

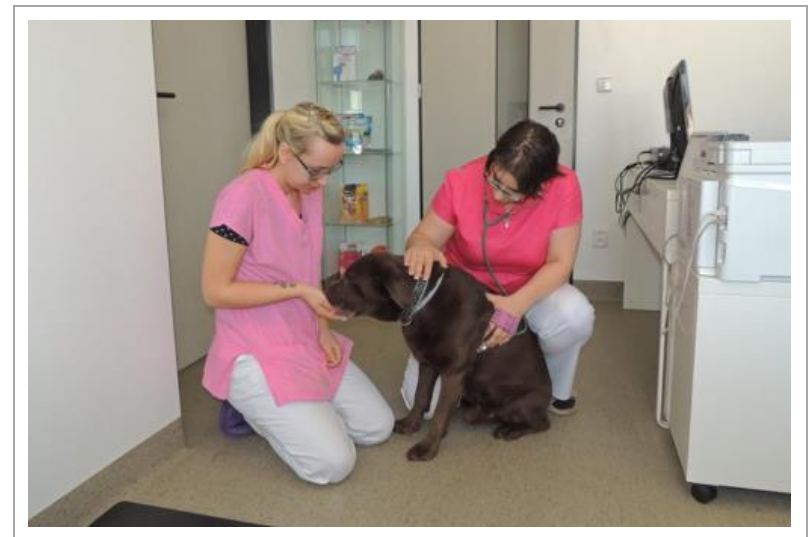
NEVER DO!

- Do not bend over the dog and approach him straight forward
- Do not pull or hold on the skin on the top of the neck – of necessary hold the skin on both sides of the neck together with collar
- Do not yell at the dog (owner and the staff)
- Handle harsh way, it can cause injury of dog or staff
- Do not jerk the leash or collar - it can damage the thyroid, cervical spine, trachea, can get blind or start bleeding into the brain and can end up with permanent lifelong damage
- Tight fixation - brachycephalic dogs do not tolerate such handling well, it can progress very easily into the collapse or death.

Summary

- Pleasant practice environment, let the dog get used to it
- Everybody should be calm and move slowly
- The practice staff should be able to read the dog's body language and behave accordingly and have a good handling skill
- Good communication:
 - The owner with the animal
 - Veterinarian towards the owner

How to improve the welfare of dogs in a veterinary office using current knowledge about their behavior



**VETERINARY CLINIC MVDR.
MARTINA NAČERADSKÁ**



Veterinární klinika
MVDr. Martina Načeradská

**Veterinary clinic MVDr.
Martina Načeradská**
Úvalská 32/1222, 100 00
Prague 10
www.naceradska.cz

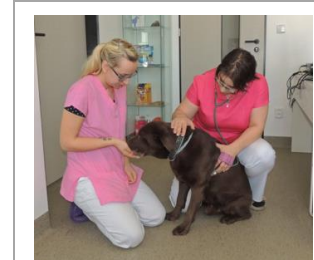
Table of Contents

Environment at the surgery.....	1
Causes of anxiety in dogs at the office.....	2
How do the dogs communicate	3
Clinical examination step by step.....	4
NEVER DO!	6
Conclusion	6

This leaflet is about how could be vet visit dog friendly and how it should be performed. It includes first sniffing the office (at least 5-10 mins) and, then clinical examination. The whole clinical examination should be performed on the place where the dog prefers it, it does not have to be on the examination table at all. Treats and pauses are used to help the dog and at the end he gets nice surprise (massage or brainteaser as he prefers)

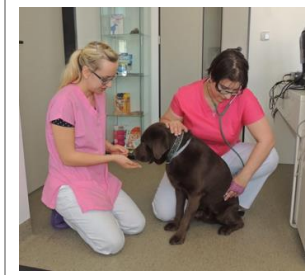


Clinical examination step by step



5. Auscultation of the lungs, heart and belly

Every examination should be performed at the position and with the approach which do not frighten the dog. Vets should never bend over the dog while listening to his organs and everything should be performed from a side or behind, depends on what the dog tolerates better. Basic rule is NEVER approach the dog straight and fast towards him, approach the dog in the curve and slowly, with head turned away even better.



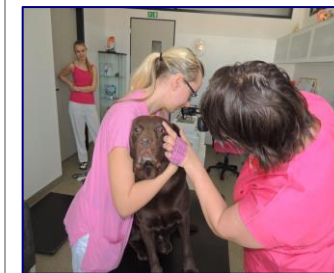
6. Palpation of the abdomen and lymph-nodes

This procedure might be not comfortable for the dog, calming signals should be closely observed and if present, the dogs should have a chance to leave for a while before it continues, let it shake it of, he can get a treat for good cooperation

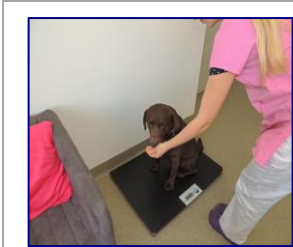


7. Close examination of the face, ears and eyes and the butt part

It should never be performed from the front position, the doctor should stay next to the side of the dog or behind and examination should be performed at least from the side,

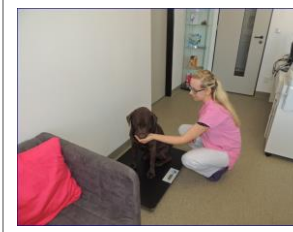


Clinical examination step by step



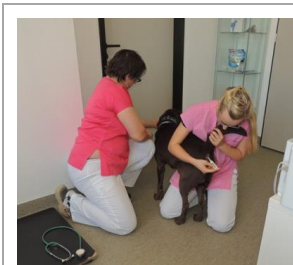
1. Anamnesis = 10-15 min of sniffing around the office for the dog

Anamnesis is very important for the further process of diagnostics, so that we start with that and let the dog sniff around the office without any disturbance. We talk with the owner and let the dog sniff around.



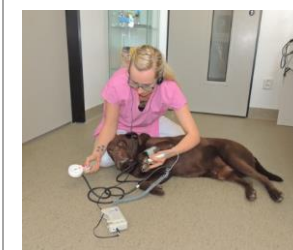
2. Weight

We use treats to help the dog to get to the scale and stay there. Current weight to get is important for further management - precise therapy.



3. Body temperature measurement

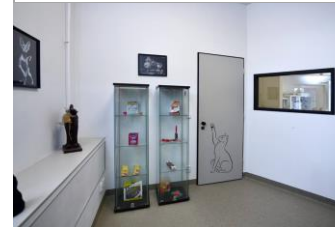
If the dog is calm, we can check the temperature, if not this will be performed at the end of examinations.



4. Blood pressure measurement

Blood pressure measurement should be performed in comfortable position where the dog prefers it, so that the readings are not falsely high.

Environment at the surgery



- Separate waiting rooms where different animal species do not stress each other
- Quiet music released in the waiting room
- Diffusers with pheromones to reduce stress levels in animals at the clinic
- Enriched environment in the office - can be used to soothe the animal (collecting treats, simple puzzle, walk and sniff the office) as part of obtaining a medical history
- Creating a good relationship (puppy classes)

Causes of anxiety in dogs at the office

Genetics

More anxious breeds are toy breeds such as Chihuahuas, Yorkshire Terriers, Dwarf Dachshunds, Poodles, Maltese and others, where lower level of IGF-1 (insulin like growth factor) was detected and gene for this factor altered

Environment in which they live:

Badly socialized dogs that come from poor conditions.

Veterinary doctor:

Approach to the dog needs to be adjusted to the current physical state and mental condition of the dog.

Owner:

Negative experience has a tremendous impact on cooperation in therapy, because owner does not want to expose his animal to the procedures and treatment that trigger stress reaction in the dog.

How do the dogs communicate

- **Small gestures, only when necessary**
- **Every sound has a meaning**
- **6 types of barking**
- **28 calming signals**
 - Lip licking, Yawning, Turning a head to the side, or the whole body, Sitting
 - Soft look – never make the dog look straight at you
 - Freeze, Slow moving
 - Wagging a tail
 - Play bow, Lie down
 - Curving, Sniffing the ground
 - Splitting and many others used less often
- **Defensive behavior**
 - Use when previous communication was ignored by people
 - Distance creating signals (ie. growling)
 - 4 F's
 - Fiddle about (displacement behavior)
 - Freeze
 - Flight
 - Fight