

City Veterinary Office External Services



1. Dog anti-rabies Vaccination

A component of the Rabies Prevention, Control and Eradication Program of the City of Ormoc in which all dogs are required to be vaccinated against rabies.

required to be vaccinated				
Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to tra	ansacting client		
Who may avail:	All Dog Owners			
CHECKLIST OF REQUIR	EMENTS	WHERE TO SEC	CURE	
1. Animal Registration Re	cord (1 original copy)	Barangay or at th	ne City Veterinary	Office
2. Animal Health Record ((1 original copy)	City Veterinary C	Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry about vaccination program	The clients detail will be jotted in a logbook; 1.1 The CVO employee will register the dog & will provide to client the appropriate vaccination program	Dog Registration Fee of PHP 25.00 / head	3 minutes	Veterinarian/Rabies Program Coordinator / CVO Employees City Veterinary Office
Present animal for vaccination	2. The vet will instruct client for proper handling of dog; 2.1 Vaccine will be given to the dog; 2.2 Registration/Vaccination card will be provided;	None	5 minutes	Veterinarian / Rabies Program Coordinator / CVO Employees City Veterinary Office
Sign in the client's Log book	Follow up and monitor any adverse vaccine reaction.	None	2 minutes	Veterinarian / Rabies Program Coordinator / CVO Employees City Veterinary Office
	TOTAL	PHP 25.00/head	10 minutes	



2. Livestock Vaccination

This is part of the livestock infusion program of City of Ormoc in which all livestock are required to be vaccinated against Hemorrhagic Septicemia.

against Hemorrnagic Septicen	ila.			
Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to tra	nsacting clie	nt	
Who may avail:	All Livestock Owners			
CHECKLIST OF REQUIREME	WHERE TO	SECURE		
1. Animal health record (1 original form)	ginal copy);	City Veterin	•	
2. Livestock credential (1 orig	inal copy)	City Treasu		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry about livestock vaccination program	 The clients detail will be jotted in a logbook; The vet will provide to client the appropriate vaccination program; 	None	3 minutes	Veterinarian / Livestock Inspector City Veterinary Office
2 Present animal for vaccination	 2. The vet will instruct client for proper handling& restraining of the animal; 2.1 Vaccine will be given to the animal; 2.2 The owner will be advice to rest the vaccinated animal for a week. 	None	1 hour	Veterinarian / Livestock Inspector City Veterinary Office
3 Sign in Logbook	Monitor progress	none	1 minute	-do-
	TOTAL	None	1 hour & 4 minutes	



3. Stray Dog Catching and Impounding

This is a component of the Rabies Prevention, Control and Eradication Program of the City of Ormoc to get of rid of stray dogs in the streets that may cause road accidents among motorists, causes the garbage to be scattered and poses danger of dog biting incidents among children.

Office or Division:	City Veterinary Office					
Classification:	Highly Technical					
Type of Transaction:	G2C – Government to tra	G2C – Government to transacting client				
Who may avail:	All constituents of Ormoc	City				
CHECKLIST OF REQUIREMEN	ITS	WHERE T	O SECURE			
Dog Vaccination record (1 original	al copy, if there is);	City Veterio	nary Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1 Client(s) will submit a written request to the City Veterinary Office or may be course through the barangay where the client(s) reside;	 The request will be coordinated to the barangay; Police assistance will be requested and the schedof dog catching activity will be relayed to the brgy. on that very same day; Dog catching will be carried-on; 	None	6hours	Veterinarian / Rabies Program Coordinator / CVO Employees City Veterinary Office		

1.3 Dog caught will be

(3) days;

impounded for three

w in	he owner of stray dog(s) rill redeemed the npounded dog(s);	2.	The owner will be required to pay an impounding fee to be paid at the City Treasurer's Office;	Impounding Fee of PHP 500.00 / dog	30minutes	CTO Employee City Treasurer's Office
th in	he owner will present ne Official Receipt of npounding fee to the tity Vet Office (CVO);	3.	The CVO upon receipt of the O.R. will release the dog to the owner;	None	1 hour	Veterinarian / Rabies Program Coordinator / CVO Employees City Veterinary Office
in	case the owner of the npounded dog(s) will not edeem the dog(s).	4.	The CVO will offer the dog for adoption to interested individual or the dogs will be turned-over to NGO that take cares dogs or will be donated to vet schools for their study.	None	1 hour	Veterinarian / Rabies Program Coordinator / CVO Employees City Veterinary Office
TOTAL		PHP	1 day &			
				500/dog	30minutes	

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4. Spay and Neuter & other surgical operationThis is also a component of the Rabies Prevention, Control and Eradication Program of the City of Ormoc to control the population or reproduction of dogs.

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Office	e or Division:	City Veterinary Office					
Class	sification:	Highly Technical	Highly Technical				
Туре	of Transaction:	G2C – Government to transacting client					
Who may avail: Dog Owners who want to prevent dog's reproduction							
CHEC	CKLIST OF REQUIR	EMENTS	WHERE TO	SECURE			
Anima	al vaccination record	(1 original copy)	City Veterina	ary Office			
C	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	quiry about spay nd neuter program;	 The clients detail will be jotted in a logbook; The vet will provide a list for the materials to be provided by the client. 	None	3 minutes	Veterinarian City Veterinary Office		
sp	resent animal for pay & neuter / urgical operation;	 The vet will instruct client for proper handling of the animal; Anesthetic will be given to the animal; Surgicaloperation will be conducted; 	None	30 minutes for castration; 2 hours for spaying	Veterinarian City Veterinary Office		
	gn in the clients gbook	time to be conscious and recover before release		1 minute	Veterinarian City Veterinary Office		
		TOTAL	None	2 hours & 34 minutes			



5. Animal Health Consultation

This is one of the mandates of the Veterinary Services to help or assist the constituents of Ormoc City particularly the livestock owners or farmers to provide technical knowledge in safeguarding the health of the animals to achieve high production.

animals to achieve high production.						
Office or Division:	City Veterinary Office	City Veterinary Office				
Classification:	Highly Technical					
Type of Transaction:	G2C – Government to transa	G2C – Government to transacting client				
Who may avail:	All Livestock / Animal Owners					
CHECKLIST OF REQUIREM	MENTS	WHERE TO	SECURE			
Livestock credential for large	animal (1 original copy)	City Treasur	er's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Inquiry about livestock/animalhealth problem and mention the signs and symptoms they observed on their animals;	 The client details will be asked and will be write down in a logbook; Clarify fromclient the signs/symptoms noted from animal(s); If animal needs immediate attention, the vet will conduct visit to see the condition of the animal; The vet will prescribe medicines or give the shot to the affected animal; Monitor the animal progress 	None	15 minutes	Veterinarian /Livestock Inspector City Veterinary Office		
2. Sign in the Client's Logbook						
.	TOTAL	None	15 minutes			



6. Animal Deworming

This is one of the mandates of the Veterinary Services to help or assist the constituents of Ormoc City particularly the animal or livestock owners or farmers to provide technical knowledge in safeguarding the health of the animals to achieve high production.

Office or Division:	City Veterinary Office			
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	Highly Technical	a a aliant		
	G2C – Government to transacting client			
	All Livestock / Animal Owners			
CHECKLIST OF REQUIREMEN		WHERE TO		
Livestock credential for large an	imal(1 original copy)	City Treasur		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about livestock/animal health problem and mention the signs and symptoms they observed on their animals; 2. Signs in the Olientic Leghenk.	 The client details will be asked and will be writedown in a logbook; Clarify from client on the recentdeworming of their animal(s); If animal needs immediate attention, the vet will conduct visit to the animal to see the physical appearance and condition of the animal; The vet will prescribe dewormer for the animal(s) or give the shot to the animal(s); 	None	30 minutes	Veterinarian / Livestock Inspector City Veterinary Office
2. Sign in the Client's Logbook	2. Monitor the animal progress.			
	TOTAL	None	30 minutes	



7. Animal Medication (Antibiotic and Vitamins)

This is one of the mandates of the Veterinary Services to help or assist the constituents of Ormoc City particularly the animal/livestock owners or farmers to provide technical knowledge in safeguarding the health of the animals to achieve high production.

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Office or Division:	City Veterinary Office				
Classification:	Highly Technical				
Type of Transaction:	G2C – Government to transacting client				
Who may avail:	All Livestock / Animal Owners				
CHECKLIST C	F REQUIREMENTS	EQUIREMENTS WHERE TO SECURE			
Livestock credential for large	e animal (1 original copy)	City Treasur	er's Office		
CLIENT STEPS	AGENCY ACTIONS	FÉES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE			
Inquiry about livestock/animal health problem and mention the signs and symptoms they observed on their animals;	 The client details will be asked and will be write down in a logbook; 1.1 Clarify from client the signs/ symptoms noted from animal(s); 1.2 If animal needs immediate attention, the vet will conduct visit to see condition of the animal; 1.3 The vet will prescribe medicines or give the shot to the affected animal; 	None	30 minutes	Veterinarian / Livestock Inspector City Veterinary Office	
2. Sign in the Client's	2. Follow up and monitor the				
Logbook	health progress of the animal. TOTAL	None	30 minutes		



8. Issuance of Veterinary Health Certificate

This is to help the constituents of Ormoc City and nearby municipalities who wants to ship or travel their animals with them and/or for other purposes. This document is required by the quarantine and port office to assure that the animals being transported are apparently healthy, in good condition and free from any highly contagious animal diseases.

Office or Division:	City Veterinary Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to transacting client		
Who may avail:	All Livestock / Animal Owners		
CHECKLIST OF REQUIREME	NTS WHERE TO SECURE		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Animal health record (1 copy original);	City Veterinary Office
2. Livestock credential for large animal;	City Treasurer's Office
3. Barangay Certification (if applicable)	Barangay /point of origin of animal(s)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry about Vet Health Certificate (VHC);	 The client details will be asked and will be write down in a logbook; 1.1 The vet will ask the owner of animal(s) for shipment to present the animal(s) for actual physical examination; 1.2 The client will be required to pay Certification Fee; 1.3 Issuance of signed VHC; 	PHP 50.00	10 minutes	Veterinarian City Veterinary Office
2. Sign in the Client's Logbook	2. The client will be advised to go to the quarantine office to secure the shipping/transport permit.			
	TOTAL	PHP 50.00	10 minutes	



9. Issuance of Transport / Shipping Permit

This is to help the constituents of Ormoc City and nearby municipalities who wants to travel or ship their animals with them during travels or for other purposes. This document is required by the quarantine and port office to assure that the animals being transported are apparently healthy, in good condition and free from any highly contagious animal diseases.

Office or Division:	City Veterinary Office				
Classification:	Simple				
Type of Transaction:	G2C – Government to transacting client				
Who may avail:	All Livestock / Animal Owners				
CHECKLIST OF REQUIREME	NTS		WHERE TO SE	CURE	
1. Veterinary Health Certificate	e (1 copy original);		City Veterinary	Office	
2. Livestock credential for larg	e animal (2 copies, original & p	photocopy);	City Treasurer's	s Office	
3. Barangay Certification (if ap	pplicable)			t of origin of animal(s)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING PERSON TIME RESPONSIBLE		
Inquiry about Transport Permit or Shipping Permit;	The client details will be asked and will be write down in a logbook; 1.1 The vet will ask the owner of animal(s) for shipment to present the required documents;	None	10 minutes	Veterinarian / Livestock Inspector City Veterinary Office	
2. Sign in the Client's Logbook	2. If required documents are complete, the transport permit or shipping permit will be processed and issued.				
	TOTAL	None	10 minutes		



10. Meat Inspection at Ormoc City Slaughterhouse

This is to assure the constituents of Ormoc City and nearby municipalities that the livestock received in Slaughterhouse is healthy and have undergo the process of inspection and the meat they consumed is safe for human consumption.

numan consumption.				
Office or Division:	City Veterinary Office	eterinary Office		
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacti	ting client		
Who may avail:	Livestock and Meat Vendors			
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE		
1. Veterinary Health Ce	ertificate (1 copy original);	City Veterinary	y Office	
2. Livestock credential	for large animal (1 copy original);	City Treasurer	's Office	
3. Barangay Certification	on (1 copy original)	Barangay /poi	nt of origin of anir	nal(s)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client will bring the food animal to Slaughterhouse;	 The Meat Inspector (M.I.) or Livestock Inspector (L.I.) on duty will ask the owner of the food animal(s) of the required documents; The animal(s) will be physically examined by the L.I. or M.I.; For healthy animal(s), the owner will be required to pay certification fee for VHC prior to admission 	None	5 minutes	Meat Inspector / Livestock Inspector City Veterinary Office
The client will pay the Certification Fee	2 Issuance of the Veterinary Health Certificate (VHC)	PHP 50.00	1 minute	Veterinarian / Meat Inspector / Livestock Inspector City Veterinary Office

3. Admission of food	3 Client details and animal details	Please refer	10 minutes	Livestock Receiver /
animal to receiving	will be entered in SLH logbook;	the details of	10 1111114100	Livestock Tender /
area of	3.1 The animal will	SLH Fees to		Livestock Ushers
Slaughterhouse	be weighed-in and will be rested	SLH		Slaughterhouse
	in holding pens;	Management		Division
	3.2The client will			
	be required to pay the different			
	SLH Fees			
4. Secure Official	4 The L.I. or M.I. will conduct ante-	Ante-mortem	1 hour for	Veterinarian / Meat
Receipt	mortem inspection;	Fee of PHP	ante-mortem	Inspector / Livestock
	4.1 The animal will	10.00 per	inspection	Inspector
	be subjected to slaughtering;	head		City Veterinary Office
	4.2The M.I. on duty will conduct			Office
	post-mortem inspection of	Post-mortem	3 hours for	
	carcass meat and offals;	Fee of PHP	post-mortem	
	100:	0.50 / kilo	inspection	Mataria aria a / Maat
	4.3 Stamping / branding of carcass	None	40 minutes	Veterinarian / Meat
	(inspected and passed)			Inspector / Livestock Inspector
				City Veterinary
				Office
5. Carcass / meat	5 The carcass / meat will be	None	1 hour	Carcass Dispatchers
withdrawal	dispatched and will be			/ Meat Van Driver
	transported to the public market,			Slaughterhouse
	meat stalls or meat shops using			Division
	the SLH Meat van. The client			and
	may opt to directly withdraw the			anu
	carcass at the SLH dispatching			Meat Inspector /
	area using their private vehicle			Livestock Inspector
	allowed by the SLH			City Veterinary
	Management.	Mari II	F1 0 F0	Office
	TOTAL	Variable	5 hours & 56	
			minutes	

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11. Meat Inspection at Accredited Poultry Dressing Plants

This is to assure the constituents of Ormoc City and nearby municipalities that the poultry received in Dressing Plants are healthy and have undergo the process of inspection and the poultry meat they consumed is safe for human consumption.

numan consumption.				
Office or Division:	City Veterinary Office			
Classification:				
Type of Transaction:	G2C – Government to transacti	ng client		
Who may avail:	Poultry Dressing Plant Owners			
CHECKLIST OF REQUIRE	MENTS	WHERE TO SE	CURE	
` ` ` ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '		City Veterinary (Practice	Office or Licensed	I Vet on Private
Transport / Shipping Pe from outside Ormoc)	2. Transport / Shipping Permit (1 original copy if source is		ce (from point of o	origin)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client will asks for Meat Inspector to supervise production process of Poultry Dressing Plant;	 The Vet / Meat Inspector / Livestock Inspector on duty will ask the owner of the poultry/birds of the required documents; 1.1 The birds will be received by the DP and rested in receiving area; 2 Ante-mortem inspection will be conducted; 3 Birds will be subjected to dressing procedure; 	Ante-mortem fee of PHP 0.15 / bird	1hour	Veterinarian / Meat Inspector /Livestock Inspector City Veterinary Office
	1.4 Monitor the Dressing procedure for GMP compliance;1.5 Post-mortem inspection will be conducted;1.6 Branding will be required by	Post-mortem fee of PHP 0.25 / kilo	4hours	Veterinarian / Meat Inspector / Livestock Inspector City Veterinary

2. Doy the entered	use of leg band and branded packaging materials; 1.7 Recording of the total production quantity in heads and in kilos; 1.8 Preparation of billing			Office
Pay the ante and post-mortem inspection fees	Collection of fees by the City Treasurer's Office			
	TOTAL	Variable	5 hours	

12. Post Abattoir Meat Inspection

This is to assure the constituents of Ormoc City and nearby municipalities that the meat displayed and being sold in the markets are of good quality and have undergo the process of inspection and the meat they consumed is safe for human consumption.

consumed is said for marrian con	onsumed to sale for numan consumption.					
Office or Division:	City Veterinary Office					
Classification:	Highly Technical					
Type of Transaction:	G2C – Government to transacting client					
Who may avail:	Meat vendors in Public Market, Meat Stalls, Meat Shops and Supermarkets					
CHECKLIST OF REQUIREMEN	TS	WHERE TO	SECURE			
1. Meat Inspection Certificate (1	original copy);	City Veterina	ry Office			
2. Brand (Meat Stamps, leg ban	nd)					
Certificate of Meat Inspection / COMI for frozen meat (1 original copy)		NMIS or Quarantine Office from point of origin				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
The public consumer will	1. The Vet / Meat Inspector					

presented, meat displayed and sold to public is considered hot meat and will be confiscated; 1.3 If documents are complete, meat is considered safe and fit for consumption.	1 hour	
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13. Veterinary Extension

This is the process of working with rural people in order to improve their livelihoods. This involves helping farmers to improve the productivity of their farms and also developing their abilities to direct their own future development.

Office or Division:	City Veterinary Office			
Classification: Highly Technical				
Type of Transaction:	G2C – Government to tra	nsacting client		
Who may avail:	Livestock and Poultry Far	mers		
CHECKLIST OF REQUIRE	MENTS	WHERE TO	SECURE	
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Farmer(s) will request the Livestock Inspector or Veterinarian in the City Veterinary Office to conduct extension service to their barangay to check status of the animals	 The Vet / Livestock Inspector will schedule an extension service to requesting farmer. The Vet / Livestock Inspector will evaluate the productivity performance of their animals; 	None	2 hours	Veterinarian / Livestock Inspector / City Veterinary Office

14. Farm Advisory and Consultancy

This is the services needed and demanded by farmers and other actors in rural settings to assist them in developing their own technical, organizational and management skills and practices so as to improve their livelihoods and well-being.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting	g client		
Who may avail:	Semi-commercial and Commercia	al Farm Own	ers	
CHECKLIST OF REQUIREMEN	TS WHERE TO SECURE			
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Farm Owner(s) will request the Livestock Inspector or Veterinarian in the City Veterinary Office for and advisory and consultancy service to their farm(s) to improve efficiency, production performance and income of their farm(s).	 The Vet / Livestock Inspector will schedule a visit to requesting farmer. The Vet / Livestock Inspector will evaluate the productivity performance of their farm(s); The Vet / Livestock Inspector will 	None	2 hours	Veterinarian / Livestock Inspector / City Veterinary Office

			OREICIAL SER
extend technical inputs on			TOTAL
how to be more efficient in			
their farming;			
1.3 Follow up visits and close			
monitoring per grow-out.			
TOTAL	None	2 hours	

15. Submission of Monthly Reports to DA-RFO8 Livestock Division

This is considered as one of the services of the CVO in compliance to the required submission of reports by the Department of Agriculture- Regional Field Office No. VIII for its Livestock Programs monitoring and data gathering.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-RFO8			
CHECKLIST OF REQUIR	REMENTS	WHERE TO	SECURE	
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The DA-RFO8 Livestock Division will require submission of reports on Livestock Programs.	 The head of office will remind all concerned employees about the reports required by the DA-RFO8 a week before its deadline; Concerned employees will prepare the reports; Concerned employee(s) and head of office will sign the report(s); All reports will be consolidated and will be send to the DA-RFO8 thru courier services. 	None	4 hours	CVO Employees City Veterinary Office
	TOTAL	None	4 hours	



16. Submission of Monthly Reports to Philippine Statistics Authority (PSA)

CHECKLIST OF REQUIREMENTS

This is considered as one of the services of the CVO in compliance to the required submission of reports by the Philippine Statistics Authority (PSA) for the Livestock Slaughtered and Meat Production (poultry and livestock) monitoring and data gathering.

Office or Division:	City Veterinary Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Philippine Statistics Authority (PSA)

WHERE TO SECURE

None			N/A			
1	The PSA will require submission of reports on Livestock slaughtered and meat production.	1.The head of office will remind all concerned employees about the reports required by the PSA a week before its deadline; 1.1 Concerned employees will prepare the reports; 1.2 Concerned employee(s) and head of office will sign the report(s); 1.3 All reports will be consolidated and will be submitted or handed personally to the PSA field personnel.	None	4 hours	CVO Employees City Veterinary Office	
		TOTAL	None	4 hours		



17. Submission of Quarterly Reports to the Department of Interior and Local Government (DILG)

This is considered as one of the services of the CVO in compliance to the required submission of reports by the Department of Interior and Local Government (DILG) for the Rabies Program compliance and ASF monitoring and data gathering.

and data gathering.									
Office or Division:		City Veterinary Office							
Classification:		Highly Technical							
Type of Transaction:		G2G – Government to Government							
Who may avail:		Department of Interior and Local Government (DILG)							
CHECKLIST OF REQ	UIREMEN	ITS	WHERE TO SECURE						
None			N/A						
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
require submission of reports on Livestock slaughtered and meat production. require emplo require before 1.1 Co		ead of office nd all concerned ees about the reports by the DILG a week s deadline; cerned employees will are the reports; cerned employee(s) and head fice will sign the report(s); eports will be consolidated will be submitted to the DILG e.	None	4 hours	CVO Employees City Veterinary Office				
		TOTAL	None	4 hours					