



CUSTOMER SERVICE WEEK 2024

Customer Service week is a yearly celebration that falls in the first week of October.

This year, we celebrated with a splash of fun and creativity! Each day, our team embraced different **dress-up themes**, from farmer styles to sports jerseys, bringing energy and excitement to our workspace. It was a great way to bond as a team and add some extra cheer to our customer interactions.

A big thank you to our clients for your continued support – **your satisfaction remains our top priority!**



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LUMPY SKIN DISEASE: WHAT LIVESTOCK OWNERS NEED TO KNOW THIS SEASON

BY DR. LONICA MOYA

WHAT IS LUMPY SKIN DISEASE?

Lumpy Skin Disease (LSD) is a viral infection that primarily affects cattle. It poses a significant economic impact leading to decreased milk production, infertility in bulls and cows, and reduced hide quality.

HOW DOES IT SPREAD?

Lumpy Skin Disease is transmitted through biting insects, particularly mosquitoes and flies. Keeping your livestock protected from these biting insects is crucial for prevention.

SIGNS AND SYMPTOMS TO WATCH FOR:

- Decreased appetite, Excessive salivation, Reduced milk production, Swollen lymph nodes, Mucopurulent nasal discharge, Prominent nodules and lumps on the skin

PREVENTION IS KEY!

Here's how to protect your herd:

- **Vaccination:** The most effective way to prevent LSD is through vaccination, especially before the vector season.
- **Vector Control:** Implement measures to reduce insect populations. Use insect repellents, traps, and manage the environment to minimize breeding sites.
- **Biosecurity:** Enforce strict biosecurity protocols to prevent disease introduction into your herds.
- **Monitoring and Reporting:** Regularly check your herd for any signs of illness and report suspected cases to your veterinarian immediately.



SALT AND MINERAL SUPPLEMENTATION IN THE DRY SEASON

BY **MATAA SITWALA**

Minerals and vitamins are a **critical part** of a nutritionally balanced diet for animals.

Cattle, goats and sheep have a nutritional **requirement for minerals and vitamins throughout the year.**

However, seasonal shortage of good quality pasture especially during the dry season hinders the availability of minerals and vitamins to these animals.

Salt and mineral supplements can be provided to animals in many forms such as **blocks or loose licks.**



Salt is very **important for normal body functioning** and should be available everyday. It helps to **improve appetite** of the animals and helps to **prevent urea toxicity.** A deficit of salt will lead to poor appetite and will cause animals to develop **pica** (a taste for non-food items such as soil, rocks, wood, tree barks and plastic.)

Mineral supplements help to **improve the immune system**, promote **proper digestion** and support optimal growth and development. Animals that have access to mineral blocks often exhibit **better coat condition**, increased weight gain, **improved fertility rates** and reduced incidences of mineral related diseases.

PLEASE NOTE: Before feeding mineral licks containing urea, feed a salt block for at least 7 to 14 days to satisfy and eliminate salt craving or salt hunger.

IMPACT STORY

FROM CHALLENGE TO RECOVERY: A NEW LAYER FARMER'S JOURNEY WITH THE INTRODUCTION OF FARM VISIT SERVICES.

BY DR. LONICA MOYA

In recent months, one of our new layer farmers, Miss Mabiya, faced a troubling challenge: **a significant increase in mortality rates among her flock**. Concerned about the well-being of her birds and the viability of her operation, she reached out to our Livestock Services technical department for assistance. Recognising the urgency of the situation, **our team promptly organised a visit to her farm** as part of our newly introduced farm visit services.

During the visit, **our specialists conducted a thorough investigation**, examining the farm conditions and overall health of the birds. They **identified several key factors** contributing to the increased mortality, including using chlorinated water to dilute the vaccines and **inadequate biosecurity measures**.



With targeted recommendations and actionable solutions, our team provided Miss Mabiya with the **guidance she needed to improve her flock's health**. After implementing these recommendations, she saw **a remarkable turnaround**. The mortality rates significantly decreased, allowing her to stabilise her operation and regain confidence in poultry farming. Grateful for the support, Miss Mabiya expressed her heartfelt thanks to Livestock Services for the **timely intervention and expert guidance**.

This success story demonstrates **the beneficial effects of our farm visit services** and the essential part we play in assisting our farming community. As Miss Mabiya did, **we encourage all farmers to fully utilise our recently launched farm visit services**.

These services are intended to help you improve the output and financial success of your farm.

FEATHER PECKING IN LAYERS pt.1

BY DR. YENESHA NAMENDA

Feather pecking is an important **behavioural problem** in poultry. It is also a type of **social hierarchy** found in all types of poultry birds.

Pecking usually occurs when there is **stress to the birds** or poor management practice in poultry farm.

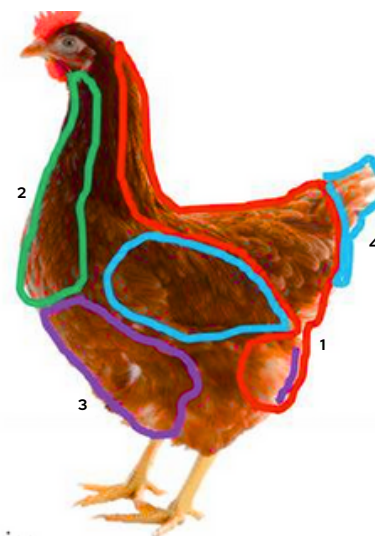
Pecking **occurs in any production system**, including free-range systems but is more common among floor-raised birds and among birds in large free-range systems.

Feather pecking means when one bird pecks or pulls at the feathers of another. It can damage plumage and injure a bird's skin, and sometimes this behaviour leads to serious problem in flock (**cannibalism**).



There are two main types of feather pecking: **gentle feather pecking (GFP)** and **severe feather pecking (SFP)**:

- Gentle feather pecking
 - consists of gentle pecks to the tips of the feathers or down.
 - does not result in much damage and is frequently ignored by the recipient.
- Severe feather pecking
 - causes the most damage
 - It consists of forceful pecks and pulling of feathers and results in feather loss especially on the back, vent and tail base area.



- 1 Feather pecking
- 2 Damage due to feeder
- 3 Damage due to astroturf
- 4 System damage

STAY TUNED FOR THE CONTINUATION IN THE NEXT ISSUE!

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