

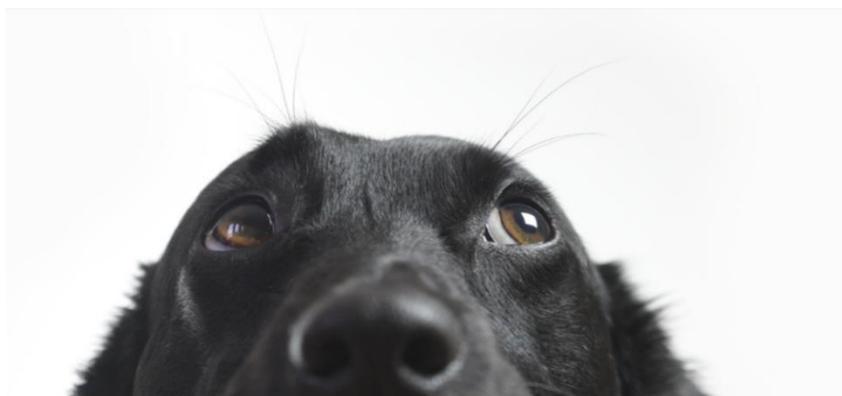


Pre-visit Advice for Dog Owners

At Animates, we are dedicated to providing the best possible care for your pet, this includes making your first visit smooth and stress-free for both you and your pet. We've put together some helpful advice and guidance to prepare you before your appointment.

Before Your Visit

- **Food & Water:** If your pet is booked in for a routine check up, they should be able to eat and drink as normal. If your pet is booked in specifically for a procedure or test, it should have been confirmed with you when booking the appointment, whether they can eat or drink beforehand. If this has not been confirmed, please do contact us regarding this.
- **Toileting:** We recommend encouraging your pet to toilet before the appointment to avoid them becoming uncomfortable and reduce any toileting in the practice (but we are at hand to clean any accidents).
- **Muzzle Training:** We recommend muzzle training for all pets, even if they are not usually reactive. Sometimes your pet may become suddenly stressed or is in pain and may require a muzzle during the appointment, which if this is new to them, can make them feel even more stressed.
- **Information:** It may be a good idea to gather any medications or write down any information/history that would be relevant for the appointment in case it is needed, particularly if this is your first visit to us.
- **Travelling:** If your pet is an anxious traveller, we recommend the use of either Adaptil (a stress relieving pheromone) or Vetpro Stress and Anxiety capsules prior to your appointment. These can be used to reduce anxiety and restlessness when travelling, so that your pet is relaxed before the appointment.
- **Pre-visit Visit:** If your pet is not used to coming to the vets, you are more than welcome to bring them in prior to your appointment to get them used to the practice environment, so they are not completely overwhelmed for their actual appointment.





Arrival

- **Nervous & Anxious Pets:** Please let us know prior to your visit if your pet is known to be stressed and anxious at the vets. We can offer you a 'quieter' appointment time where it is not expected to be overly busy. If you pet as a 'home comfort' such a toy or blanket, feel free to bring this with you. Alternatively, if they prefer treats, you can bring these too or we have plenty in practice to provide a positive experience.
- **Reactive Pets:** We cannot ever guarantee to have an empty waiting room, so if you would prefer, you can let us know when you have arrived and the vet/nurse can greet you and your pet outside and guide you into a consult room using an alternative entrance.
- **Puppies:** All unvaccinated puppies must not be placed on the floor where this is possible, this is to avoid them being less likely to contract anything before they are fully vaccinated.
- **Short leads:** All dogs are expected to be kept on a lead at all times during their visit to us. We advise that they are kept on a short lead so you have good control, and to avoid upsetting any other dogs that do not want to be approached by other dogs. Our waiting room consists of various seating, allowing for other dogs to sit apart if preferred. Please avoid your dog approaching any cats in carriers, there is a cat friendly waiting area provided to avoid this.
- **Positive Reinforcement:** We highly recommend reassuring your pet whilst waiting for your appointment, even if they are sitting nicely. Praising provides a positive experience for your pet, and our reception staff are also at hand to provide lots of treats too!

We're here to help in any way – just give us a call or email if you need anything before your visit.

We look forward to seeing you and your pet!

