stage risk factors to tailor our approach and create a personalized, one of a kind medical plan. It is our personal goal to thoughtfully propose all medical recommendations to compliment your pet's uniqueness and specialized needs at every visit. And of course, we understand that just like their human counterparts, pet's lives are ever changing. Because we don't box you and your pet into a pre-paid wellness plan, we are available to make adjustments to your pet's healthcare at any time without confusion or stress.



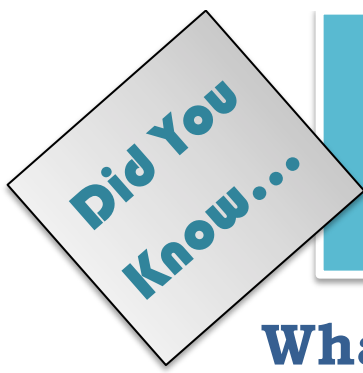
### **Better Medicine Through Education**

Have you ever left your doctor's office and thought, "why did they recommend that? What did any of that actually mean?" Don't worry you aren't alone! At Crosswinds Veterinary Hospital education is the cornerstone of our practice. We want you to understand our recommendations and why they are important for your pet specifically. We take pride in always keeping you informed and spending the extra time to explain every decision we make. We also want you to be actively involved in your pet's health care, because no one knows your pet like you do.

### **Exceptional Care**

The American Veterinary Medical Association (AVMA) defines the human-animal bond as "a mutually beneficial and dynamic relationship between people and animals that is influenced by behaviors essential to the health and wellbeing of both." The staff of Crosswinds Veterinary Hospital celebrates this bond by taking the stress out of every visit. Our staff members are Fear Free certified and are dedicated to making every experience a positive one, for both you and your pet. Our state of the art hospital design was meticulously created

to calm fear and anxiety, reduce noise and provide outlets to facilitate and strengthen the human-animal bond. See for yourself! Ask one of our friendly staff members for a tour. We love to show off our hospital!



The Crosswinds Veterinary Hospital staff is Fear Free Certified and our hospital is Human-Animal Bond Certified?

## What is Fear Free Veterinary Medicine?



Research shows that a large percentage of pet owners avoid routine veterinary care because of the anxiety it induces in their pets. Who wants to put their loyal companion in a situation where they are forced to endure loud noises, cold exam tables and slippery floors not to mention nail trims and the dreaded scale! Negative experiences for our pets in turn become negative experiences for us all.

Enter the Fear Free initiative! Founded by Dr. Marty Becker, Fear Free medicine focuses not only on your pet's physical health but also their emotional well-being. At Crosswinds Veterinary Hospital, we share in this philosophy and we strive to eliminate fear and

anxiety in all our patients to produce a more positive veterinary experience. Through Fear Free medicine, we believe we can strengthen the human-animal bond and provide you with quality medical care.

Each member of our staff is Fear Free certified. This certification is obtained by completing a series of modules created by veterinary professionals and behaviorists. These modules outline how to identify and alleviate fear, anxiety and stress, the importance of a calming environment and how to turn medical procedures into positive familiarities.

You may notice many Fear Free techniques as part of our routine care. Here are just a few:

- Non slip floors and exam tables
- Hand-crafted "cat cubbies" in our reception area
- Calming colors and art work
- Blankets infused with comfort pheromones for our feline friends
- Separate canine and feline exam rooms and treatment areas
- Treats, toys, and praise used as a distraction during procedures
- Pre-appointment welcome visits to create positive memorable experiences



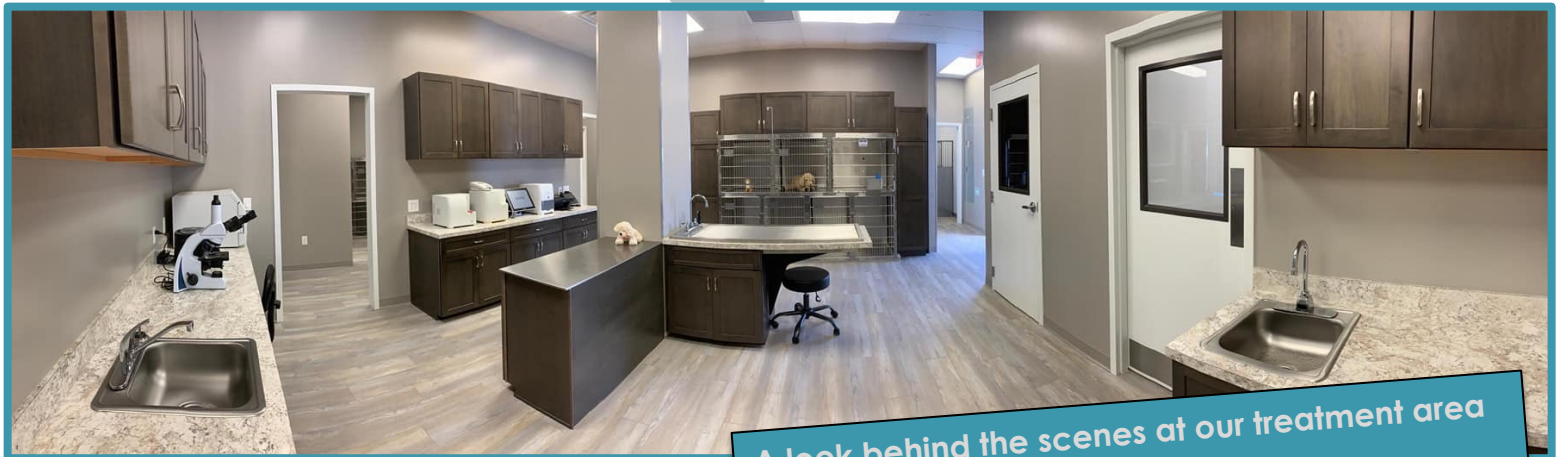
The Fear Free approach takes the dread out of veterinary visits. We encourage our clients to join us in our Fear Free mission and take a dynamic role in achieving fear free visits. Bring your pets by anytime to say "hi" and let us spoil them with treats and belly rubs! We love to see you and your pets and with the Fear Free initiative, we know your pets will love to see us too!

To learn more about the Fear Free movement visit <https://fearfreepets.com/>



On February 8<sup>th</sup> Crosswinds Veterinary Hospital held an open house to celebrate becoming part of beautiful St. John's County. We met our neighbors and shared our excitement for the opportunity to serve this wonderful community. However, we know weekends are precious and don't last long! So in case you missed the festivities...

Take a look!



A look behind the scenes at our treatment area and lab



Say "Cheese!"



CROSSWINDS  
VETERINARY HOSPITAL

Hours of Operation

Monday - Friday: 8am - 5pm

Closed 12:30pm - 1:30pm Daily





Future Veterinarian!



Entertainment courtesy of local musician John Ingram

