



IVNA VETERINARY NURSE OF THE YEAR 2018

JENNIFER CARROLL RVN – VETERINARY NURSE AWARD WINNER

Kindly sponsored by Royal Canin

JENNIFER'S WINNING NOMINATION:

I wish to nominate Jennifer Carroll for Veterinary Nurse of the Year. Jennifer is a champion for animals in the Bantry area. She started the Rural Animal Welfare Resources (RAWR) charity which is an entirely voluntary organization (with over twenty volunteers) which strives to reduce the number of unwanted domestic animals in Bantry and the surrounding area by performing Trap, Neuter and Return for feral cats while ensuring that they will be fed and sheltered by the farm, etc where they currently live. If this will not be the case, she finds a foster home for all of them. Jennifer personally takes what little spare time that she has, to trap, ensure they are neutered and return the cats. Jennifer never hesitates to help abandoned dogs, cats and other small animals even fostering them herself if she cannot find a home for them.

RAWR has a voucher program to neuter companion animals at a reduced rate. Jennifer personally contacts vets in other West Cork towns to enlist them to accept RAWR's vouchers. She has successfully gotten four vets to participate. Last year 670 cats and dogs were neutered through the program. Last year Jennifer initiated a Fix It for a Fiver (FIFF) scheme where for a two-week period, people can bring in feral cats and have them neutered for €5. She has again recruited other veterinary practices to participate. Through this program 203 cats will not be contributing to the feral cat population in West Cork.

In addition to her tireless work for abandoned and homeless animals in West Cork, Jennifer is a veterinary nurse par excellence. Jennifer is exceptionally knowledgeable but maybe even more important, she is kind, understanding and sympathetic.

My dog who used to tremble at the vets, now wags her tail upon seeing Jenn. Sometimes she even wants to stop in to say hello on our walks around town. I see other non-human visitors responding positively to her as well.

Jennifer's manner with humans is calming as well, I'll not forget the support I received when my beloved 18-year-old cat had to be euthanized. She was a truly caring and warm individual.

It is clear to me that Jennifer is everything a veterinary nurse should be. She is tireless in her dedication to animals of all types. She loves animals and they love her in return.

Sincerely,

Penny Kinsella

Treasurer Rural Animal Welfare Resources



IVNA STUDENT VETERINARY NURSE OF THE YEAR 2018

NICOLLE YONG – STUDENT VETERINARY NURSE AWARD WINNER

Kindly sponsored by Allianz

My name is John MacGuinness and I am a veterinary partner at the Avenue Veterinary Hospital Dundalk, Co. Louth. I would like to nominate Yong Ming Zhen, otherwise known as Nicolle Yong, for Student Nurse of the Year 2018. Nicolle is the best veterinary nursing student I have come across in my 35 years veterinary surgeon career both here and abroad.

Nicolle came to Ireland as an international student from Malaysia, yet despite being so far from home and knowing no one here her incredibly warm and caring nature immediately endears her to everyone she meets. Her passion for animal care shines through in all aspects of her work, and her work ethic is second to none.

Her poised, calm and practical nature makes her ideal as a veterinary nurse. She is very gentle with patients yet also confident around them, and always conducts her work with the utmost professionalism. During her student placement with us, we often found her to be thinking ahead of the rest of the staff regarding preparation for surgeries and caring for animals, so much so that we often asked her to do something only to find she had already completed the task.

She is extremely dedicated to perusing her chosen profession, as evidenced by her copious note taking and extensive research undertaken at home, as evidenced by the fact that after a long day at the clinic she would undertake more studying at home in order to research issues that had arisen with patients during the course of the day, so that she might be better able to assist both them and our staff the following morning.

In the many years we have been accepting students for placement at this clinic, Nicolle stands out to all of us as a truly exceptional student, one whom we hold up as a shining example of one of the very best students we have ever had the pleasure of teaching. We are thoroughly looking forward to seeing her again when she starts her third year placement here with us in May, as we cannot wait to see how much she has progressed in her studies.

In conclusion, we feel that Nicolle will be an absolute credit to the profession, due to her caring, positive, enthusiastic and dedicated nature. She is an inspiration to those around her, and thoroughly deserves to win Student Nurse of the Year.

John B. MacGuinness

M.V.B., M.R.C.V.S.



IVNA PRACTICE MANAGER OF THE YEAR 2018

VICKIE FENLON – PRACTICE MANAGER AWARD WINNER

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Vickie, our Practice Manager deserves to win this award for so many reasons. To me, she is like the unsung hero. Our clients will often acknowledge our Vets, Veterinary Nurses and Receptionists for their care and compassion... while Vickie is the one behind the scenes holding it all together. She is the one who ensures we constantly strive for excellence, and everyone takes her lead. She is Syd's (our Principal) right-hand (wo)man and I feel that she has had a huge impact on making Cara Vets the success that it has. Everyone needs a leader and Vickie is that for us.

Every day, she wears so many hats that it's hard to fathom how she juggles all the responsibilities of being a Practice Manager. She looks after Accounts, HR, Management, Health & Safety, Insurance, Complaints, Pet Passport and lots more. So many of her tasks require logic and efficiency, while other tasks require her understanding and compassion. There are very few occupations that use both left and right sides of the brain in such a manner... Not only does Vickie excel at both, but it constantly amazes me how for example she can be in the middle of doing her accounts or insurance claims one minute, and then the next minute she is deep in conversation with a client over the prospect of saying goodbye to their family pet. She shows empathy and compassion; yet manages to be so efficient at her job.

She is resourceful and willing, great with her initiative; can multi-task in a way that I've never seen done before; and she manages to do it all with a smile on her face. Most importantly, she's kind and an inspiration to work with. She has worked in Cara Vets since 1997, so she is part of the furniture at this stage. I call her Donna (after the character "Donna" in Suits), because if you need something done, Vickie will get it done. She is a fantastic Mammy at home, but she brings those gorgeous qualities into work too. She is fair and honest with staff, but also enjoys a laugh with them.

I lost both my parents during my time in Cara Vets, and she supported me the whole way through: she was always there with a listening ear, or a big hug... she truly empathised with me and I felt like she was by my side through it all. These are just some examples of where Vickie goes above and beyond what is expected of the traditional role of Practice Manager. No other Practice Manager in Ireland has the Vickie-element that makes her so unique and priceless.

I admire her so much and she is so deserving of this award. I would love her to be officially recognised for what she does so well. To me, she is DEFINITELY Practice Manager of the Year.