



Central Langley Pet Hospital

"Caring For Pets and Their People"

20015 LANGLEY BYPASS LANGLEY, B.C. PH: 604-533-VETS (8387)

inside Petsmart

Bringing Your Dog to Our Hospital – Taking the “Pet” out of Petrified

Preparations for the Trip

- If your pet has shown anxiety or fearful behaviour when visiting our hospital previously, contact our office a few days prior to your scheduled visit, or inquire when scheduling if anxiety medication may be beneficial for your dog to be calmer and more relaxed during their visit.
- Do not feed your dog a full meal before your appointment. If a dog is fasted, they will be more apt to enjoy our treats, which can reduce stress. In addition, if lab work is performed, a fasted sample is often preferred. If your dog has dietary issues or preferences, bring their favourite treats for use.
- If we are going to collect blood and urine as part of a wellness screening, it is best to avoid allowing your pet to urinate immediately before coming into the hospital. Otherwise, encouraging your pet to eliminate prior to your appointment is recommended to ensure they are as comfortable for travel and for their veterinary visit.

The Ride

- Use a harness or head collar to secure your dog and a sturdy leash. When using a collar, make sure the pet cannot pull itself out of that collar or “slip” the lead.
- Use a positive approach when giving commands to your dog. To soothe your pet, use a matter-of-fact tone and relay instructions to your dog with confidence (e.g, "Champ, in your crate" or "let's go.")
- Distract your dog with calming music. You can select some soft classical music that offers calming qualities, which can drown out road noise that can be nerve-wracking to your dog.
- Crating small dogs during the ride is best so your pet does not accidentally get tossed around inside the car (like in wide turns or sudden stops). This can be unsettling. A cover over the sides of the crate may also help reduce the stress of the ride. Be sure to use a seat belt to hold the crate in place.
- Use Adaptil, a calming pheromone, in the car to help reduce travel anxiety. Ask our team about this.
- Thunder shirts can also help some pets be calmer while in transit. Ask our team about these.

Entering the Hospital

- If your dog resists coming into our doors, don't drag them. Use treats, toys, and verbal rewards to encourage them. Smaller pets can be carried in. Entering through the Petsmart may be associated with “fun” thoughts, but can “amp” some dogs up. Ask our team about what may work best for your pet.
- If your dog will not enter the hospital, consider rescheduling the appointment and giving anxiety medication prior to the next scheduled visit as determined by your veterinarian.
- If the visit is of a critical nature, we can administer anxiety medication upon arrival and wait for its full effect before proceeding.
- If your pet experiences fear, anxiety, stress or gets reactive seeing other pets, please inform a veterinary team member upon arrival to ensure no “traffic” is encountered. Calling our office when you arrive, or checking in at our reception desk if your pet is comfortable in your vehicle are recommended.

Managing Check-In, Weigh-In and Entering the Exam Room

- We can use treats to help your dog settle, helping us get an accurate weight on our walk-on patient scale. Let us know if your pet has any food sensitivities.
- Once in the exam room, allow your dog to roam and get accustomed to the room. Use small treats, toys, and gentle commands to calm them. Please let us know if calming music helps relax your pet.
- If your pet has a favourite toy or blanket bring it along and let them play with that toy or lay down comfortably in the exam room. Familiarity can be soothing.

The Exam

- We will collect your dog's history during this time. The veterinary team member will write up the information provided into your pet's veterinary record and discuss any concerns you may have.
- The exam will be performed where your dog is most comfortable. This can be on the floor, the bench or on the exam table. Our goal is to make this as easy for your dog as possible.
- For added comfort for your dog, our rooms have a non-slip mats that are not cold to the touch.
- If your dog becomes too stressed, then a sedative, an anti-anxiety medication, or another appointment is sometimes best. Repeated, negative experiences can cause undue stress and make the dog more upset for their next visit. We want these to be positive experiences for both you and your dog.
- When we have completed the exam, we will go over our findings with you. We also use that time to reward your dog with treats or a toy so they have lasting, great memories.
- We use pheromone diffusers and/or sprays in each examination room to help calm your dog. We favour proceeding slowly during the exam to help maintain this effect

X-ray, Lab Sample Collection, Anal Gland Expression, Nail Trim and Other Procedures

- If you teach your pet to "roll over" and allow their tummy scratched, or "give a paw" this aids us not only with an exam, but also the collection of samples, trimming nails, even taking x-rays!
- The use of Thunder shirts, pheromone sprays and/or calming caps can also help reduce stress during this portion of the examination.
- Some dogs get extremely anxious when having minor procedures. Anxiety medication or a sedative may be indicated to avoid undue mental and physical stress. We will consult with you about this step. We will not use bodily force to accomplish these tasks as doing so produces problems for dogs and their future health and emotional wellness.