



NARCH *Autumn 2013 Newsletter*



WELCOME

to this Autumn edition of the NARCH newsletter. We are planning three Newsletters a year, a December Winter Edition, an April Spring Edition and a September Autumn Edition.

In this edition, we have described some of the queries that have been raised by you over past months and have included the advice we have given to other members. Please do send in contributions for future editions, so that these can be shared with your fellow professionals.....after all, this is **YOUR** newsletter.

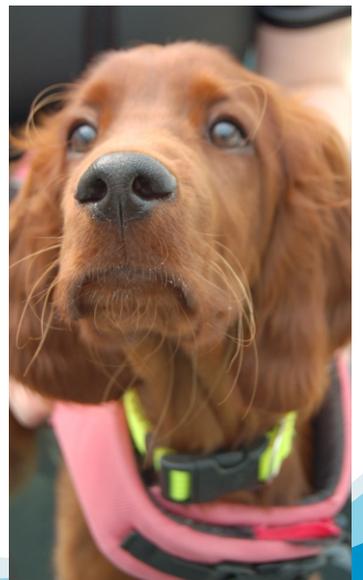


AT THE TIME OF WRITING . . .

The number of Registered Canine Hydrotherapists listed by NARCH has increased by 20% over last year. The support hydrotherapists gain from being involved within a network of like-minded professionals is invaluable. The Economy continues to be a challenge to all types of business, whether UK based or farther afield – NARCH has Registered Hydrotherapists as far away as India and Canada – yet we are all united by the same common goals of wanting to belong to a respected and professional organisation, where the provision of the very best hydrotherapy and rehabilitation care, is our sole priority.

STOP PRESS!

**NEXT NARCH
EDUCATION
SEMINAR – SPRING
2014 WILL BE HELD
NEAR BRISTOL**



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ANOTHER SUCCESSFUL EDUCATION SEMINAR . . .

On Sunday 8th September 2013 at Greyfriars, Guildford was preceded by the NARCH AGM. It really was a full house and in feedback on vet speakers Susanna Alwen and Rachel Mowbray both were rated as "best possible/excellent" by 95% of delegates! Many stayed behind after the seminar to see Rachel demonstrate warm up techniques for her dogs. Rachel is on the Kennel Club committee looking at the health and welfare of dogs involved in sporting activities – including agility.

THE IMPORTANCE OF OBTAINING VET PERMISSION FOR HYDROTHERAPY

This is absolutely vital and is an integral part of the NARCH Code of Conduct. The veterinary surgeon's granting of permission to treat protects not only the client but also the hydrotherapist and ensures that an appropriate treatment plan can be put together for the dog/cat in question. The implications of swimming a dog/cat without veterinary permission are serious. By being in breach of the NARCH Code of Conduct your NARCH registration will almost certainly be suspended; there is also the possibility that your Professional Indemnity Insurance could become invalidated should a claim for negligence be brought against you by the client and the ensuing claim investigations expose the fact that you did not have vet permission. So the message is clear.....NEVER SWIM A DOG OR CAT WITHOUT VET PERMISSION!

The NARCH committee are just approving an Advice Note which we will post on the "RESOURCES" Section of the NARCH website aiming to assist you in introducing your business and services to your local vets or any new vets starting up in your area. There can sometimes be a reluctance for vets to refer dogs for hydrotherapy and this can be founded on the simple fact that they do not know enough about **YOU**. Keep a look out for this Advice Note in your in-box as we will send it out by e-mail before we post it on the website

TIPS FOR SUCCESSFUL DOCUMENT UPLOADS

- Ensure your documents are in either jpg or pdf format when uploading.
- Click on the SUBMIT BUTTON found at the bottom right hand corner of the Insurance page - otherwise the upload will not happen.
- Allow the system time to carry out the upload before you start on the next one.
- Don't try to upload too many documents at once as it can overload the system.

Currently we do not get a notification that you have made changes – so please send us an e-mail requesting approval of your record . We will tick the boxes and your info can then be seen by the public. If all else fails please contact NARCH Administrator Nicky Kohn on enquiries@narch.org.uk or 07859 129143.



Above left and right - Rachel Mowbray and Teasel

YOUR NARCH REGISTRATION – THE 3 "MUST HAVES"

Most of you update your NARCH records regularly, uploading the relevant evidences and proofs needed to build your own NARCH record. But, we all know how easy it is to be so busy running your hydrotherapy business, that you forget to attend to your own professional development and ongoing learning. NARCH guidelines guarantee to the Public, to vets and to pet insurers that all RCHs maintain the following 3 "MUST HAVES":

- **Up to date First Aid Certificate**
- **Public and Professional Liability Insurance**
- **20 hours annual CPD**

It's really important that these "MUST HAVES" are not allowed to slip off your radar and expire. The NARCH system sends out reminders, but why not put the expiry dates in your own business diary system?

NARCH will be more proactive in the future and if records are not kept up to date we may temporarily suspend your registration which may affect your referrals and clients wishing to claim on pet insurance.

