



## *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 Cat to Our Hospital- Taking the “Pet” out of Petrified**

#### **Carriers**

- The optimal crate for cats is a top-removal model with two exits – one at the front and one on top.
- Make sure you have comfortable bedding in the crate to make your cat feel safe and relaxed.
- Keep your crate available at all times as part of your cat’s furniture, perhaps with the top off so they will use it as a bed at times. This should be encouraged to be a “den” in a comfortable area they enjoy.
- Give treats & provide meals in or near the crate to make it more appealing. You may have to start their feeding near the crate, and gradually work their way into the crate itself.
- Take the door off so it does not encumber your kitty from accessing the crate – make this crate irresistible and encouraging for your feline.
- Some helpful online resources for carriers and cats are:
  - Take the Scary out of Cat Carriers by Dr. Margie Scherk, DVM, DAVBP (video)
  - Cats & Carriers: Friends not Foes by The Catalyst Council (video)
- Remember cats need time to adjust to the unfamiliar. Stay calm, stay positive, be patient.
- Cats do not learn from punishment or force. Give rewards to encourage positive behaviour.

#### **Prior to the Visit**

- Do not feed your cat a full meal before coming. If your cat is hungry they will be more apt to take offered treats, which can help reduce stress.
- If kitty has any dietary indiscretions or preferences, bring their favourite treats and foods for us to use, plus a favourite toy. If they enjoy being brushed, be sure to bring this along. Familiarity can be soothing.
- If your cat has experienced previous anxiety or fearful behaviour in the past during a veterinary visit with us, contact our office a few days prior to your scheduled visit, or inform one of our veterinary team members when scheduling your cat’s appointment, and inquire whether an anti-anxiety medication may help your feline to be calmer and more relaxed.

#### **Going For a Ride**

- Distract your pet with calming music. You can select some soft, classical music during the drive that can offer calming qualities. This will drown out road noise that can be nerve-wracking to your pet.
- Calming pheromone spray or wipes applied to the carrier or bedding can help your kitty have a more comfortable car ride.
- Try to have the cat-carrier seat level on a car seat. Add a light towel draped over the sides of the crate to eliminate distractions and stress. Adding a pheromone spray on this can have a calming effect.
- Use a seat belt to secure the crate in place so it does not slide around on corners or sudden stops.
- It is good to condition your kitty by taking them for short rides, then giving treats so they are accustomed to the car and crate.

## **Carrying the Crate**

- Carry the crate with both hands, keeping it level (do not allow it to swing or hold it by the handle.)
- When setting the crate down, avoid placing on the floor. Using counter tops or chairs instead is preferred, as cats like to be on perches with the ability to look around safely.
- Do not encourage dogs that may be in our reception area to come up and sniff the crate, as that is very scary for some cats.

## **Managing the Check-In, Weighing and Going into the Exam Room**

- Our weigh-in scales for kitties are in the exam room and we will obtain a weight as part of their exam.
- Once in the exam room, let your cat roam and “own” the room. Offer treats, calm brushing or favourite petting places to soothe them. Please let us know if calming music helps relax your pet.
- We use pheromone diffusers and/or sprays in our exam rooms to help patients settle in. If your pet has a favourite toy, blanket, or brush bring it and let them settle comfortably with it in the exam room.

## **The Exam**

- We will collect history during this time. The veterinary team member will write up the information provided into your pet’s veterinary record, and discuss any concerns that you may have.
- We will perform the exam where your cat is most comfortable. This can be on the bench, in their crate (if able to access kitty, see recommended carriers above) or on the exam table. The goal is to make this as easy for your pet as possible. For added comfort, our tables have a non-slip mat that is not cold to the touch and we use pheromone- sprayed towels to soothe cats and allow them to “hide” under them if they wish. Concealing a cat can help them feel more safe or secure.
- If your cat gets too stressed, then a sedative, an anti-anxiety medication, or even rescheduling the appointment is sometimes best. Repeated, negative experiences can cause undue stress and make a cat more upset for their next visit. We want these experiences to be as positive as possible for your and your cat.
- When we have completed the exam, we will go over our findings with you. We will also use that time to reward your pet with treats, toys, or praise and petting so they have lasting, great memories.

## **X-Rays, Lab Sample Collection, Anal Sacs, Nail Trim and Other Minor Procedures**

- Teaching your cat to allow their tummy to be pet or brushed, as well as paws to be handled often helps your veterinary team, not only with the exam, but also the collection of any samples, nail trims, even x-rays being performed!
- The use of pheromone sprays can also help reduce stress during this portion of the examination.
- Some cats get extremely anxious when having minor procedures. Anti-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 force to accomplish these tasks as doing so produces problems for cats and their future health and emotional wellness.