



Auckland Veterinary Services Ltd

Welcome to the 35th edition of the Auckland Veterinary Services Newsletter.

This issue we introduce 'Get to know the team'. We will interview one team member per issue to learn more about them. We have a great team of staff who are dedicated to providing exceptional client services and patient care. Most of the team have been with AVS for many years so we thought you may enjoy getting to know more about them.

Keep those pet photos coming in. You can either email them or bring the photo into the clinic. We can even add it to your pet's records.

We hope you enjoy this issue of our newsletter. Remember if you would like to see a topic covered in the newsletter -just let us know!

CONVENIA IS CONVENIENCE!

A new antibiotic has become available called Convenia. It is a long lasting injectable antibiotic that is effective in the patient's system for 2 weeks. It is a good alternative to tablet antibiotics in some situations.

For cats and smaller dogs the price is comparable to tablets but for larger dogs it can cost more than tablets—your veterinarian will discuss this with you at the time of the consultation.

Although this antibiotic will not be appropriate for all infections, it will be especially useful for pets that are hard to give medication to or for owners that find it difficult to manage medicating their pets.

INTRODUCING ROYAL CANIN CAT POUCHES

Royal Canin is our leading brand of premium food. For many years clients have enjoyed feeding this great premium food to their cats and dogs. We have had countless positive comments from clients about their pets coat and overall condition once they are fed Royal Canin.

Typically we recommend feeding a biscuit based diet as it is better for dental health than a 'wet' diet. Many of our clients follow this advice and add in tinned food or pouches from the supermarket as a 'treat'. Some pets that have kidney or urine problems are advised to feed a 100% wet diet.

Royal Canin have just launched a range of premium cat pouches. There is a pouch for every type of kitten and cat and until the end of April 2009 we have a 2 for 1 special

2 FOR 1 SPECIAL! PURCHASE ONE — GET ONE FREE



CARE CREDIT

We recently gained the services of GE Credit Care. GE Credit Care offer four months interest free credit to our clients. This can be especially useful when your pet requires urgent or emergency treatment.

The minimum amount of credit you can apply for is \$300. There is a \$35 establishment fee. The maximum amount of credit, to qualify for four months interest free, is \$2,000.

If you already have a GE Creditline Card, we happily accept these anytime. If the total is over \$100 when you use your GE Creditline Card with us, you will get 4 months interest free on that amount too!

Please phone or email us and we can send you a brochure with more information.

Auckland Veterinary Services Ltd. 4143 Great North Road Glen Eden.

Phone 818 5697 Fax: 818 4030 Email: auckvet@auckvet.co.nz Website: www.aucklandvetservices.co.nz

SEPARATION ANXIETY IN DOGS

Your family has a new dog or puppy. Everyone is excited. You have heard numerous methods of housetraining your new friend and you decided to make use of a crate or cage, which is ordinarily an excellent way to help most puppies learn the appropriate toileting habits and keep adults calm.

However, after three weeks of trying to get the pup to adapt to the crate, you are at your wit's end. You were told that dogs never poop or pee where they sleep, they learn not to bark when in the crate and eventually they sleep quietly on a cushion because dogs view their crates as a den. But you are seeing nothing of the kind with your new friend. Every time you come home, even if you were only gone for a few minutes, your puppy is covered with pee and/or poop or your adult has chewed something. The neighbours have been complaining that they hear howling and whining the entire time you were gone



pitch, persistent howling, or barking)

- Toileting (poo and/or wee)
- Salivation or drooling

It is important to recognize that all these signs can occur for reasons other than separation anxiety.

Treatment

With most behaviour problems, treatment involves altering multiple factors including the dog's environment, how people interact with the dog, and, at times, the use of anti-anxiety medications. Separation anxiety is no different.

Behaviour Modification

Common steps used to manage separation anxiety are increasing your dog's level of independence, reducing the excitement associated with your departure, and adapting your dog's ability to be alone.

Do not reward anxiety-induced demands for attention. Dogs often will demand

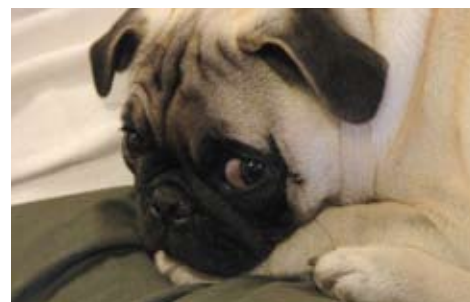


consider performing them at times when you are not leaving. For example, pick up your keys and then go sit down until your dog relaxes again. The goal is for these activities to no longer be good predictors, for your dog, of your departure.

Consider leaving a treat that takes some time to consume just before you leave. Items such as food-stuffed hard toys, such as a "Kong", can be helpful.

When you come home, ignore your dog until she is relaxed. This includes not taking your dog out to toilet right away. You may have a few accidents at first but the long-term improvement in separation anxiety is a worthwhile trade-off.

Work on teaching your dog to be alone by providing areas (such as dog beds) in each room for your dog to lie down while you move from room to room. Practice having your dog lie in these spots while you leave the room for gradually longer and longer periods of time.



and you come home to shredded material left all over the crate. What is going on?! This isn't what you were told to expect!

In all likelihood, your new puppy or dog is experiencing separation anxiety. This behaviour problem is commonly seen in puppies and adults from rescue shelters, and can also show up in adult dogs that suddenly have to deal with changes that may make them spend more time alone than in the past. It should also be noted that separation anxiety is not directly associated with the use of a crate as both dogs who are crate/kennel trained and those who have free access when alone are subject to developing this condition. There are four typical symptoms of separation anxiety. Not ALL need to occur for a diagnosis of separation anxiety but the key is that the signs are occurring when the dog is alone or thinks she is alone.

- Destructive behaviour
- Vocalization (typically a single tone in which the bark does not change much in

attention when anxious as a means of achieving a level of comfort. Granting attention in these situations can result in your reinforcing this behaviour and acting as a crutch that your dog will come to rely on. It is important to ignore any demands for attention that your DOG INITIATES. That does not mean never paying attention to your dog, consistent, structured, positive attention that YOU initiate is acceptable. Regularly scheduled bouts of play, leash walks and training can be helpful.

Keep your coming and going very low-key and a non-event. Walks, feeding, and going out to toilet should not occur in that last 30 minutes prior to your departure. Don't leave your home in a hurry or in a panic. Your dog will pick up on this and be nervous at your departure. Look at activities that you typically do as you prepare to leave home (picking up keys, putting on your coat, making coffee etc), if any of these activities seem to be increasing the level of anxiety in your dog,

Some people advocate leaving your home for increasingly longer periods while your dog stays behind. This can be extremely tedious and may not be effective.

Dog appeasing pheromone (DAP)

DAP is synthetic pheromone (chemical secreted by animals to allow communication between individuals of the same species) that can result in some degree of calming of animals in various situations including when alone and experiencing separation anxiety.

Anti-Anxiety Medication.

Not all cases of separation anxiety require the use of medication with the behaviour training, but many do. By reducing the anxiety, the behaviour program has a greater potential of success. It is critical to understand that the medication and behaviour program go hand-in-hand, and the medication is not used in place of the behaviour modification plan.

For more information, please contact us to make an appointment 818 5697.

GET TO KNOW THE AVS TEAM

First up is Bob Chapman. Bob qualified as a veterinarian in Australia in 1986. Bob has been part of the AVS team for 4 years so far.



What is your favorite food?

Indian (with a nice crisp Sav is best).

Other than New Zealand—where would you like to live?

Australia (not Queensland as it is too hot).

What pets do you have at home?

Patsy a twelve year old Cocker Spaniel and Top Cat our five year old ginger cat.

What do you do in your spare time?

Golf and hanging about at home with my two sons Albert and Eric and my lovely wife Yvonne.

What do you enjoy most about your job?

Talking with clients and meeting their pets

Who is your favorite celebrity?

Jon Stewart—comedian

Who is your favorite sports person?

Tiger Woods

TOBY'S TALK

Happy birthday to Debbie for March 30th and Korrina for June 22nd.

Pet Photos

Thank you for sending in the lovely photos of your pets.

This is "Harris Rat Dog" Stewart basking in the sun.



Purrsha Churcher is having evening cuddles with grand dad Bruce.



Staff education update

Deborah has started her veterinary law paper and will continue to study throughout the year. Danielle and Nicole have recently been to a dog training seminar. They are also attending a client relations course shortly—we are constantly looking for ways of improving our services for you!

SINDY TURNER

"HELPING DOGS WITH PEOPLE PROBLEMS"

I work with dogs every day and offer more than 20 years experience. Using a pack orientated philosophy I have the ability to see the world from your dog's point of view and my powerfully positive methods achieve results.

I run a comprehensive 5 Week Training Course for puppies from their 1st vaccination, there is no maximum age restrictions and I only have small training groups.

I cover: The Golden Rules of Training.

House Training.

Puppy Biting.

Nutrition.

Immediate solutions to problem behaviours.

I will help you to teach your dog to COME each and EVERY time you call, sit, drop, wait, heel and stay, off lead training for ultimate control, on lead training, hand signals together with verbal commands, emergency first aid training, socialisation in a controlled & safe environment.

Private Consultations by Appointment

I come to you and evaluate your relationship with your dog and problem areas are discussed in detail. Immediate solutions are provided. Training techniques are demonstrated and a detailed Evaluation & Recommendations Report sent within 3 days of consultation.

All enquiries, please contact Sindy, 027-293-2894, 09-837-3909, sind2001@hotmail.com

DIFFERENT NAME

THE SAME EXCELLENT PRODUCT

One of the best flea and worm treatments around for cats and dogs is Advantage Multi.

ADVANTAGE MULTI has now become ADVOCATE. There has been no change to the product, just the name.

To celebrate the change we are offering \$5.00 off any ADVOCATE product until the end of APRIL 2009. Just cut out this coupon and bring it in to get your \$5.00 off.

EXCLUSIVE CAT & DOG OFFER

Purchase any pack of Advocate® and receive...

\$5.00 OFF

YOUR PURCHASE



CONDITIONS: 1 X COUPON PER CUSTOMER ONLY. CANNOT BE USED IN CONJUNCTION WITH ANY OTHER OFFER. Registered pursuant to the ACVM Act 1997, No. A9118, No.A9119



advocate®

SAFE TRAVELS

We are all told to buckle up for our own safety. Have you considered your pets?

Both cats and dogs need to travel in our vehicles from time to time. Here are some tips to keep your best friend safe.



Cats - make sure they are in a secure carry cage, even if they are comfortable with travelling you never know if an accident is around the corner. Free roaming cats in cars can cause accidents if they get under your feet or try to climb on you. To make them even safer place the seatbelt around the cage, this will ensure the cage doesn't move in the event of an accident. For cats that don't like travelling in the car,

cover the cage with a towel. Using a well ventilated cage can make them feel more comfortable.

Dogs - just like your children dogs should be seated in the back. There are many car harnesses available that are secured with the seatbelt, they can even double as a walking harness.

For those dogs that love to feel the wind in their faces, Doggles can help protect their eyes from dust and debris, and they look pretty stylish too! Window safety barriers are also available so they can feel the wind in their fur more safely.

For those lucky dogs who get to go to work on the ute or truck a harness is an ideal way to keep them safe. You can attach the harness to the front middle of the vehicle with a short lead so it only allows them to reach the edge of the vehicle and not over the side of the vehicle.

THE ABC'S OF CANINE BEHAVIOUR

ALPHA

Dogs understand and respect someone who is strong and confident (an authority figure). If no one else is perceived as an authority figure the dog will appoint themselves to this role.

BASIC SURVIVAL SKILLS

The two basic needs for a dog are food and shelter. Because these are so important it is easy to apply these "rules" to help establish yourself as leader of the pack.

COMMUNICATION

Being members of a pack, dogs understand and use communication skills very similar to humans (body language and verbal communication). Perhaps this similarity is why we are naturally suited as best friends.

DISCIPLINE

Dogs live well within a pack because they respect and understand the need for a pecking order. If each member knows his place within the pack they will expect and accept some form of discipline if they step out of line.

ENVIRONMENTAL

Dogs understand boundary lines or "turf" they naturally mark their territory. We mark ours with walls, doors fences and gates. Proper environmental control is basic to teaching your dog rules within the pack.

QUESTIONNAIRE FLEA PRODUCT WINNERS...

Each month we give away a packet of Advantage to one of our clients who returns the AVS client questionnaire. We send client questionnaires to randomly selected existing clients and all new clients. The questionnaires are also available on our website for anyone to complete. Every client who returns a completed survey goes into a draw to win a pack of Advantage for their pet.

The winners for the last few months are:

CONGRATULATIONS

October 2008 Ruth Pavlovich and Stephen Wagstaff

November 2008 Vicky Basham

December 2008 Mrs Osborne

January 2009 Peter & Rochelle Young



We hope you have enjoyed this issue of our newsletter. The next issue is available in July 2009. Look out for it then! Our newsletter is always available on our website a few weeks before you get it in the mail!

Visit our website soon:

www.aucklandvetservices.co.nz

Deborah, Bob, Georgina, Debbie, Nicole, Mark, Andrea, Korrina, Danielle and Toby.

