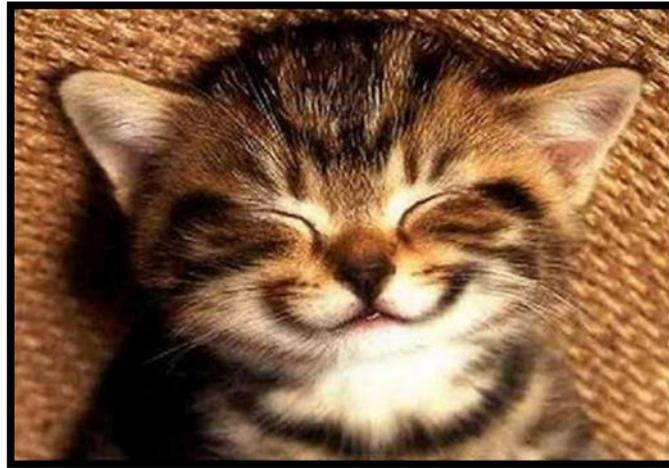


Making Happier Vet Visits!



Doesn't that sound nice? Check out our tips from the veterinary technicians, client care team members, veterinarians, groomers and animal care staff that interact one-on-one with your pet! "Making Happier Vet Visits" is coined by CEVA Animal Health, one of our trusted vendors.

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Wellness & Medical Veterinary Visits

All of these tips can be applied to wellness, medical, grooming, boarding... any reason your pet may visit the vet!

Products:

- **Calming Pheromones** – Pet pheromone products are designed to mimic calming chemicals secreted by cats or dogs. These products come in spray, plug-in diffusers, wipes and collars. Well-known brands are Adaptil and Feliway made by CEVA Animal Health. Products can be used year-round or on a situational basis. Pheromones can begin working as early as 30 minutes!
 - **Collars:** activated by body heat and releases the calming pheromone constantly. It is essential to keep the Collar in close contact with your pet's skin at all times.
 - **Sprays/Wipes:** Wipe down the carrier before departing to the vet. We recommend draping a towel over your kitty's carrier that has been sprayed with Feliway. Spray the towel ½ hour before departure. Adaptil sprays for dogs can be applied to a bandana before your pet's visit. Our staff uses sprays on their scrubs as well as on our rugs around the clinic.
- **Composure Pro Chews** – Another natural option made by VetriScience! These “treats” can be used in any potentially stressful situation for your dog or cat (vet visits, traveling, thunderstorms, fireworks, new baby in the household & more!) Composure Pro Chews contain vitamins like Colostrum and Thiamine that help your pet relax from the inside out. It is recommended to begin onboarding Composure Pro Chews several weeks in advance to maximize the benefit for your pet.
- **Zylkene Capsules** – This product is a homeopathic supplement derived from milk proteins and acts as a natural calming agent. It can be mixed with food or given in a treat. It is recommended to start Zylkene Capsules 3-5 days prior to the potentially stressful situation for maximum effectiveness. Zylkene can be used situationally like other calming treats.
- **Essential Oils** – lavender, serenity (by DoTerra) among others. Common brands are DoTerra and Young Living. We diffuse “Serenity” and lavender oils in our lobby, boarding & grooming rooms at AHSH. Consult a professional before purchasing essential oils. Some oils can be beneficial but others can be toxic to your pet!
- **Music Therapy** – “Through a Dog's Ear” or “Through a Cat's Ear” are highly recommended by our veterinarians. Play this throughout the day in your home or in the car to ease your pet's worries. We always have this music playing in our boarding facilities at AHSH.
- **Thundershirt** – Like swaddling an infant, thundershirts can be used to ease your pet's anxiety and gently calm their minds. Our veterinarians recommend using Thundershirts in happy situations and stressful situations. This will help your pet learn to associate positive, calming feelings with the Thundershirt. Thundershirts can be used for both cats and dogs for a variety of potentially stressful situations!
- **Prescription medications can be prescribed by your veterinarian if needed.** Discuss with your veterinarian what options is best for your pet!

Most products are 100% satisfaction guaranteed by the manufacturer! At AHSH, we honor refunds or a credit on your account should you find that a product that we offer does not benefit your pet.

Appointment Preparation tips for Dogs:

- **Happy Visits** - Bring your dog for a walk-through of the clinic while giving lots of treats and praise. We want them to associate the clinic with positive things... like food!
- **Fun Car Rides** - If your dog only gets in the car when going to a vet visit, their anxiety can begin long before walking through the clinic doors. By taking them to parks and other fun places, they won't immediately get anxious during travel. There are also anti-nausea medications available OTC or that can be prescribed by your veterinarian for travel.
- **Exercise** - When a dog is exercised before visiting the clinic, they tend to be more calm and relaxed because their energy has been expended.
- **Leash choice** - Always bring your dog on a leash to a veterinary clinic. We discourage retractable leashes to avoid any stressful interaction with other pets. Use a short leash so you can keep your dog close to you in the lobby.

Appointment Preparation tips for Cats:

- **Acclimation to the Carrier** - Always bring your kitty to the veterinarian in a carrier. Leave the carrier out at home several days in advance and open it for your cat to explore and get comfortable with it. If your kitty enjoys catnip, throw in some catnip and make it extra fun!
- **Upon Arrival to the Clinic** - When you arrive to the clinic with your kitty in a carrier, if not done immediately, ask to be put in a room to avoid any stressful interaction with other pets. Some kitties are not used to seeing dogs and there is a good chance there may be other pets coming in out and of the clinic.
- **As a certified Cat Friendly Practice**, we implement many protocols to make your cat's visit less stressful. Placing a towel over your kitty's carrier spritzed with Feliway will help them to relax. Our veterinarians will do as many procedures as possible in the exam room. This will help reduce anxiety from transporting your pet into unknown territory and will reduce exposure to other pets that he or she may not be used to interacting with. Check out the Cat Friendly Practice website for additional information: <http://www.catvets.com/cfp/cfp>.
- **Please see the additional handout provided by CEVA Animal Health for kitty specific tips!**



Surgical Procedures

At the Animal Hospital of Shawnee Hills we believe in using Low-Stress Handling techniques to keep your pet happy and relaxed during his or her visits. That means less restraint and more treats! But, as you may know, just like humans who are faced with a surgery animals cannot consume food on the day of the procedure. Pets often do not know what is happening on the day of surgery and our medical team is unable to provide treats for positive reinforcement due to the fasting requirement. Instead, there are things you can teach your pet at home to prepare them for the big day.

- Familiarize your pet with the cooling sensation and smell of rubbing alcohol by placing a few drops on a cotton ball. Then rub the ball softly on the lower front leg while praising and giving treats for remaining still.
- If your pet is not taken to a groomer try to borrow clippers and accustom your pet to the sound and vibrations by slowly approaching and gently holding the non-clipping side against the leg. Treat, treat, treat for holding still!
- Slowly extend the front leg with one hand at the elbow while gently stroking under the paw with the other to get your furry friend used to toes being touched. This activity will help them through the catheter placement, not just for surgeries but in cases where fluids or special medications might be needed during your pet's lifetime. Give lots of praise and treats for good behavior.
- While sitting next to or slightly behind your pet lift its head to expose the neck area. Take a cotton ball on which you have placed a few drops of rubbing alcohol and gently stroke the neck. This will help kitty or doggie stay relaxed while we collect a "pre-op" blood sample. Praise and reward often!
- No one likes to think that their pet may bite a person who is trying to help them but if scared or in pain it is an animal's natural method of self-defense. It is a good idea to train your dog or cat (yes cats!) to calmly wear a muzzle "just in case". Think of the benefits... your pet will not be scared to wear a muzzle during any visit to a veterinary hospital, including pre-surgical procedures and emergency situations! Positive reinforcement is really important and a good trainer can help you with this behavior. The vets and technicians will thank you!

Remember that the day of surgery your pet will not receive any treats. Normally, positive reinforcement with treats is very helpful for training. However, while training for "the big day" of surgery, try to phase out food rewards and replace them with fun play sessions such as using a favorite toy.

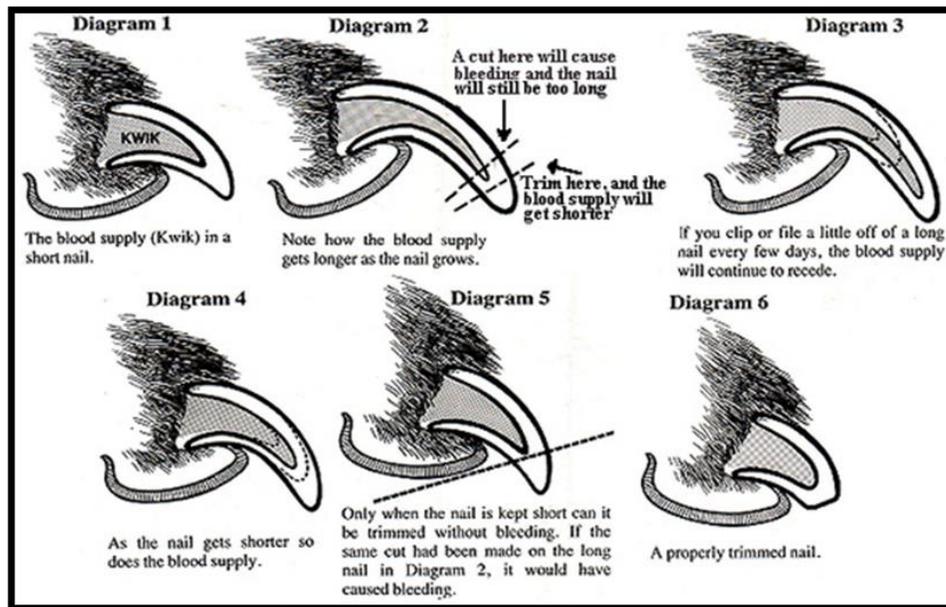
Let us know if you need help, we are happy to demonstrate, answer questions or refer you to a trainer or behaviorist. We look forward to caring for your pet on surgery day!



Nail Trims for your Cat or Dog

Have you ever left an appointment thinking, “Did they even trim my pet’s nails?” Our goal at Animal Hospital of Shawnee Hills is to make each visit with your pet a positive one. It is unfortunate that so many pets have had traumatic experiences with nail trimmings over the years. How does that happen? When nails get trimmed too short or in a fast, hasty manner, it causes pain to your pet. This becomes an automatic negative association with our hospital and for a nail trim procedure at any facility.

- The nail contains both a blood vessel (the “quick”) and a nerve that can lead to bleeding and pain if the nail is cut too short. If the nail does get cut too close to the quick and it causes pain, your pet will NEVER forget it. They will grow more and more anxious with every visit and become fearful of having their nails cut.
- Let us take our time with your pet. Keep in mind it is more than just a nail trim – it is an experience that your pet will remember forever. Our veterinary technicians or groomers may ask you to schedule an additional appointment for your pet to finish the nail trim. Often times we are able to trim just a few nails and some pets become anxious. Rather than force a fearful experience onto your pet, we will finish with treats and positive reinforcement. Our veterinary technicians and groomers are trained to help educate pet parents with additional tips and tricks for nail trim appointments. Happy visits are key to success!
- Please read over the information provided earlier in this handout to apply to nail trim visits!



Grooming Visit Tips

- Get your pet used to being handled in a similar way that the groomer or technician will. Grooming often includes handling of sensitive areas, include the face, eyes, ears, paws, tail, rear & groin. Rather than forcing your pet to stay still while you're handling him or her, teach your pet that good things happen when you are handling these sensitive areas. A good time to do this is when your pet is relaxed and comfortable (napping, settling down for the night). Pet areas your dog or cat already tolerates to help him or her become more relaxed. Rotate this practice along with petting more sensitive areas (paws, tails, ears, etc.) to increase overall comfortability and relaxation. Give your pet a palatable treat several times during this process! Be gentle and persistent. Ask you groomer what areas would be best to focus on. Each pet is unique!
- **Brush your pet at home** – all over, including the legs and paw pad area. Check with your groomer to determine the best brush/comb for your pet!
- Teach your pet to sit and stand with a leash secured around the neck area.
- **Noise desensitization** - practice with a hand held hair dryer including areas around the face (low heat setting). Also attempt to get your pet used to the sound of clippers. If you do not have clippers at home, try something similar with buzzing noises such as an electric tooth brush!

Boarding Visit Tips

- **Probiotics** – onboard several days before, during and after your pet's stay. There are several probiotics on the market. At AHSH, we carry Provable Capsules and Vetriscience GI Balance Chews/Capsules. This will help with gastrointestinal upset that many pets experience when being away from their owners.
- **Kongs for dogs!** Bring your pet's kong so we can put yummy treats in it like peanut butter and cheese!
- **Crate training** – dogs are kept safe comfortable in our boarding facility at Animal Hospital of Shawnee Hills. If your pet has not been crate trained, please ask your veterinary, veterinary technician or dog trainer for information on how to crate train your pet.
- **Bring familiar items from home** – favorite toy, treats & t-shirt with your home smell on it. Be sure to label all of your items!
- **Leash walks** – we keep all dogs on leashes for safety and security. If your pet is not used to going potty on a leash, consider practicing this before your pet's boarding stay.

Information provided was a collaborate effort with the Medical Team at Animal Hospital of Shawnee Hills. Thank you to our talented, passionate team! We are continually adding new ideas to make your pet's visit to the vet happy.

- Veterinarians Dr. Dawn Bookmyer, Dr. Cecelia Edwards & Dr. Emily Falk
- Registered Veterinary Technicians Chadia, Jen & Liz
- Veterinary Assistants Carly, Erin & Carol
- Client Care Team: Rachel, Chris, Molly & Vanessa
- Management: Terri & Garrison the Cat
- Groomers: Angie & Jess
- Animal Care Staff: Molly, Chelcie, Wendie & Alyssa