



Welcome to Stafford Veterinary Center

Thank you for choosing our practice to care for your pet!

Whether you are new to us, new to our area, or new to pet ownership, our goal is to provide outstanding veterinary care and connect with your furry friends. We hope the handouts and brochures included in this packet provide useful information and help to answer any questions you may have regarding our practice.

We'd be happy to answer any additional questions at any time.

General Information

Located at 42 West Main Street Stafford Springs, CT

Regular office hours to schedule are:

Monday through Thursday 7:30AM-7PM

Friday 7:30AM-6PM

Saturday 8AM-4PM

We are open 24 hours a day for emergencies and sick animals.

Phone: (860) 684-5868

Fax: (860) 785-6280

Email: staffordveterinarycenter@gmail.com

Website: www.staffordveterinarycenter.com

About the practice

Stafford Veterinary Center is a full-service veterinary hospital providing quality, compassionate care since 1981 located in Stafford Springs, CT.

We are a busy, well established, multi-doctor, mixed animal practice located in a quiet corner of Connecticut. We offer care for small, large, and exotic animals. We are an established practice of 39 years, consisting of two locations, four full time doctors, and a talented growing support staff. We are in the process of building and relocating to a larger 24-hour facility.

Our town of Stafford Springs offers a small-town country environment, while still being in close proximity to the University of Connecticut, a two-hour ride to New York, and only an hour and a half ride to Boston.

Our History

Stafford Veterinary Center first opened their doors August of 1981. Doctor Mordasky was born and raised in Stafford Spring's, CT on a farm on Hydeville Rd, surrounded by horses, cows, chickens, dogs, and cats. He cared for each and every one of them ever since he could walk.

There are 100 years of history within the Mordasky family, and the family history only grew when Dr. Mordasky met his wife Judith. They both decided to raise their children, and grow their business, in the community that they knew and loved. The business grew from one room, one veterinarian, and one employee to the large practice it is today, that still continues to expand.

The Mordasky family has made sure through the years to immerse themselves into the Stafford and surrounding communities. Between Agriculture Advisory Boards, Inland Wetland Commission, Zoning Board of Appeals, Senior Warden of Grace Episcopal Church, Vo-Ag and FFA chairs, and so much more, the Mordaskys never seem to slow down in the community. They have passed on their Type A personality genes to their children with Lorin serving as the practice's legal counsel, Victoria leading the Army of Compassion program at the practice aiding stray and feral cats in the community, and Andrew completing his degree at veterinary school to return to the practice and work alongside Dr. Mordasky as an associate veterinarian.

Stafford Veterinary Center continues to embrace its community, the people who live around here, and all types of animals.



Meet Our Team!



Owners

Dr. David Mordasky – Senior Veterinarian
Mrs. Judith Mordasky – Hospital Administrator
Victoria Mordasky – Director of Community Outreach
Andrew Mordasky – Veterinarian

Associate Veterinarians

Dr. Elizabeth Nutile
Dr. Nicole Davies

Managing Employees

Susan Witter – Office Manager
Betty Streeter – Supervisor of Training and Protocol
Lindsay Savignac – Surgical Lead
Stephanie Kopyscinski – Surgical Lead
Brooke Shuttleworth – Large Animal Lead
James Daigle- Laboratory Lead
Carissssa Colby – Assistant Laboratory Lead
Adrianna Allevo – Associate of Community Outreach

Client Services

Joanne Freeman
Adrianna Allevo
Rachel Moniz
Kat Corbett
Kamryn Desrosiers
Joy L'Ecuyer

Services We Offer

Vaccinations for large, small, and exotic animals
Vaccine titers
Routine surgery for large, small, and exotic animals
Orthopedic surgery
Reproductive/C sections
Internal medicine
Trauma/Emergency
Road call services for large, small, and exotic animals
Farm services
In-Home euthanasia
In house bloodwork/lab work
Equine vaccination clinics
Food production medicine
Herd health and reproduction services
Ultrasounds
Digital radiographs
Cold laser therapy
Cremation services - private
Programs: Army of Compassion
Student internships – FFA, SAE

Special Offers

Feel free to ask about any current rebates or promotions
Each month brings a new special on certain clinic services, be sure to check our social media or ask our support staff
Monthly low cost vaccination clinics
10% discount for seniors, active military, veterans, and first responders
Puppy and Kitten Payment Plans

Social Media



Follow us on Facebook and Instagram

Details Regarding General Protocols

If you need to schedule an appointment ...

Schedule by calling the office at our main number, emailing an inquiry, or sending in an appointment request by contact form on our website.

If you need to schedule a road call ...

Road call services can be scheduled through calling the office at our main number, emailing an inquiry, or sending in a request by contact form on our website. You will be asked a time and day preference, doctor preference, and reason for the visit.

If you have an emergency or sick animal ...

A doctor can be reached for emergencies both during and after hours, 24 hours a day. Any hour of the day, please call our main number for an emergency or sick animal. During hours, client services staff will assist you further, after hours, you will be transferred to our emergency phone line and will be assisted further.

If you need a prescription new or refilled ...

Prescriptions can be filled in house through calling, emailing, or by contact form on our website. These can also be ordered through our online pharmacy located on our website. Food, prescriptions, and more can be ordered as long as your profile is created and up to date.

Please note: Prescriptions can only be filled upon approval of a doctor. Refill of a prescription is contingent upon the patient's records being up to date, and approval by a doctor.

For any additional questions or concerns, please do not hesitate to contact our office, and our client services staff will assist you further.



Stafford Veterinary Center FAQ

What are the hospital hours?

Stafford Veterinary Center is open Monday-Thursday 7:30AM to 7:00PM, Friday 7:30AM to 6:00PM, Saturday 8:00AM to 4:00PM, and open Sundays for emergencies. We are available 24 hours a day for emergencies and sick animals.

Where do I call if it is an emergency?

If your animal has a true medical emergency, you can call during office hours at our main number (860) 684-5868. If it is after office hours, our regular line will transfer to our emergency line at (860) 729-4055.

What is considered a medical emergency?

There are many medical emergencies, but the only way to determine if a pet is in dire need of medical help is if you see a doctor for an examination. A pretty good indication of an emergency is if your pet stops eating or drinking, stops urinating/defecating normally, or has abnormal behavior in general. At that time, you should then contact a veterinarian for an appointment.

Where do I take my pet in case of emergency?

After contacting our emergency line at 860-729-4055 during after hours, a doctor will instruct you on the location in which to bring your animal based on the emergency.

How have your policies and procedures changed due to COVID-19?

Throughout the COVID-19 pandemic, our office has worked diligently everyday to ensure the safety of you, your pets, as well as themselves. As well as proper PPE for all staff and heavy cleaning of all surfaces and high traffic areas, we have shifted our services a bit from the normal. We ask all clients upon arrival to call our office to notify us, and to please wait on the front porch at the marked locations with a mask on at all times. Once it is your turn, a technician or doctor will be out to see you to discuss what needs to be done in the appointment, and your pet will be brought inside for the appointment while you remain outside. At this time, we are beginning to welcome in some clients for certain circumstances, and upon the doctor's approval. We still ask that only one person come in at all times for the appointment.

What dog and cat food brands do you sell?

At Stafford Veterinary Center we are happy to provide you with two different kinds of prescription food brands, being Royal Canin and Hill. We are supplied with all different flavors and sizes of both wet and dry, cat and dog food. If we do not have the kind you are looking for, we can place an order for your specialized food to be in within a week.

Is it really necessary to bring my dog and/or cat in for a comprehensive exam?

Yes, this is required in order to refill and properly prescribe your pet's flea and tick and heartworm medication.

Does heartworm prevention and flea prevention need to be given year-round?

Yes, the winter is not cold enough to kill off any fleas, ticks, and mosquitoes.

How important is it to get my pet tested for Heartworm/Lyme disease?

Your pet should be annually tested for heartworm Lyme disease. Lyme is transmitted through ticks, which are bountiful in the Northeast due to a constant altering of weather, and a large deer population from which they are also spread. The Northeast is known as the Lyme capital



of the world, and we urge you to continually check your pets through the years.

We just found a stray pet. What should we do?

Initially you should contact animal control in your town so they can scan the animal for a microchip. If you locate a stray cat, you can feel free to contact our office, where the Army of Compassion will assist you further.

How do I transfer my pet's records from a previous clinic?

Please first contact your previous veterinarian clinic and ask them to send over records to staffordveterinarycenter@gmail.com. Any hard copies of records or animal history you may have can also be sent to us by email, or brought in person to be scanned into our system, unless notified otherwise to send over the paperwork ahead of time.

When do you need fecal samples, and why?

Your pet should have their fecal matter checked at 8 weeks, 12 weeks, and then twice a year to check for worms and intestinal parasites. These parasites can be passed to humans, so it is important to have a fecal sample checked at least once a year, but preferably two times. If there is some concern with diet, bathroom habits, or behavior in general, a stool sample might be suggested by the doctor even before 6 months old.

What types of animals do you see?

We see all types of different animals. We see companion animals, equine, avian, reptiles, pocket pets, and all farm animals.

I have found a wild animal that appears to be in distress; can I bring it to you?

Our advice with any wild animal is initially, let nature take its course; it is considered a wild animal for a reason, and it is best you do not approach it for your own safety. We suggest that if you do step in and would like to get help for the wild animal, to contact either the DEEP dispatch number at (860) 424-3000 or your town's animal control department.

Do you offer any discounts?

We offer a 10% discount for seniors (those over 65), 10% discount for active military, as well as 10% for our first responders to include police, fire, and EMT personnel. Each month there are different specials and discounts announced by the practice online as well as on our "specials" board in the clinic.

Do I need an appointment for my pet to see a veterinarian?

Yes, ideally you should make an appointment to ensure a doctor is available at that time. However, if you feel that it is more urgent for your pet to be seen, we will always do our best to fit you in as soon as possible.

How do I go about scheduling a surgery?

Please call our office in reference to any questions regarding surgeries that need to be scheduled. Our front desk staff will work with you on the availability of days and doctors for the surgery, as well as directions for before and after surgery care of your pet.

How do I need to prepare myself and my pet for a scheduled surgery?

The night before a surgery, your animal can eat dinner, but do not allow your pet any food after midnight. Water is safe to give to your pet up until drop off for the surgery. Drop off the morning of the surgery is between 7:30AM and 8AM, and a deposit of half the estimate is required at that time.

How do I schedule a road call for the doctor to come out to me?

Please call the office and be ready to explain exactly what you would like done, when you are available for the appointment, where the animals are located, and if you have a doctor preference.

We would like to board our pets at your facility. What do we need to bring?

If your pets will be boarding with us, we ask that you clearly label all of your belongings you are sending with your pet. You can give us their daily food they will need, any medications they take, as well as one toy and a blanket to comfort them during their stay! If there are any specific instructions regarding food or medications please make sure this information is sent to the front desk.

How do we know when our pet needs to schedule a dental appointment/surgery?

At your pet's bi-annual appointment, the doctor will examine the teeth and gums to see what kind of state they are in. Hints of problems within the mouth include trouble eating and bad breath.

At what age can I have my pet spayed or neutered?

The time at which your pet should get spayed or neutered greatly varies per the different species, breed, age, and size. Please contact our front desk staff or consult with a doctor through a scheduled appointment if this is a procedure you would like to look into and have additional questions on.

How often does my pet need the rabies vaccination?

The state law requires that every animal have their initial rabies vaccination at 12 weeks old. After the first rabies vaccination at 3-4 months, the following year should be a one-year rabies vaccine (good for one year), meaning the next year your pet can finally get a three-year rabies vaccine (good for three years).

What other routine vaccinations should my pet get?

Other routine vaccinations that should be looked into for your pets include (depending on the species); Lepto, Lyme, Rabies, Distemper, Feline Leukemia, Parvovirus, Canine Para-influenza, Bordetella, heartworm preventatives, and flea/tick preventives.



Welcome to Stafford Veterinary Center!

Thank you for giving us the opportunity to care for your fur-baby.

Please help us better meet your needs by filling out the information below. PLEASE PRINT

Client Information

Owner's name: _____

Spouse/Other: _____

Mailing address: _____

City: _____ State: _____ Zip: _____

Home phone: _____ Cell phone: _____

Work phone: _____ Other contact: _____

Email Address: _____

How did you hear about us? _____

If applicable, please name the person we can thank: _____

Please read carefully and sign below:

I hereby authorize Stafford Veterinary Center to receive, prescribe for, treat, and/or perform procedures upon the pet(s) that I present under the veterinary-patient-client relationship (defined as the pet having been examined by the doctor, recommendations for care having been made, and the recommendations having been accepted by the owner). I understand SVC will often prepare a written treatment proposal when recommending diagnostics or procedures, and that I should request one if at any time I am unclear or concerned about the medical plan or costs. I understand that giving verbal consent to a medical recommendation does make me responsible for the costs involved. I understand that payment is due at the time services are rendered. I further certify that I am the owner of this pet and at least eighteen (18) years of age.

Signature _____ Date _____

Patient Information

Pet's name: _____ Species: _____ Breed: _____

Color: _____ DOB: _____ Sex: _____

Is your pet spayed/neutered? Yes () No () Is your pet micro-chipped? Yes () No ()

If no, would you like it done today? Yes () No ()

Vaccination History (date and type) _____

How long have you owned your pet? _____

Where did you acquire your pet? _____

Does your pet have any history of medical problems? If yes, please explain: _____

Is your pet currently on any medications (including heartworm/flea prevention, any supplements, or any over-the counter product)? If so, please list: _____

Do you own any other pets/animals? If so, please list what kind/how many below: _____





Financial Policy

Thank you for choosing Stafford Veterinary Center. Our primary mission is to deliver the best and most comprehensive veterinary care available for your pet. An important part of the mission is making the cost of optimal care as easy and manageable for our clients as possible by offering several payment options. Stafford Veterinary Center requires payment in full at the end of your pet's examination and/or at the time of discharge.

Payment Options:

You can choose from:

- Cash, Check, Debit, Visa® , MasterCard® , American Express® , Discover®
- Convenient Monthly Payment Plans from Care Credit®
 - o Allow you to begin treatment today and pay over time
 - o Available for any treatment amount over \$100
 - o Can be used repeatedly - for your entire family - without having to reapply
 - o 5% Administration fee for use of this payment plan

For clients with pet insurance, we are happy to provide you with the necessary documentation to submit a claim to your insurance carrier.

Deposit & Billing:

For some treatments or hospitalized care, a deposit is required. Healthcare plans requiring comprehensive care of \$400 or more will require a 50% deposit to begin your pet's treatment, with the balance due at discharge. We may offer in-house payment options on a case-by-case basis. We charge 1.5% interest on all outstanding account balances older than 30 days. If you have an account 90 days past due, Stafford Veterinary Center may relinquish your balance owed to a collection agency and add the collection fees to the account balance.

Additional Policy Information:

Stafford Veterinary Center charges \$40 for returned checks. If you have any questions, please do not hesitate to ask. We are here to provide the best veterinary care available for your pet. By signing below, you agree to the foregoing terms of payment:

Client/Owner Signature

Date

Client/Owner Name (Please Print)

Pet Name

