

Putting the treat into treatment: Fear Free Veterinary Exams

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Getting dogs and cats from their living room to the exam room in a fear-less state.

“Peace cannot be kept by force; it can only be achieved by understanding.” Albert Einstein.

Why Fear Free is important for the veterinary hospital and for clients:

1. Increases client confidence and decreases stress of taking pet to the vet.
2. 38% of cat owners and 26% of dog owners say just thinking about going to the vet is stressful. 58% of cat owners and 38% of dog owners say their animal hates going to the veterinary office. *Source: Bayer Veterinary Care Usage Study, 2011.*
3. 51% said their pet dislikes going to the veterinarian (up from 45% in 2010.) 38% agreed with sentiment, Just thinking about taking my pet to the veterinarian is stressful.” (Up from 30% in 2010). *Source: 2014 white paper, Reversing the Decline in Veterinary Care Utilization: Progress Made. Challenges Remain:*
4. Promotes longterm client relationship. Direct evidence to client that the veterinary staff cares about their animal’s emotional wellbeing.
5. Dogs and cats easier to work with. Better work environment. Lowered risk of bites and injury.
6. Animals in fear may freeze initially. But, overtime their reaction commonly escalates (fight/flight option taken instead of the freeze).
7. Positively affecting the dog or cat far beyond their actual visit. Lifetime learning. Strong emotional experiences are likely to be remembered and acted upon; e.g. nail trims, handling. Learning is happening all the time.

Effects of fear:

- *Physiological effects* <http://veterinarymedicine.dvm360.com/physiologic-effects-fear>.
- *Development of fear related to noise anxiety* http://www.vetstreet.com/our-pet-experts/why-does-my-dog-freeze-during-our-walk#0_0is3h8s1.

Information for pet owners/clients:

- Help your pet love the vet for clients- <http://www.vetstreet.com/dr-marty-becker/help-your-pet-learn-to-love-the-vet>.
- Making vet visits easier for your pet- <http://www.vetstreet.com/dr-marty-becker/make-visits-to-the-vet-easier-on-your-pet>.
- Cat calming for clients- <http://www.vetstreet.com/dr-marty-becker/dont-dread-the-vet-cat-calming-strategies-to-make-visits-easier-on-everyone> and <http://www.vetstreet.com/our-pet-experts/how-can-i-help-my-cat-relax-at-the-vet>.

- Handout for print to give to clients- <http://veterinaryteam.dvm360.com/practice-fun-fear-free-visit>.

Veterinary hospital and staff how-to:

- Working towards fear free- <http://veterinarybusiness.dvm360.com/video-dr-marty-becker-says-work-toward-fear-free-clinic-visits>.
- Why go fear free- <http://veterinarynews.dvm360.com/video-why-go-fear-free-dr-marty-becker-explains-it-all>.
- Detailed information on fear free visits and steps to get there- <http://veterinaryteam.dvm360.com/fearful-fear-free-veterinary-visits>.
- 3 Strategies to Fear Free- <http://veterinaryteam.dvm360.com/three-quick-fear-free-tips-veterinary-team>.
- 4 initial steps for fear free- <http://veterinarybusiness.dvm360.com/4-steps-fear-free-practice-visits>.

What can I do about it?

1. Client education: Compound stressors before the visit can have the pet anxious even before they're seen.
2. Changing methods of interaction, handling, procedures. Minor changes can drastically reduce anxiety.
3. Set up of hospital to lower stress.
4. Offering training and behavior help to clients and animal patients.
5. Pay attention to signs of fear and intervene early. Clinic and client education.

Body language of dogs and cats:

- *Signs of fear and anxiety in dogs and cats-* http://dvm360.com/sites/default/files/images/pdfs-for-alfresco-articles/Signs_of_anxiety_fear.pdf.
- *Canine ladder of aggression-* http://www.dvm360.com/sites/default/files/images/pdfs-for-alfresco-articles/Ladder_Aggression_Revised.pdf.
- *Body Language of the dog-* <http://www.vetstreet.com/our-pet-experts/how-to-tell-if-your-dog-is-anxious-or-stressed>.
- *Dog's tail decoded-* <http://www.vetstreet.com/our-pet-experts/decipher-what-your-dog-is-saying-with-his-tail>.
- *Dog and Cat body language differences-* <http://www.vetstreet.com/our-pet-experts/body-language-the-difference-between-cats-and-dogs>.
- *Dog Whining and what it means-* <http://www.vetstreet.com/our-pet-experts/your-dogs-whining-decoded>.

Preventive training and addressing issues early on:

1. Puppy classes and kitten classes for socialization and training. Or, direct guidance and referral on socialization.

2. Training in the hospital. Or, if outside sourcing (group or private training) consider a “field day” to the veterinary office. Preventive training or addressing potential problems early.
3. Other ways to extend information to clients: Informational sessions to help owners. Links on hospital site or information given to owners after a visit (from general information, like puppy socialization, to the specific, like helping a dog relax with nail trims).

Puppy Class:

1. Reward based, non-aversive training.
2. Aversive methods—including jerks on prong or choke chains, yelling, electric or spray collars, electronic fences or physical punishment with hitting or being sprayed with water—have 2.2 times increased risk of aggression to people outside of the home. 2.9 times increased risk of aggression to family members.
3. Attending puppy classes on at least two occasions before the dog was 12 weeks of age was associated with a 1.4 times reduced risk of aggression toward unfamiliar people entering the house and a 1.6 times reduced risk of showing aggression to unfamiliar people out of the house. *Study of 3,897 dog owners. School of Veterinary Science at the University of Bristol.*
4. Puppy class timeframe: 8-12 weeks. Extends up to 16 weeks.
5. Puppies can start puppy socialization classes as early as 7-8 weeks of age. Puppies should receive a minimum of one set of vaccines at least 7 days prior to first class and first deworming. They should be kept up on vaccines throughout the class. *Position of American Veterinary Society of Animal Behavior on puppy socialization.* http://avsabonline.org/uploads/position_statements/puppy_socialization.pdf.

Training with punishment or reward information:

- *Why rewards trump punishment in training:* http://www.vetstreet.com/the-confusion-behind-punishing-your-dog#1_1ceazbhj.
- *How punishment escalates unwanted behavior-* <http://www.vetstreet.com/our-pet-experts/3-ways-you-might-contribute-to-your-dogs-bad-behavior>.
- *How people can stress out their dog:* <http://www.vetstreet.com/our-pet-experts/5-ways-you-are-stressing-your-dog-out>.
- *Damaging effects of punishment:* <http://www.vetstreet.com/our-pet-experts/the-truth-about-alpha-dogs>.
- *Why punishing a growl is dangerous:* http://www.vetstreet.com/the-confusion-behind-punishing-your-dog#1_1ceazbhj.

Puppy Agenda:

1. Play with other puppies to learn how to use their body language and play signals effectively and to interpret the behavior of other dogs they interact with. Learn control over their bite.

2. Interaction and handling by various people. Play pass the puppy. Variables include: Veterinary staff. Scrubs. Smocks. Lab coats. Surgery cap/gown. Gloves. Stethoscope. Otoscope. Ophthalmoscope. Thermometer. Hats. Backpacks. Hoods. Beards. Costumes.
3. Various types of handling to prepare them for veterinary visits, groomer. Puppy learning to tolerate handling and petting- <http://www.vetstreet.com/our-pet-experts/can-i-teach-my-puppy-to-tolerate-petting>. Taking stress out of baths- <http://www.vetstreet.com/our-pet-experts/help-my-dog-hates-taking-a-bath>.
4. Overcoming obstacles and building confidence (toddler playground equipment, tunnels, different surfaces). Teach owner how to help a puppy overcome their fears (going at the puppy's pace, using rewards). <http://www.vetstreet.com/our-pet-experts/training-your-dog-to-walk-on-slippery-floors>.
5. Animals/People/Noises/Encounters.
6. Less about "obedience." More about creating a confident, social puppy that grows into a dog that's more relaxed about the world. Teach owners how to socialize properly beyond puppy class.

Puppy socialization and early learning:

- Puppy Socialization Guide: <http://www.vetstreet.com/our-pet-experts/your-guide-to-socializing-a-puppy>.
- Problems to address early on in puppyhood: <http://www.vetstreet.com/our-pet-experts/building-a-better-behaved-dog-5-key-areas-to-address-in-puppyhood>.
- Fear in puppyhood: <http://www.vetstreet.com/our-pet-experts/how-can-i-teach-my-puppy-to-be-less-afraid>.
- Teach a puppy (or new dog) his name: <http://www.vetstreet.com/how-to-teach-your-new-pet-his-name>.

Puppy/Adult Dog Training for Group or Individual:

1. Crate. Alone training. <http://www.vetstreet.com/our-pet-experts/how-to-crate-train-a-fearful-dog-in-5-steps>. Alone training with a dog: http://www.vetstreet.com/dogs/teach-your-dog-to-relax-when-hes-home-alone#0_ntor71yx.
2. Car training. <http://www.vetstreet.com/our-pet-experts/help-my-dog-hates-riding-in-the-car-what-can-i-do>, <http://www.vetstreet.com/our-pet-experts/how-do-i-keep-my-dog-from-barking-when-hes-in-the-car>, <http://www.vetstreet.com/our-pet-experts/how-to-get-a-stubborn-dog-to-leave-the-car>.
3. Minimizing the stress of waiting for the exam by keeping the dog focused and minimizing stressors when possible. <http://www.vetstreet.com/our-pet-experts/5-ways-to-keep-a-waiting-room-safe-and-sane-for-you-and-your-pet>.
4. Handling (touch, restraint, being lifted, sensitive areas touched and handled). <http://www.vetstreet.com/our-pet-experts/how-can-i-teach-my-dog-to-be-led-by-the-collar>, <http://www.vetstreet.com/our-pet-experts/puppy-training-how-to-get-your-dog-comfortable-with-being-handled>.

5. *Procedures and treatment (nail trims, temperature, ear and eye treatment, pilling with rewards, vaccination). Nail Trims- <http://www.vetstreet.com/our-pet-experts/take-the-stress-out-of-trimming-your-dogs-nails> and <http://www.vetstreet.com/our-pet-experts/toenail-trims-the-bane-of-this-vets-existence>.*
6. *Accustom to the hospital setting: Slippery floors. Scale. Exam room and table. Clothing and tools used during the visit.*
7. *Mock exams.*

Tricks, Games, Positively Associated Activities:

1. Find it (say cue and toss treats, or hide toy, for them to search out). <http://www.vetstreet.com/our-pet-experts/5-ways-to-keep-your-dog-active-indoors>.
2. Hand Targeting (touch nose to person's hand. Useful for greetings, moving dog, directing their focus). http://www.vetstreet.com/teach-your-dog-hand-targeting#0_brmll3qv.
3. Following and touching a target. This "game" can be used to reduce fear of something, like stethoscope or clippers. <http://www.vetstreet.com/our-pet-experts/get-your-kids-involved-in-training-your-pets?page=2>.
4. Go-to Mat/Bed (scale, exam, car, waiting). http://www.vetstreet.com/how-to-mat-train-your-dog#1_4c3017q3.
5. Shake (greeting, nail and paws). http://www.vetstreet.com/train/teach-your-dog-to-shake#1_y1uq9jj5.
6. Play dead (willingly lie on side). http://www.vetstreet.com/dogs/teach-the-trick-how-to-play-dead#1_sfe05wnw.
7. Wait until released (petting, touch, handling). Wait at door- http://www.vetstreet.com/dogs/teach-your-dog-to-wait-at-the-door#1_0jrtxcmk. Wait for the food bowl http://www.vetstreet.com/teach-your-dog-to-wait-for-the-food-bowl#1_xckmh3nk. Teaching a stay- http://www.vetstreet.com/train-your-dog-to-stay#1_p0rwcovv. Waiting for the leash to be placed http://www.vetstreet.com/how-to-put-on-a-leash#1_nzrtypas. Teaching the "pet" cue- <http://www.vetstreet.com/our-pet-experts/help-my-dog-doesnt-like-my-husband>.
8. Watch me (focus, eye contact less frightening). http://www.vetstreet.com/our-pet-experts/video-train-your-dog-to-make-eye-contact#1_7gf0ltlo Why eye contact is a trigger some some dogs: <http://www.vetstreet.com/our-pet-experts/why-wont-my-dog-look-me-in-the-eye>.
9. Sit/Down/Stand (position changes, holding still). Puppy Pushups: http://www.vetstreet.com/train-your-dog-to-do-puppy-pushups#1_furbxviu. Sit- http://www.vetstreet.com/our-pet-experts/simple-steps-for-teaching-a-dog-to-sit#1_0opdsph8. Lie down- <http://www.vetstreet.com/our-pet-experts/video-teach-your-dog-to-lie-down>. Dogs resistant to down position- <http://www.vetstreet.com/our-pet-experts/how-can-i-teach-my-dachshund-to-lie-down>.
10. Tricks. Beg. Rollover. Spin. (Positive interaction).
 ~Spin: http://www.vetstreet.com/teach-the-trick-how-to-spin#1_2r7x5a6r.

- ~ Jump through a hoop (can use with jumping through arms, over leg. Great for active dogs.) http://www.vetstreet.com/our-pet-experts/video-teach-your-dog-to-jump-through-a-hoop#1_j5getumn.
- ~ Beg: <http://www.vetstreet.com/our-pet-experts/video-teach-your-dog-to-beg-or-sit-pretty>.
- ~ Roll Over: http://www.vetstreet.com/train/teach-the-trick-how-to-roll-over#1_8blqnt0l.

Why a dog might not respond in a high distraction environment-
<http://www.vetstreet.com/our-pet-experts/what-to-do-when-your-dog-wont-listen>.

Kitten Class:

1. 3-7 weeks. Up to 14 weeks.
2. Socialization. Other kittens. Dogs. People. Hospital environment. Car. Socialization guide- <http://www.vetstreet.com/our-pet-experts/your-guide-to-socializing-a-kitten>.
<http://www.vetstreet.com/our-pet-experts/five-training-tips-for-new-kitten-owners>.
 Teaching cat their name- <http://www.vetstreet.com/our-pet-experts/teach-a-new-puppy-his-name>
 New behaviors to teach kittens- <http://www.vetstreet.com/our-pet-experts/training-tips-for-new-kitten-owners>.
 Training cats to enjoy training early on: <http://www.vetstreet.com/our-pet-experts/can-i-teach-my-kitten-to-like-learning-new-tricks>.
 Car training-<http://www.vetstreet.com/our-pet-experts/teach-your-cat-to-love-riding-in-the-car>.
3. Train to a harness and leash. <http://www.vetstreet.com/our-pet-experts/how-to-train-a-cat-to-walk-on-a-leash> and <http://www.vetstreet.com/our-pet-experts/training-your-cat-to-walk-on-a-leash>.
4. Pilling (syringe with broth or canned food). Instruct feeding soft rewards from the syringe. Additionally, teach to take a small amount of liquid- like water- followed by the reward.
5. Build tolerance of petting and touch (pass the cat, mock exam).
6. Nail trims. Proper positioning for the cat's comfort. Play with paws. Touch nails lightly for reward. Sound of clippers being used (crispy vegetables, recorded noise.) Start with one nail. <http://www.vetstreet.com/our-pet-experts/trim-your-cats-nails-without-the-stress> and <http://www.vetstreet.com/cats/trimming-your-cats-nails>.
7. Teach kittens to play and people how to properly play with them (no hard claws or teeth on skin). <http://www.vetstreet.com/our-pet-experts/video-the-3-most-common-cat-behavior-problems-solved>.
8. Crate training. Going in when asked. Tossing in treats. Crate left out. Feed meals next to or inside. <http://www.vetstreet.com/our-pet-experts/video-tips-for-crate-training-your-cat>. <http://veterinaryteam.dvm360.com/fear-free-tip-getting-pet-veterinarian>. Fearful cats with crates- <http://veterinaryteam.dvm360.com/three-quick-fear-free-tips-veterinary-team>.

Adult Cat Training:

1. Clicker (Click-R) or ball point pen. Marker word like “yes” or “good.” http://www.vetstreet.com/using-a-clicker-for-training#1_1a8fxbjh. Starting with the clicker- <http://www.vetstreet.com/our-pet-experts/simple-cat-and-dog-training-technique-as-easy-as-click-treat-learn>. Clicker myths and facts- <http://www.vetstreet.com/our-pet-experts/5-clicker-training-misconceptions-debunked>.
2. Touch and follow a target (cat to move when needed- onto scale, table, crate, greeting).
3. Teach response to their name. Sit. Come when called. <http://www.vetstreet.com/our-pet-experts/training-your-cat-to-come-when-called>.
4. Tricks like high five. Spin. On/Off. 3 tricks- <http://www.vetstreet.com/dr-marty-becker/3-tricks-to-teach-your-cat-with-a-clicker>.
5. Informational cues: “Paw. Tail. Lift.” Letting the cat know what you’re going to do by giving a predictable word before it’s done. Following with pleasurable consequence and going at a pace the cat stays relaxed at.
6. Picking up a cat- <http://www.vetstreet.com/our-pet-experts/5-keys-to-picking-up-and-holding-your-cat-the-right-way>.

Easing cat’s fear of new people- <http://www.vetstreet.com/our-pet-experts/how-can-i-teach-my-cat-to-be-less-fearful-of-strangers>.

Rewards for a cat:

1. Treats (bonito flakes, canned tuna, canned cat food in a spoon, cheese, lean meats, vegemite, small cat treats).
2. Train before mealtimes. Unless medically contraindicated, bring cat in hungry (delay meal).
3. Toys.
4. Petting. Affection. Being held.

Interaction during vet visit:

1. Animal to do the initial approach if possible. Cat or dog displaying signs of friendly greeting.
2. Signals of a friendly cat: *Tail upright with slight curve or extended out at medium height. Cheek and side rubbing. Slow blinks. Body loose and relaxed muscles. Purring. Kneading. Gently rounded eyes. (For all following body language and in depth understanding, look at body language links on top of handout info.)*
3. Dog approaches. *Body slightly lowered in greeting. Loose, relaxed body. Back and forth sweeping wag. Mouth held loosely open. May have slight smile. Slightly squinty eyes if smiling or softly curved*

4. Be aware of signs of anxiety. *Heightening or slowing down in activity. Orienting of pet. Tenseness. Licking lips. Claws and whiskers extended. Fur fluffing. Shedding. Panting. Avoiding eye contact. Over blinking. Worried eyebrows. Curling up, freezing, or tensing up and heightened size. Tail tuck. Dog tail up and stiff with tight wag. Rolling over. Trying to hide.*
5. Understanding how to pet in a calming manner. Avoiding petting for dogs that don't solicit or are not comfortable. Petting guides- http://www.vetstreet.com/the-right-way-to-pet-a-dog#1_infse0v, <http://www.vetstreet.com/our-pet-experts/how-to-pet-a-dog>. Times not to pet and empowering pet owners to be okay saying no- <http://www.vetstreet.com/dr-marty-becker/no-petting-please-speak-up-for-your-dog>. Preferences in dogs for certain people- <http://www.vetstreet.com/our-pet-experts/dogs-like-women-best-understanding-canine-preferences>.
6. Toss treats. Lure. Hand feed. Use toys (instruct to bring in or have easy to clean ones on hand). Owner can also reward. Use known behaviors and tricks.
7. Non-Threatening body language. Body turned to the side. Avoiding eye contact. Playing "hard to get" and ignoring.

Help for problem areas:

1. Addressing areas of challenge to eliminate or reduce the problem. Behavior modification.
2. Training behaviors for willing cooperation with desirable outcomes associated with the experience (zoo.)
3. Distraction techniques and redirecting attention when needed. One such distraction is petting. Animal is being pet and facing their person. Pet with the person, then work in exam while doing so.
4. Predictor cues useful with dogs as well. Telling animal "gate" before their crate is closed. Paw. Tail. Ears. Temperature.

Easing the Intensity:

1. Hiding medication inside of spreadable treat spray for pilling. Teach 3 treat rule. Promise, deed, chaser.
2. Can use spread for distraction or a stuffed food puzzle being held.
3. Massage. Petting. Deep touches.
4. Play breaks. Mini sessions before breaking and then coming back again. Do a trick. Sniff. Play.
5. Area set up for the animal. Examine on the floor. On mat area. In the car. In waiting area. On a chair or on a lap. Cat in crate (easier with top removal crates).
6. Minimize wait times. Into room immediately.
7. Have person wait in car until called in or escorted inside. Make use of multiple exits.
8. If waiting area is necessary, keep dogs and cats separate. Use visual blockers as needed. Towels over crates and crate elevated. <http://www.vetstreet.com/our-pet-experts/5-ways-to-keep-a-waiting-room-safe-and-sane-for-you-and-your-pet>.
9. Settling in time. 5 minutes for dogs. 10-15 minutes for cats. Encourage animal to investigate. *Instruct pet owner what to do. Allow animal to come out on their own. Encourage investigation of the room with treats, toys, petting.*

Stress Relief:

1. Cats. Shelving and high spaces with grip. Securing undesirable places cat may attempt to hide. Give crate as an option.
2. Lure with a toy. Reward with toys, petting, treats, catnip (for the cats it's calming for).
3. Chase game. Fetch. Tug. Allow dog to carry toy if it's calming.
4. Creating movement to relive tension and change mindset.
5. Another animal from home if it's helpful (closely bonded pair).
6. Basket muzzle training. Baskerville Ultra Muzzle. Lowers fear of muzzle being placed. Less restraint needed and lowered fear.
<http://veterinaryteam.dvm360.com/fear-free-tip-embrace-muzzle-training>.
<http://www.companyofanimals.us/products/baskerville-muzzles/baskerville-ultra-muzzle>.

Putting the treat into treatment:

1. Size. Pencil eraser.
2. Soft, smelly treats (not big, hard treat).
3. Warm deli meat. Rotisserie chicken breast. Dehydrated meat treats. Frozen or loaf like treats cut up. Turkey hotdogs. Cheese. You'll need to "up" the value of the treat for animal to be likely to take it.
4. Have owner bring in favorite treats. Record what worked.
5. Limited Ingredient diet dogs. Soft version of their food. Or, look for compatible treats.
6. Cats- Smelly, small treats or licks of soft meat based treat like canned cat food or cat friendly baby food.
7. Nervous animals are less likely to take treats or will take them "harder" and may be more likely to snag fingers. *The taking of treats can be an indicator of their emotional state.*
8. Use a flat hand as if feeding a horse. Deliver low enough they don't need to jump up to get it. <http://www.vetstreet.com/our-pet-experts/teach-your-dog-to-take-treats-gently>.
9. Alternatively, toss treats. Gently drop treats while standing or sitting with sideways body orientation. Or, let the owner deliver the reward. For active dogs toss treats to create movement, bring them willingly closer and towards area of exam. (scale, exam table).
10. Can give treats with an object (in a spoon, empty syringe case, tongue depressor, camping tubes, ziplock with hole cut like piping tube, piping bag, food puzzle held or tied- Kong with rope in end).
11. Cats: Try in a spoon. On tongue depressor. Kitty Kong. On a dish. On the table. On towel or blanket on table or in crate. From their person.
12. Common reward rate for dogs is 1-5 times per visit. High average is about three. Equaling one every 10 minutes for 30 minute visit. Or, every 15 minutes for a 45 minute visit. Not enough. Cats are rewarded even less.

13. Frequency. 10 per minute is the recommended minimum during interaction and handling. Continuously or in fast repetition.
14. When to give- Sometimes continuously. As the animal can handle it. After a procedure. After completing an asked for behavior.

Walking Equipment:

1. Standard, fixed length leash. Slack in leash.
2. Treat pouch.
3. Front clip harness.
4. Head halter.
5. Walk with me kitty harness.

Leash tips:

- *Choosing the right collar:* <http://www.vetstreet.com/our-pet-experts/video-how-to-choose-the-best-dog-collar-for-your-pooch>.
- *Choosing the right harness:* <http://www.vetstreet.com/our-pet-experts/video-how-to-choose-the-best-harness-for-your-dog>.
- *Ways to calm a dog on the leash going into veterinary hospital-* <http://veterinaryteam.dvm360.com/fear-free-tip-put-leash-pets-fear>.
- *Top problems and the solutions for walking dogs-* <http://www.vetstreet.com/our-pet-experts/3-common-leash-problems-solved-pulling-mouthing-lunging>.
- *Five helpful training tools (including the included topics during talk of treat pouch, crate, target stick)-* <http://www.vetstreet.com/our-pet-experts/top-five-must-have-dog-training-tools>.
- *Head halters-* <http://www.vetstreet.com/dr-marty-becker/can-a-head-halter-actually-harm-my-dog> and <http://www.vetstreet.com/our-pet-experts/head-halters-the-device-the-uses-and-the-controversy>.
- *Teaching dogs to heel-* http://www.vetstreet.com/teach-your-dog-to-heel#1_s16en2pj.
- *Calm entrance to new places. Applicable from dog park to vet office-* <http://www.vetstreet.com/our-pet-experts/how-do-i-teach-my-dog-to-enter-the-dog-park-calmly>.
- *Front Clip Harnesses: Easy Walk Harness-* <http://store.petsafe.net/easy-walk-harness>. *Sensation Harness-* <http://www.softouchconcepts.com/index.php/product-53/sensation-harness>. *Wonder Walker-* <http://www.wonderwalkerbodyhalter.com>. *Freedom Harness-* <http://www.freedomnopullharness.com>. *Halti Harness* <http://www.companyofanimals.us/products/dog-training-and-accessories/stop-pulling/halti-harness>.
- *Head halters: Gentle Leader* <http://store.petsafe.net/gentle-leader-headcollar>. *Snoot Loop* <http://www.snootloop.com>. *Halti* <http://www.companyofanimals.us/products/dog-training-and-accessories/stop-pulling/halti-headcollar>.

Products to Calm:

1. Top removal crate. Front and top exit. Petmate Navigator Kennel.
2. Anti-slanty. Rolled towel. Keeps crate from tipping.
3. Compression garment. Thundershirt, Anxiety Wrap.
4. Visual blocker. Thunder Cap. Doggles.

5. *Mutt Muffs. Happy Hoodie.*
6. *Care-ier. Dr. Tony Buffington. Towel.*
7. *Calming music. Classical Music. Through a Dog or Through a Cat's Ear. iCalmDog.*
<http://throughadogsear.com/icalmdog/>.
8. *Pheromones. Feliway. Adaptil. Adaptil-* <http://www.secrettohappypets.com/dap/>
Feliway- <http://www.secrettohappypets.com/feliway/>.
9. *Some evidence lavender and chamomile scents are calming.*
10. *Medications. Supplements. Anxitane (green tea extract). Zylkene (from a milk protein).* <http://www.virbacvet.com/products/detail/anxitane-l-theanine-chewable-tablets/behavioral-health>. <http://www.zylkenepet.co.uk>. *CALM Diet*
<http://www.royalcanin.ca/index.php/Veterinary-Products/Feline-Nutrition/Veterinary-Therapeutic-Formulas/Calm-Dry>.
11. *Floor grips. Paws (disposable). RuffWear dog boots. ToeGrips. Paws-*
<http://pawzdogboots.com>, *Toe grips-* <http://www.toegrips.com>. *Teaching dogs to walk on slippery floors with less fear-* <http://www.vetstreet.com/our-pet-experts/training-your-dog-to-walk-on-slippery-floors>.
12. *Non-slip, traction area mats. Yoga mats. Bath mats. Towels. One specific for vet visit-* <http://www.petvetmat.com>.

Hospital Changes:

1. Coming in. Instructions prior for where to go (e.g. check in without animal). Or, immediate placement in a room.
2. Introduction to the client about what you're doing. Ongoing coaching and input. Reinforcing what they are doing right.
3. Waiting area. Separated areas. Towel for cat crates. Elevated tables or on laps. Visual blockers. Temporary gates with blanket covering (reactive dogs).
4. Noise. Quiet the closing of the kennels. Phone. Doors. Talking. Treatment away from other animals. Calming music. White noise.
5. Coming back when necessary. Training up to a procedure or using medications when needed. <http://veterinarymedicine.dvm360.com/cvc-highlights-3-ways-address-canine-fear-related-aggression-your-clinic>. Nail trims and when to stop: <http://www.vetstreet.com/our-pet-experts/toenail-trims-the-bane-of-this-vets-existence>.

Making it a reality:

1. Time is the most cited conflict.
2. Wait times or history taking can still be training and prepping the animal.
3. Technicians and trainers enlisted to help. During wait times or talking can be still training and prepping the animal.
4. Technicians and trainers enlisted to help. Front desk to monitor and guide.
5. Client working with you as is safe and beneficial. (No hovering or nervous talk and mannerisms. Calmly guiding the animal. Treating. Toys. Praising).
6. Behavior take-home information. Referral for training.
7. Schedule in fearful patients at low times to have more time.
8. Adding an extra fee for behavior cases if needed. Training visits.

9. Fun visits done by owner or with enlisted help (rewards, parking lot, waiting area, scale, exam, saying hi to staff). Use of a room or the waiting area. Prearrange if necessary or have certain hours for these visits.
10. Low Stress Handling, Restraint and Behavior Modification of Dogs and Cats by Dr. Sophia Yin.

“You can change a behavior temporarily out of force. But, you can change a life for good with kindness and love.” Virginia Becker.

XXX

Additional Information and Links:

How clients can use mat behavior for the door bell barking- http://www.vetstreet.com/stop-barking-at-the-doorbell#1_ptphwx7e. Reward based bark collar without shock- <http://store.petsafe.net/autotrainer>. Manners Minder Training System-

Different toys to interest hard to motivate dogs:

- Chase-It dog toy- <http://www.kongcompany.com/products/for-dogs/plush-toys/chase-it/chase-it/>
- Tail Teaser Chase- <http://shop.kyjen.com/tail-teasers/>
- Chuck-It line- <http://www.caninehardware.com>

Examples of cat food puzzles:

- SmartyKat <http://www.smartykat.com>
- Kong Quest for Cats <http://www.kongcompany.com/products/cats/active-toys/play-spaces/glide-n-peek/>
- Kong Cat food puzzles <http://www.kongcompany.com/products/cats/treat-dispensers/>
- Cat interactive play toys and food puzzles by PetSafe <http://store.petsafe.net/pet-care/toys/cat-toys>
- Cat feeding bowl- <http://www.petmate.com/hunt-a-treat>
- Slower eating cat bowl <http://www.pioneerpet.com/product/2005w-tiger-dinerby-pioneer-pet-durable-ceramic-white/>
- Play toy that can be stuffed with treats and toys <http://www.pioneerpet.com/product/3841-peek-and-play-toy-box/>

Examples of food puzzles for dogs:

- Kong Marathon (elongates dental chew process of eating) <http://www.kongcompany.com/products/for-dogs/interactive/>
- Kong Genius and Wobbler (kibble) <http://www.kongcompany.com/products/for-dogs/interactive/>

- Kong Quest and Kong Rubber Toy (varies in size and strength from softer to extreme chewer.) <http://www.kongcompany.com/products/for-dogs/rubber-toys/> and <http://www.kongcompany.com/products/for-dogs/interactive/>
- Slo-Bowls for kibble or treats <http://shop.kyjen.com/slo-bowls/>
- Dog Challenge toys for kibble and treats <http://shop.kyjen.com/plastic-puzzles/>
- PetSafe variety of food puzzle toys <http://store.petsafe.net/pet-care/toys>
- Nina Ottison Food puzzles <http://www.companyofanimals.us/products/nina-ottosson-interactive-games>
- Catch and Slow Feeder <http://www.companyofanimals.us/products/green>
- Buster Maze <http://www.companyofanimals.us/products/buster-maze/buster-maze>