



CEDAR GROVE AND ORMEAU VETERINARY CLINIC'S INFORMATION BOOKLET

*"Compassionate care for you
and your pets"*

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www.cedargrovevets.com



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Royal College of Veterinary Surgeons Award Winning Veterinary Practice

Open 7 days a week

We, as a practice, are proud of our commitment to the care of animals. We provide the highest standard of medical and surgical care. Our mission is to provide you with a dedicated team of vets and nurses to care for your pet.

Cedar Grove Veterinary Clinic is a general and referral small animal practice devoted to the care of companion animals. We see 1st opinion cases as general practitioners but also see large numbers of referral cases for specialist treatments, including orthopaedics, general surgery, ophthalmology, internal medicine and dermatology along with patients needing specialist hospitalisation care. The practice was established in 1890 in May Street in

central Belfast and moved to its present position at Cedar Grove on the Knock dual carriageway in 1959.



4 Practice Hours and Contact Numbers

Our Extended Opening Hours

Our consultations are usually booked by an appointment system. However if you are very concerned about your pet we will try to accommodate you as soon as possible. This means our receptionists will be expecting you and the vets will be able to spend sufficient time with each patient. Our extended evening and weekend opening hours are designed so that you can plan your visits to the clinic around already busy schedules. We are open 365 days per year.

Opening Times:

Monday to Friday 8.30am to 8.30pm
Saturday 9am to 5pm
Sunday 9am to 1pm

We provide appointments everyday of the year. We are open Bank and Public holidays, even Christmas day to provide first class and professional service to you and your pets.

Outside our normal opening hours a 24hr emergency service is provided by Vets Now at Belmont Road, Belfast BT4.

EMERGENCIES

Emergency Service is Available 24 Hours, 7 Days a Week

In the event of an emergency with your pet please come to the surgery immediately during normal opening times. We will deal with you as a priority. In these circumstances it would be ideal if you could phone ahead and let us know the details so as we can be prepared for your arrival.

Outside normal hours

Emergency service is available through Vets Now Emergency Service situated on Belmont Road, Belfast BT4. They can be contacted on 028 90651729 after 8.30pm Monday-Friday, 4.30pm Saturday and after 12.30pm on Sunday.



CONTACT US

Contact Telephone:

028 9079 8457 / 9070 5777

Fax:

028 9040 1917

Address:

132 Upper Knockbreda Road, Belfast, BT6 9QB

E-Mail:

cedargrove@btinternet.com

Website:

www.cedargrovevets.com

Facebook:

www.facebook.com/cedargrovevetclinic

Follow us on our website and facebook and keep up to date with promotions and special event.



Partners:

Gilbert McKnight BVMS MRCVS

After graduating from Glasgow University Veterinary School in 1987, I have spent the majority of my professional career at Cedar Grove and I continue to derive great pleasure in watching and helping it evolve and develop over the years.

I enjoy the many aspects of our practice, involving medical, surgical and investigative work. I particularly enjoy the day to day involvement with the pets and their owners, and I love to see the pets develop through the various stages in their lives.

My time away from the practice is spent with my family and working on my family farm. I enjoy playing golf and watching many sports, especially rugby.

John C.B. Heatherington MVB MRCVS

Having qualified from University College Dublin in 1996 I spent several years in practices gaining vital experience and building on the theory learnt at university. During this period I worked with a range of animals in several different parts of the world – from alpacas in New Zealand to sheep in Portadown!

I joined Cedar Grove in 1999 and I enjoy the varied and challenging cases that we treat here on a daily basis. Since joining the practice I have developed a keen interest in many different areas of veterinary care but my main passion lies in the areas of veterinary ophthalmology and all aspects of surgery.

A young family and an energetic Labrador keep me busy when I am not working. I also enjoy playing golf and competing in triathlons.

Practice Manager:

Mrs Jennifer Crawford-Allen, VN, CVPM, MInstLM

Veterinary Team:

M P Hart BVMS, Cert.SAD, MRCVS *Dermatology Specialist*

Now the most experienced of the Cedar Grove team, I graduated from Glasgow University in 1974 and following an internship in Small Animal Medicine and Surgery in Pennsylvania, fulfilled my life long ambition of joining my father David McCartney in the family practice.

It is just the best job in the world and I have never had any regrets about my chosen career. I enjoy seeing new puppies and kittens at 1st vaccine and then watching as they turn into members of the family and characters in their own right. Many clients have become lifelong friends, as they are in and out with their pets for various illnesses and injuries or sometimes just regular preventative health care.

I developed an interest in skin diseases and following further study and examination gained the RCVS Certificate in Small Animal Dermatology in 1994, and now see referral skin cases for colleagues from around the province.

Outside work I enjoy tennis, hill walking in the Lake District and am trying to learn golf. A husband, 3 grown up children and 3 cats complete the Hart household.

Associate Veterinary Team:

Eve Young, BVetMed, MRCVS

Ginny Campbell, MVB, MRCVS

Sarah Riley, MA VetMB, Cert. VR, MRCVS

Susan Cunningham, MA(Cantab) VetMB, MRCVS

Nuala O'Connor, MVB, MRCVS

Customer Care Team:

Alison Fletcher, *Head Receptionist, MInstLM*

Pat Egerton

Abi Magowan

Rebecca Sterritt

Qualified Nursing Team:

Angela Hawkes, RVN *Head Nurse*

Laura Cartmill, RVN *Deputy Head Nurse*

Helen Gourley, RVN

Nicola Stewart, RVN

Rachel Johnston, RVN

Nichola Whan, RVN



At Cedar Grove we are very proud of our status as a Royal College of Veterinary Surgeons Accredited Practice. We have been an accredited practice now for several years and, although a lot of hard work goes into the process, we feel it is well worth the effort.

The Royal College of Veterinary Surgeons (RCVS) Practice Standards Scheme is a voluntary initiative to accredit veterinary practices in the UK. Through setting



standards and carrying out regular inspections, the scheme aims to promote and maintain the highest standards of veterinary care.

The accreditation process offers peace of mind to our clients. It allows the wider animal owning public to make a more informed choice. Above all, it proves our commitment to providing and maintaining the highest standards of care.

To become accredited the practice volunteers for a rigorous inspection every four years. We have to meet a range of standards including hygiene, 24hour emergency cover, staff training, certain types of equipment and hospitalisation facilities. We may also be subject to spot checks between these inspections.

The RCVS Accredited Practice logo indicates that the practice has passed an independent inspection. This means high standards of care for you and your pets. To find out more about this scheme follow the links on our website www.cedargrovetvets.com.



INVESTORS IN PEOPLE

Cedar Grove are very proud of the high level of dedication from our staff.

We are fully committed to developing staff within the company and to provide a centre of excellence to allow each member of the team to develop their veterinary career, whilst using their skill and dedication to provide you, our clients and your pets with the highest level of veterinary care.

By following and achieving the Investors for people Award and achieving our goal Cedar Grove have committed continuous business improvement through our people.

The Investor's for People Award is highly recognised at international level as being the stepping stones to successful business strategy and team development.

All our staff engage in our overall vision, purpose and values which are:

OUR VISION:

To provide a centre of excellence and to enable our staff to develop their veterinary career, thereby providing our clients and their pets with the highest level of veterinary care.

OUR PURPOSE:

To provide the highest standards of veterinary care to our clients and their pets using our highly skilled and dedicated team at our modern and well established practice.

OUR VALUES:

- Professional
- Honest and compassionate
- Customer Focused
- Value staff input
- Forward thinking and progressive
- Career development

Being part of the Investors for People Award has addressed a range of positive issues, from maximising staff satisfaction to increasing customer satisfaction. We want our work to have a real impact on our organisation's ability to achieve its top level ambitions.

We are very proud to have gained this award.

Our team at Cedar Grove and Ormeau Veterinary Clinic work closely together, and it is imperative that we continue to strive for excellence in all aspects of our work and for you, our clients and your pets.



8 Facilities and Services

At Cedar Grove we are constantly expanding and improving the range of services we provide our clients. The following are just some of the facilities which we provide:

- ★ Full hospitalisation facilities with intensive care and isolation "wards". 24 hour nursing care provided for supervision of hospitalised cases.
- ★ Modern and fully equipped operating theatre for dealing with a range of procedures from simple neutering right up to complex orthopaedic, ophthalmic and intra-thoracic surgery.
- ★ Digital x-ray system including fluoroscopy.
- ★ Veterinary ultrasonography facilities for diagnosis and monitoring of many conditions including cardiac and abdominal disease. Extremely useful in pregnancy diagnosis.
- ★ Full on-site laboratory for analysis of blood, faeces and urine samples. Cytology, skin investigations and bitch ovulation assays carried out also.
- ★ Fully stocked and maintained pharmacy with a full range of modern therapeutic drugs as well as a full range of preventative health care products including vaccines, wormers and external parasite treatments.
- ★ Grooming facilities for all breeds
- ★ Cedar Grove is open 365 days per year with additional emergency service provided by "Vets Now" outside normal opening times.
- ★ Extensive on-site parking
- ★ Central and convenient location
- ★ Branch clinic on Ormeau Road, Belfast
- ★ Provision for house calls, delivery and collection service
- ★ 4 state of the art consulting rooms
- ★ Team of 8 vets with many years of experience, each with their own Special interest areas to include Dermatology, Orthopaedics, Radiography, Internal Medicine, Ophthalmology and Ultrasonography
- ★ Latest up to date anaesthetic agents available including sevoflurane
- ★ Advanced anaesthetic monitoring equipment to ensure safety during surgery to include, Electrocardiograph, pulse oximetry, blood pressure monitoring and capnography
- ★ Team of fully qualified nurses providing 24 hour care for inpatients



Cedar Grove has a well established history of providing a referral service to other veterinary practices across Ireland - this means that we manage and treat many more complex cases at the practice that require additional expertise, equipment, and intensive care.

Many of our veterinary surgeons have additional qualifications and all staff undertake additional training in their special interest areas. Our nursing team provide 24 hour care to our in-patients - this is vital in the management of our more critical patients.

Along with this we are constantly upgrading and maintaining our equipment with the latest cutting edge technology. Cedar Grove is one of only a small number of practices providing these facilities.

Complex Surgical and Orthopaedic cases are seen by Mr Gilbert McKnight BVMS MRCVS and Mr John Heatherington MVB MRCVS GP Cert Small Animal Surgery. Fracture repair, joint disease investigation, spinal disease surgery, along with surgical repair of cruciate disease are of particular interest. We manage many ophthalmology, soft tissue surgery and internal medicine cases at Cedar Grove which require intensive care and 24hr monitoring.

Dermatology cases are seen by Mrs Pat Hart BVMS MRCVS Cert Dermatology. Veterinary Dermatology is the Specialism dedicated to skin and its diseases. Typical problems that are referred include allergies, chronic or recurring ear infections, parasites, infections, hormone and gland problems, autoimmune diseases and diseases of the feet and claws.

Diagnostic Imaging is carried out by Mrs Sarah Riley MA Vet MB Cert VR MRCVS. She investigates cases involving diagnostic imaging, both xray referrals and ultrasound and has a particular interest in abdominal ultrasound.

Cedar Grove provides the reassurance that when your pet is ill or injured, they are in safe, well experienced hands that are respected and trusted throughout the veterinary profession.





Cedar Grove & Ormeau Veterinary Clinics



Compassionate Care for You & Your Pets



Other Services available at Cedar Grove Veterinary Clinic

- Myelography and spinal surgery.
- Hip and Elbow replacement surgery.
- Tibial Tuberosity Advancement for cruciate disease.
- Complex fracture repair, joint surgery and arthroscopy.
- 24hour intensive care nursing facilities.

Cedar Grove Veterinary Clinic,
132, Upper Knockbreda Road,
Belfast, BT6 9QB.
028 90798457
cedargrove@btinternet.com
www.cedargrovevets.com



Northern Ireland's Only FIXED MRI SCANNER

at Cedar Grove Veterinary Clinic



- Gold standard for neurology, lameness & tumour.
- MRI Scanning available 7 days per week, 365 days per year.
- High quality images of joints and associated soft tissues.
- Images read by a board certified radiographer.

At: Cedar Grove Veterinary Clinic,
132, Upper Knockbreda Road,
Belfast, BT6 9QB.
028 90798457
cedargrove@btinternet.com
www.cedargrovevets.com

Pet Mri
Magnetic Resonance Imaging for Animals



Cedar Grove & Ormeau Veterinary Clinics



New Services available at Cedar Grove and Ormeau Vets

- **Pet Health Care Plan** (*see next page*)
 - **Veterinary House Visits**
 - **Pet Collection Service**
- **Prescription and Food Delivery**
 - **Pet Boarding Facilities**
 - **Drop off Appointments**

Ask at reception for further details
or visit us on www.cedargrovevets.com

Cedar Grove Tel: **028 9079 8457**

Ormeau Tel: **028 9032 6406**

www.cedargrovevets.com

www.ormeauvets.co.uk





Cedar Grove Veterinary Clinic & Ormeau Veterinary Clinic

Compassionate care for you and your pet

**Provide the very
best life long care
for your pet and
save money with
Cedar Grove
Veterinary Clinic
Annual Pet
Health Plan**



www.cedargrovevets.com
www.ormeauvets.co.uk

Call today and find out how easy it is to join
Cedar Grove - 02890798457 Ormeau - 02890326406

Why it makes perfect sense to join the Cedar

- It helps you provide essential routine care for your pet, which is all part of being a responsible pet owner
- You save on the cost of many services including consultations and prescription only medicines, through the extra benefits included in the plan

Look how little our Pet Health

Dogs	Very Small <10kg	Small 10-20kg	Medium 21-40kg	Large >40kg
Wormer	£16.24	£26.72	£53.44	£69.68
Flea treatment	£33.06	£36.12	£40.02	£47.58
Annual Vaccination & Vet Health Exam	£27.08	£27.08	£27.08	£27.08
Nurse Health Exam	£15.00	£15.00	£15.00	£15.00
Monthly cost	£6.85	£7.87	£10.17	£11.95
Savings	£9.14	£10.50	£13.55	£15.93

The discounts and extra benefits of your Pet Health Plan cannot be used in conjunction with any other offers or promotions.

Check out all the extra benefits

- 20% off neutering surgery
- 10% off dental work
- 10% off general health blood profiles
- 10% off consultation charge
- 5% off all dispensed medicines
- 10% off Hills pet food

028 9079 8457 www.cedargrovevets.com
cedargrove@btinternet.co.uk

Grove Veterinary Clinic Annual Pet Health Plan

- You can spread the cost of routine care by convenient Direct Debit, making it easier to manage
- 6 monthly, 10-point nurse health exam including nail clipping, dental check and weight check amongst other checks

Plan costs!

Cats	
Wormer	£23.12
Flea treatment	£53.76
Annual Vac & Vet Health Exam	£29.62
Nurse Health Exam	£15.00
Monthly cost	£9.11
Savings	£12.15



options that we may from time to time offer.

It's so easy to join!

There is no joining fee and the simple and affordable monthly payments are collected by direct debit. Ask for an application form and we'll get you started today.

02890326406 www.ormeauvets.co.uk
ormeauvets@btconnect.com

It's a great way to save and spread the cost

Our Pet Health Plan is a great way to reduce and manage the cost of veterinary care for your pet.

We encourage you to join this plan because routine care is an important part of responsible pet ownership. It keeps your pet in the best possible health and helps them lead a happier life.

Annual vaccinations maintain a healthy and functional immune system to prevent many common infectious diseases. Routine worming and flea treatments prevent parasites, thereby



ensuring optimal health for your pet and the environment. Regular health checks monitor your pet's health and can help to detect the early signs of many conditions.

Our plan also includes many additional benefits which will help you make significant savings throughout the life of your pet in consultations, medicines, dental work, neutering surgery, nutrition and some blood tests.



Please look through this information and if you have any questions we will be delighted to provide the answers.



Follow us on facebook

Cedar Grove, 132 Upper Knockbreda Road, Castlereagh, Belfast, Castlereagh BT6 9QB
Ormeau Veterinary Clinic, 182 Ormeau Road Belfast, BT7 2ED

YOUR FIRST VISIT TO CEDAR GROVE

This can be quite daunting for a new puppy or kitten. We advise that you introduce your new pet to the practice as soon as possible and allow yourself and your pet to become familiar with the surroundings. This helps your new pet to become comfortable visiting the practice and to associate their visit as a pleasant experience rather than one of fear.

This visit should take place as soon as possible after acquiring your new pet.

In this visit you can introduce your puppy or kitten to the practice and visit the veterinary surgeon, or spend some time with our Pet Health Councillor, who will advise you on nutrition, vaccination, worming, flea control and general care of your new pet.

You should take the opportunity of picking up a practice brochure, insurance literature, newsletter and general information about the practice. This visit also gives you the opportunity of meeting the reception team and providing us with your correct details as in address and contact details. After this initial visit we will arrange for your pet to receive vaccination at the appropriate age.

You will also be given information on our puppy socialisation classes held each month at the practice.

To arrange a visit like this please phone the practice and make an appointment to suit you. Our reception team will be more than happy to help.

When you arrive at the practice it is best to carry your puppy into reception and have kittens in a basket. Your new puppy or kitten should not be allowed to explore public places until after its vaccination course is complete.



18 Kitten and Cat Vaccination



HOW DOES VACCINATION WORK?

Vaccines contain harmless forms of the viruses and other infectious agents that cause the diseases your cat needs to be protected against.

Following vaccination, your cat's immune system generates a protective response that will prevent the dangerous forms of these infections making your cat ill. It is important that your cat is healthy at the time of vaccination so that its immune system can respond to the vaccine in this way.

WHY VACCINATE?

Both kittens and adult cats have an insatiable curiosity and, as they investigate the world around them, they're almost bound to come into contact with infectious diseases.

When any cat encounters an infection for the first time, its immune system will try and protect it against disease that the infection might cause. Unfortunately, your cat may become ill whilst its immune system is trying to learn how to do this.

Vaccination teaches your cat's immune system in advance how to recognise and defend against infection and disease. This is particularly valuable when some infections cause incurable diseases.

WHEN TO VACCINATE

Young kittens are usually protected by immunity passed from their mother. Unfortunately this protection decreases rapidly. By vaccinating kittens, at 8-9 weeks old and at 12 weeks of age, we can provide them with protection against illness before disease has had much chance to attack. This protection needs to be maintained by an annual booster vaccination to ensure that your cat remains protected throughout its life. Your vet will send you a reminder when it is time for your cat to receive a booster vaccination.



WHAT CAN WE VACCINATE AGAINST?

■ FELINE PANLEUCOPENIA

This disease is well controlled by vaccination. We have had effective vaccines available for many years and as a result only a handful of cases are seen across the country each year. When the disease does occur it can affect large groups of cats very quickly causing vomiting, diarrhoea, dehydration and invariably death.

■ CAT 'FLU

If treated promptly cat 'flu is hardly ever fatal, but it can make your cat ill for some time and may leave it with chronic breathing difficulties for the rest of its life. Two viruses are responsible for the majority of cat 'flu. Both viruses are still routinely seen by veterinary surgeons across the country. Feline Herpesvirus is the other significant virus involved in cat 'flu and has been shown by one university study to be present in over 4% of all cats tested.

■ CHLAMYDIA

This organism occurs quite frequently but can be very difficult to diagnose.

Surveys conducted in the UK and across Europe indicate that approx. 30% of all clinical conjunctivitis in cats is caused by Chlamydia.

Conjunctivitis is a common condition affecting many cats visiting veterinary surgeries.

■ FELINE LEUKAEMIA VIRUS

The consequences of infection with Feline Leukaemia Virus are very severe as the virus damages the immune system and in many cases causes cancer. The outcome for these cats is very poor; 50% of infected cats die within six months and 80% within three years. Unfortunately almost all veterinary practices will record cases of this disease every year. There is no effective treatment and the only way to ensure that your cat is not at risk from this virus is to make sure it is vaccinated.

■ RABIES

Although the UK is rabies free, cats can be vaccinated against rabies prior to travelling abroad.

PREVENTIVE HEALTH CHECKS

In order to ensure the continued well-being of your cat, regular preventive health checks are essential. Over time, from a kitten through maturity and in to old age, your cat's preventive healthcare requirements will change. Your vet will be able to advise you how often these preventive health checks are necessary. As a minimum, your cat will receive a thorough health check at the time of the vaccination visit.



A cared-for kittenis a happy kitten

Grooming

Your kitten loves all the fuss of being groomed. Choose a brush that's suitable for her coat length and comb in the direction of hair growth at least once a week (daily for long-haired breeds). You can also wash the coat with a mild kitten shampoo.

The grooming process not only helps to maintain her overall well-being, but also gives you the chance to examine her coat and skin for problems, such as fleas or lice, tangles or skin irritation.

Oral Care

It's easy to brush your kitten's teeth - ask your vet for advice. Check that her gums are pink and healthy and that her teeth are clean and tartar-free. Hill's™ Science Plan™ Kitten Healthy Development™ dry food will also help, as the kibbles wipe the teeth clean of debris and plaque as your kitten bites into them.

Trimming nails

Keep your kitten's claws neat and tidy with nail trimmers specially designed for kittens - once again, ask your vet for advice.

Cleaning ears

Her ears should be clean of discharge and odour-free. Use damp cotton wool to gently wipe inside the ear, but never use cotton buds as these can damage the eardrum.

Eyes

Her eyes should be bright and clear and any discharge should be gently removed using a cotton wool pad soaked in warm water. Use a new pad for each eye and wipe from the inner corner outwards.

Baths

Cats rarely need a bath because they clean themselves so efficiently. If you need to, use a mild cat shampoo to wash the fur and remove tangles with a comb. Rinse her clean, dry with a towel and then leave her to dry naturally in the air. Never use a hairdryer as you can easily burn your kitten's skin.

Nose

You shouldn't need to clean her nose - if you notice any discharge or sores, contact your vet for advice.

Exercising and Training - it's never too early to start

Kittens are naturally active and should be encouraged to play and exercise to prevent obesity and avoid the associated health risks.

Winter exercise alert

In winter, take extra care to supervise your kitten's exercise. Keep her paws free of snow and 'snow-melting chemicals' like salt, as they can irritate footpads and the mouth. For some reason, all cats love the smell and taste of antifreeze, but it's extremely dangerous and can be fatal if ingested, even in small amounts.

Breaking bad habits

The key to success is 'praise the good, ignore the bad'. Never hit or shout at your kitten. Instead, if she misbehaves, try shaking a can filled with pebbles to catch her attention and interrupt the bad behaviour.

Scratching post

Kittens scratch to sharpen their claws and mark their territory, and this can sometimes include your furniture and curtains! Make sure you give your kitten a scratching post to use and give her lots of praise when she uses it.

Pouncing on counters and furniture

If you find your kitten jumping on areas you'd rather she didn't, remove her from that area. Place her in an area that you have approved and give her plenty of praise.

Toilet training - litter tray

Fill her tray with cat litter and place it somewhere that provides privacy and is away from her food, yet is within each reach of your kitten. Place her in it in the mornings and evenings, and she'll soon get the idea, especially when you give her lots of praise for using it.

Urinating

Cats are very hygienic and will happily use the litter tray you provide unless it's not clean enough. So make sure you change the litter regularly. Urinary 'accidents' around the home can be an indication of feline lower urinary tract disease (FLUTD), a condition which can be managed effectively if caught during the early stages. If your kitten does not pass urine within two days, contact your vet immediately.





**CEDAR GROVE & ORMEAU
VETERINARY CLINICS**

Compassionate Care for You & Your Pet

**Give your kitten the best start
for less with our Kitten Plan**

- **Vaccination course - 2 injections**
- **Worming**
- **Flea treatment**

£50

**A Saving
of Over
£20!**

Includes also 4 weeks insurance, Advice Clinics, 50% off microchipping, 10% off neutering surgery and one month of our "Adult Pet Health Plan" is free when you sign up for that.



Cedar Grove Tel: **028 9079 8457**
Ormeau Tel: **028 9032 6406**

www.cedargrovevets.com
www.ormeauvets.co.uk

WHEN TO VACCINATE

Young puppies are usually protected by immunity from their mother. Unfortunately, this protection decreases rapidly. By vaccinating pups once at 6-8 weeks old and again at 12 weeks of age, we can provide them with protection before disease has had much chance to attack.

Your puppy will be given a full examination by the veterinary surgeon prior to vaccination. This examination is vital to access the health of the puppy and to give the puppy a thorough check over to make sure it is healthy.

Why Vaccinate

Puppies and adult dogs are always exploring the world around them. As they do this they are very likely to come into contact with infectious disease. When any dog encounters an infection for the first time, its immune system will try and protect it against disease that the infection might cause. Unfortunately, your dog may become ill whilst its immune system is trying to learn how to do this.

Vaccination teaches your dog's immune system in advance how to recognise and defend against infection and disease.

Vaccination protects your puppy against

Canine Distemper

This was one of the first diseases we were able to vaccinate against. There are still local outbreaks, but the disease is not seen with the frequency that it was before vaccines became available.

The virus targets a number of areas, such as the gut, respiratory tract and nervous system. In some instances the foot pads and nose become cracked. Distemper is often fatal and has a long incubation period, so it is usually too late to vaccinate after the outbreak has begun.

Infectious Canine Hepatitis

This is a disease which attacks the liver, kidneys, eyes and lungs of dogs. The disease is rapid and causes death within 24-36 hours. Some dogs can recover and then spread the virus for many months, posing a threat to their dogs.

Canine Parvovirus

Parvovirus was first seen in the late seventies, killing thousands of dogs. The disease is still seen today, although with a reduced frequency. The virus is very persistent in the environment and is unaffected by many household disinfectants. Dogs of all ages can become infected, but puppies are particularly susceptible. Many affected dogs die despite veterinary treatment. Vaccination has proven very successful in reducing the scourge of this disease, but has by no means eliminated it.

Coronavirus

This disease is a common virus that affects dogs of all ages, with puppies being particularly susceptible to infection. Coronavirus infections cause diarrhoea and other upsets of the digestive system. In addition, coronavirus has been shown to increase the severity of disease caused by other viruses such as; canine parvovirus.

Leptospirosis

This is a condition which is caused by bacteria. We routinely vaccinate against two different forms of Leptospirosis. One is



picked up from watercourses contaminated with the urine of infected rats. Dogs can encounter this when swimming or drinking. This form of the bacterium attacks the liver and the kidneys and is often fatal. It can also be transmitted to humans.

The second form is caught from the urine of other infected dogs. It targets the kidneys and damages them. Sometimes the damage only becomes evident as the dog becomes older and develops kidney failure.

Canine Parainfluenza

Parainfluenza is a component of kennel cough. Several infectious agents passed on through airborne droplets from one dog to another, cause this disease. The main signs are harsh hacking cough, with gagging and retching, which gives the appearance of having something stuck in the throat.

Rabies

Although the UK is rabies free, dogs can be vaccinated against rabies prior to travelling abroad.

Vaccination Questions and Answers

★ Why does my dog need to be vaccinated?

Most of the diseases we vaccinate against have no specific cure. Much of the veterinary treatment for these diseases only supports the pet in the hope that their immune system can overcome the infection. Animals can die before the immune system has had a chance to respond.

Vaccination means that the immune system is taught to recognise and fight diseases before your dog encounters them.

★ Why does my dog need to be vaccinated every year?

There are two reasons for this. Firstly, one vaccination will not provide life long protection. Secondly, the length of time one vaccination protects for will vary between individual animals. We know, for sure, that when vaccinated according to the manufacturer's instructions, our dogs will be protected for 12 months. After this length of time we cannot be sure that the dog is still protected.

★ Why do we still vaccinate against some diseases, which occur infrequently?

All diseases for which we have vaccines, still occur each year in different parts of the country and are by no means eradicated. Fortunately so many dogs are protected by vaccination that these diseases cannot be spread. However if we stop vaccinating, we risk that these diseases re-establishing themselves.

PUPPY SOCIALISATION CLASSES

Classes usually run on a Wednesday evening at 6:30pm and last for approximately 45 minutes. It is recommended that puppies attend 2 classes.

These classes are free of charge.

For further details:

Phone Jennifer Crawford-Allen 028 9079 8457

or email:

cedargrove@btinternet.com

A GUIDE FOR OWNERS

The most fundamental aspect of your puppy's upbringing is not toilet training, or even learning to walk on a lead. In fact it is something called socialisation.

Early socialisation involves teaching your puppy to relate properly to other dogs, humans, and other pets at a very young age.

Importantly, the lessons learnt will stay with the dog for life and if this process is started any later the opportunity may have passed. Without systematic early socialisation your puppy may grow up to be fearful of strangers (whether human or animal), and can even become dangerously aggressive. Many dogs develop behavioural problems, which often stem from poor socialisation at a young age.

This is why socialisation classes are so important. They are a means of ensuring your puppy gets the best possible start in life.

Why Socialisation Classes?

It is not difficult to assemble a large supporting cast of friends, family and neighbours who are ready and willing to introduce themselves to your puppy. This is a way to socialise your puppy amongst certain people but it will also need to meet unfamiliar people of different ages and sex.

Meeting other dogs is more of a problem

Take a very young puppy to the park, for example, and not only do they run the risk of catching infectious diseases but they are actually much more likely to meet mainly older and potentially aggressive dogs. This does nothing for their socialisation and in fact sets them back and may leave them permanently frightened of other animals.

The puppy classes provided by Cedar Grove bring together only young puppies and a variety of people and objects in a stimulating environment.

The disease risk is minimised as the activities are controlled; and importantly, you'll receive some basic training yourself on what to do when you get back home.

Some people question whether the puppy needs to be introduced to other dogs at all, at such a young age. In fact it's vital, dogs have a body language all of their own and like people they need to learn in infancy.

What happens at a puppy socialisation class?

All adults and children are welcome, as long as they have a young puppy. Space is limited and therefore we ask that children need to be of an age that they can sit and concentrate rather than running around.

The class is run for two consecutive weeks and the format is as follows:

- ★ A brief outline of puppy socialisation and introduction from a Pet Health Councillor.
- ★ Introduction from each puppy owner on the name of the puppy, breed, and age.
- ★ Playing pass the puppy! This gets your puppy used to being handled by all the new and unfamiliar humans present.
- ★ Time for puppies to play - this is a vital time for puppies and allows them to play with each other in a safe and enclosed environment.
- ★ A brief presentation on puppy health.
- ★ A brief presentation on puppy training.
- ★ An introduction tour of the practice during the second class.
- ★ A folder with notes and guidance on training for you to take home.
- ★ Question time.

Cedar Grove has a team of fully qualified nursing practitioners. Please do not hesitate to phone them for advice at any time. We also offer appointments, during the week, for your puppy to visit a Pet Health Councillor for behaviour problems, administration of worm or flea control, training advice, nail clipping, nutritional advice and guidance, blood sampling, minor procedures and general health advice.



PUPPY AND DOG CARE

Grooming and washing

Using a brush that's suitable for his coat length, comb in the direction of hair growth at least once a week (daily for long-haired breeds). You can also wash the coat with a mild puppy shampoo.

The grooming process not only builds a bond and helps to maintain his overall well-being, but also gives you the chance to examine his coat and skin for problems such as fleas or lice, tangles or skin irritation.

Oral care

It's easy to brush your puppy's teeth - ask your vet for advice. Check that his gums are pink and healthy and that his teeth are clean and tartar-free. Hills™ Science Plan™ Puppy Healthy Development™ dry food will also help, as the kibbles wipe the teeth clean of debris and plaque as your puppy bites into them.

Trimming nails

Keep your puppy's nails neat and tidy with nail trimmers specially designed for puppies - once again, ask your vet for advice.

Cleaning ears

His ears should be clean of discharge and odour-free. Use damp cotton wool to gently wipe inside the ear, but never use cotton buds as these can damage the eardrum.

Eyes

His eyes should be bright and clear and any discharge should be gently removed using a cotton wool pad soaked in warm water. Use a new pad for each eye and wipe from the inner corner outwards.

Baths

Hard to believe, but puppies can occasionally get quite dirty. Bathe him now and again using a mild dog shampoo to wash the coat. Rinse him clean, dry him with a towel and then leave him to dry naturally in the air. Never use a hairdryer as you can easily burn your puppy's skin.

Nose

You shouldn't need to clean his nose - if you notice any discharge or sores, contact your vet for advice.

EXERCISE AND TRAINING

It's never too early to start

Walking

You'll need to walk your puppy at least once a day to burn off energy, keep him trim and keep him mentally stimulated. However, it is possible to over-exercise a pet, so discuss suitable levels of activity with your vet. Your puppy will also enjoy chasing a ball, but avoid throwing sticks as these can split and splinter causing damage to the mouth.

In tandem with regular exercise should come regular training. The internet is full of good advice on the basics of good behaviour in dogs, from the 'sit', 'down' and 'stay'; commands to more complicated recall exercise (coming back to you when called) and techniques for curbing lead aggression.

Breaking bad habits

The key to success is 'praise the good, ignore the bad'. Never hit or shout at your puppy. Instead, if his misbehaves, try shaking a can filled with pebbles to catch his attention and interrupt the bad behaviour. Or if you find your puppy jumping on the sofa, lift him down, place him in his bed and give him plenty of praise for being where he should be - he'll soon start to make the connection between being good and being made a fuss of.

Toilet training

Your puppy needs to learn to go to the toilet outside, so being house-training straight away.

Take him to a place in the garden where you would like him to do his business and encourage him to go. Puppies learn very quickly but it's up to you to teach him behaviour. If he soils inside the house, take him outside immediately and remind him where he is supposed to go. Any scolding after the event will not be effective, and never rub his nose in the soiled area.

Socialisation with dogs, humans...

Socialisation is the process whereby puppies learn how to interact with other animals and humans around them, whether they're familiar or strangers. A well-socialised dog develops the skills to recognised whether or not he is being threatened, and how to recognised and respond to the intentions of others.

....and with the world around him

As part of his training, you should also try to expose him potentially frightening stimuli during the first four months or so of his life. Get him accustomed to the noise of the lawn mower, the phone, the washing machine and the vacuum cleaner.





**CEDAR GROVE & ORMEAU
VETERINARY CLINICS**

Compassionate Care for You & Your Pet



**Give your puppy the
best start for less
with our Puppy Plan**



- **Vaccination course
- 2 injections**
- **Worming**
- **Flea treatment**
- **Microchip**

£45

**A Saving
of Over
£20!**



Includes also 4 weeks insurance, Puppy socialisation classes, 10% off neutering surgery and one month of our "Adult Pet Health Plan" is free when you sign up for that.

Cedar Grove Tel: **028 9079 8457**
Ormeau Tel: **028 9032 6406**

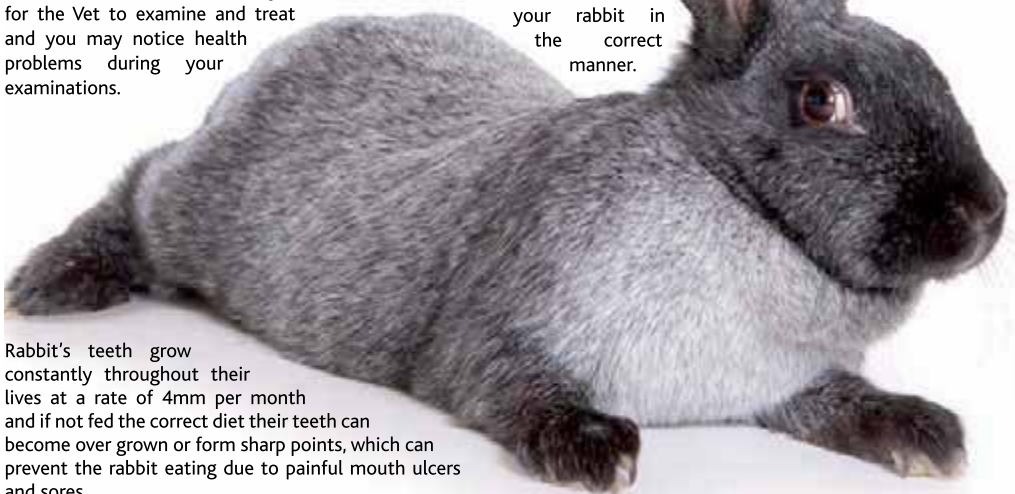
www.cedargrovevets.com
www.ormeauvets.co.uk

Rabbits are becoming increasingly popular as they make fantastic family pets. However, like all pets they need to be properly looked after. Here are a few points to consider.

Rabbits are intelligent, social animals and in the wild they live in large social groups and graze for most of the day. Rabbits need a good quality hutch and run as exercise is important and as it aids digestion, bone growth and prevents osteoporosis. Rabbits can even be kept as house pets and can be trained to use a litter tray.

Make sure that your rabbit has an unlimited supply of good quality fresh food. Their diet should consist of 90% hay and 10% pellets (about a tablespoon a day) to ensure that their teeth are worn down.

We advise that from a very early age you reach your rabbit to remain still when being examined. Practice by looking at their ears, eyes, front teeth, bottoms and touch their feet. It will make your rabbit a lot easier for the Vet to examine and treat and you may notice health problems during your examinations.



Rabbit's teeth grow constantly throughout their lives at a rate of 4mm per month and if not fed the correct diet their teeth can become over grown or form sharp points, which can prevent the rabbit eating due to painful mouth ulcers and sores.

Rabbit pellets are an ideal food as this ensures that they receive all the vitamins and minerals he/she requires. Other food can encourage selective feeding because they can pick and choose which pieces are tastier than others. Do not feed your rabbit lettuce or bananas as this contains chemicals that are harmful to the gut. Treats of fruit and carrots should only be given every couple of weeks as they are high in sugar. Vitamin supplements and licks should not be needed if the correct diet is followed and they can sometimes cause health problems.

If you notice your rabbit eating on one side, salivating excessively, losing weight or having discharges from the eyes seek veterinary advice immediately.

When your rabbit reaches between 4 - 6 months, we advise neutering as it offers benefits to your rabbit's health and behaviour. After 4 - 5 years of age 80 - 90% of unsprayed rabbits develop uterine (womb) cancer.

Please make sure you clean your rabbit out every day. In the summer make sure you check rabbits bottom at least twice a day for any faeces or maggots. Rabbits get 'fly strike' which is where flies lay their eggs on the rabbit. When the maggots hatch they start to infect the rabbits skin. These flies are attracted by dirty bedding and dirty bottoms. If you notice any of these signs telephone the surgery immediately. This is a true emergency! If you do notice any maggots please do not wash them off as this makes it difficult for the veterinary team to clean your rabbit in the correct manner.

Rabbits feel the heat and the cold. We advise that you bring your Rabbit inside during the winter months, a sheltered wind and weather proof shed is ideal. In the summer please do not leave them in their hutches in direct sunlight, give them shade and check that they are not too hot.

We advise that you get pet insurance for your rabbit. Veterinary medicine is advancing all the time and treatment can sometimes be expensive. If an animal is insured the patient can be given the best care possible. For more information regarding pet insurance see page 25.

26 Rabbit care and Vaccination

How does vaccination work?

Vaccines contain harmless variants of viruses and other infectious agents. In response to vaccination, your rabbit's immune system generates a protective mechanism. This mechanism then prevents similar infections causing the diseases we wish to protect your rabbit against. It is important that your rabbit is healthy at the time of vaccination so that its immune system can respond to the vaccine in this way.

Why vaccinate?

Whether your rabbit spends its time in the garden or has the run of the house, it could be at risk from life threatening infectious diseases.

WHAT CAN WE VACCINATE AGAINST?

■ Viral Haemorrhagic Disease

This is a disease that causes severe gastro-intestinal disease and any rabbit over 6 weeks old can catch.

The virus that causes this disease is particularly persistent and survives for a long time in the environment. Because of this persistence, it can be spread very easily on clothing and footwear. Birds and insects can also transport the virus and therefore even the contained "House Rabbit" is at risk.

There is no effective treatment and the only way to ensure that your rabbit is not at risk from this virus is to make sure it is vaccinated.

■ Myxomatosis

This is a disease that many people will have seen, afflicting both wild and domesticated rabbits. Unlike Viral Haemorrhagic Disease, affected rabbits can be ill for some time.

The virus that causes this disease is spread by blood sucking insects such as fleas and mosquitos. When the insect bites the rabbit, small amounts of the virus are introduced into the rabbit.

The virus causes severe disease of the skin and internal organs which is often fatal.

AND

It is essential to maintain annual vaccinations against these viruses.



What is neutering?

Neutering is a routinely performed operation, which stops dogs and cats producing off spring by surgically removing their reproductive organs under general anaesthetic.

In males it is called Castration and in females it is called Spaying. Both operations are usually managed as a day procedure and often your pet will be able to return home the same evening as long as they are fully recovered from the anaesthetic.

Why should you neuter your pet?

There are many good reasons for this:

- ★ Primarily, it decreases the number of unwanted puppies and litters being born. Rescue shelters have many dogs and cats in urgent need of homes due to un-planned pregnancies, and sadly, many of these have been abandoned. Too many of them may unfortunately be destroyed.
- ★ There are proven health benefits for your pet. In males, diseases of the prostate gland and testicles including cancer can be reduced or eliminated. In females, the same applies to diseases and cancers of the ovaries breast tissue and womb. It also helps reduce the risk of diseases transmitted through fighting or other contact, e.g. feline Leukaemia or feline Infectious Virus.
- ★ Neutering reduces unwanted behaviour such as territorial aggression, fighting, mounting and the unpredictability of the animal when they are 'in heat' or can sense a female in heat in the neighbourhood. Female dogs may experience phantom pregnancies and jealously, guard 'substitute' puppies. Female cats may roll and cry if in pain. Males may become territorial, mark their areas by inappropriate urination, fight and become destructive due to extreme frustration. Both males and females may be more prone to straying, in a desperate attempt to find a mate and sadly this can lead to the animal becoming lost or even injured.
- ★ Financially, people often underestimate the cost of having a litter of puppies or kittens. There may be complications during pregnancy, including the possible need for a caesarian section, the cost of additional feeding for the mother and new born plus veterinary medications etc.

People sometimes feel it is unnatural or unkind not to let their pet have a litter. In reality, pets that are neutered early do not 'miss' the experience, and there is a good case for arguing that it may be more unkind to keep your pet "entire" or un-neutered and deny them the strong hormonally driven behaviour that nature drives them to try to express. Remember that although dogs and cats have been domesticated for many hundreds of years, there is a strong primal urge to reproduce, and we see many animals presented with behavioural or medical problems that could so easily have been prevented by neutering.

And think about it from you and your family's point of view also – the hassle of a female coming into season for 3 weeks every six months. A female cat crying every 3 weeks during the mating season and attracting all the stray tomcats in the area to your garden. Your male cat spraying strong urine in your house and getting into many fights.

Your dog breaking out of the back garden and going missing in pursuit of a female.

All in all, neutering encourages calmer, more predictable behaviour, making your pet a more balanced, healthy family pet. It doesn't change their 'spirit' and pets need not become obese after the operation (another common concern) if you adjust their diet and exercise accordingly.

Vets and nurses at Cedar Grove are only too happy to discuss any concerns you may have about weight gain, personality changes, or the surgical procedure itself, so please do ask us.

When should you have your pet neutered?

Female Dogs: from 6 months of age and before their first heat. If they have already had a heat we recommend waiting 3 months after the finish of the heat before spaying.

Female Cats: 4 – 6 months of age

Female Rabbits: From 4 months of age

Male Dogs: From 6 months of age

Male Cats: From 4 – 6 months of age

Male Rabbits: From 4 months of age

We work closely with local charities and can provide support to those in need of financial help through the Dogs Trust neutering scheme and the Cats Protection neutering scheme. Please contact us for details.

28 Preventative care for pets

WORM AND FLEA CONTROL

Why purchase your pets flea and worm products from us and not the supermarket and Pet Shop?

- ★ Single dose Formulations
- ★ Both treatments convenient and highly effective
- ★ Drontal plus and Milbemax + worm medications tackle every type of intestinal worm found in the UK
- ★ Frontline Combo treats both pet and environment
- ★ Proper Advice and information from fully trained and qualified staff
- ★ You won't waste your money on unsuitable products

If you are interested in taking advantage of our Annual Healthcare Package offering discount, please speak to any member of the veterinary practice team.

Worm Control

Parasitic worms infect most cats and dogs. They can damage your pet's health- and worse still, your family's!

Some worms can infect people, and their larval stages can cause a number of health problems – with children being most at risk.

That's why responsible pet owners should make regular worming part of their pet-care routine.

How often should we treat for worms?

It's difficult to prevent worm infection, so it is recommended that you should treat your cat or dog regularly for worms.

If you worm at least every 3 months, it will help keep your pet healthy, and, importantly, vastly reduce the number of worm eggs shed into the environment.

Hunting cats are especially susceptible to tapeworm infections mostly due to the animals they catch, such as mice and birds.

A few ways to reduce your pet's chances of getting a worm infection:

- ★ Safe disposal of dog or cat faeces
- ★ Rigorous kennel hygiene
- ★ Routine flea control, including the animals environment
- ★ Worming of all newly acquired puppies and kittens
- ★ Preventing scavenging of carcasses
- ★ Correct feeding (ie.avoid unsterilised pet food)

Flea Control

Successful flea control involves

1. Eliminating fleas from your pet
2. Controlling fleas in the environment

Fleas are not host specific. Dogs and cats share the same fleas and because of this it is important that all the animals in the house are treated with appropriate medication. Treatment of the pet is relatively simple since it is only the adult flea that has to be eliminated. When it comes to environmental control other stages of the life cycle have to be considered.

This is why it is vital to eliminate fleas on your pet and also control fleas in the environment.

Take Control

If your pet has fleas, its important to tackle the whole flea problem, not just the adult fleas you can see on your pet.

You can kill adult fleas and prevent on-going infestation of the home by regularly treating your pet with two active ingredients – one to kill fleas, the other to prevent the development of eggs, larvae and pupae.

We recommend a preparation that will contain both of these ingredients in a small pipette, which you then apply to your pets skin.

Cedar Grove recommends a product called Frontline Combo. This preparation is supplied in an easy to use pipette and is applied to your pet either every 2 months in the case of dogs or every month in the case of cats.

We also have medications which will treat fleas and some worms together in a liquid pipette form. Again applied onto your pet's neck.

With the recent increased incidents of lungworm we will occasionally recommend a more suitable product depending upon your pets risk levels.

For full details on the many products, which are safe to use, please ask our reception staff or contact one of our Pet Health Councillors.

MICROCHIP YOUR PET

What Is A Microchip?

The microchip is a very small electronic device enclosed in a sterile and non-reactive capsule. It is implanted under the skin between the shoulder blades.

Sedation is not necessary as this process causes minimal discomfort. Each chip has a unique number which can be read by a scanner. These are now widely available and most vets, local authorities and rescue shelters possess them.

Why Should I Have My Pet 'Chipped'?

The microchip is a permanent means of identifying your pet. Collars and tags, however useful, can easily be lost. Should your pet get lost, the microchip system will help to return them to you with the minimum of delay before being re-homed or even destroyed. Pets travelling abroad are required to be chipped as part of the Pet Travel Scheme.

How Can I Be Traced If My Pet Is Found?

At the time of implantation of the chip, your personal details are submitted to a single National Database. The information is kept for life and the fee for this is included in the cost of the implantation. If your pet is found and the chip number identified, it is a relatively easy matter to reunite you with your pet.

Will My Pets Microchip Work Abroad?

Yes, the chips used in our clinic comply with the International Standard (ISO) and so can be recognised by scanners throughout Europe and beyond.

Is There More Than One System In Use?

No – all European microchip's comply with a recognised international standard (ISO).

What If My Personal Details Change?

Whilst the chip with its unique number will remain with your pet for life, it is possible to update your personal details on the National Database as and when required.

Can The Chip Move After Implantation?

Very rarely a small number of cases have been described where the chip has moved usually to the region of the elbow. However, these have still functioned perfectly well and not caused any problems.

Can Microchip's Have Side Effects?

A European reporting system which monitors reactions to microchip implantation has failed to identify any significant problems in the last 6 years.



PRESCRIPTIONS

Here at Cedar Grove Veterinary Clinic we stock and dispense a large range of veterinary medicines for your pet on a daily basis, including prescriptions diets. We aim to make the ordering process as straightforward and easy as possible for you. If you need to request a repeat prescription from us, we would kindly ask you follow the advice listed below.

Contact Reception and speak to our reception team, or you can also request a repeat prescription from us online at Prescriptions Request Form and fill in the prescription request form.

We will require the following details

- ★ Your name, address and pet's name
- ★ The drug/s required, along with quantity and current dose given
- ★ The veterinary surgeon in charge of your pet

This information is then passed on to the veterinary surgeon in charge. All repeat prescriptions have to be authorised and signed off by a vet before dispensing, so therefore we would advise it is usually several hours before your prescription will be ready for collection.

We will advise you by telephone before then if your prescription cannot be issued for any reason.

We follow strict guidelines laid down regarding prescribing and dispensing of medicines.

In order to ensure optimal health in your pet and to satisfy our governing bodies we will ask to re-examine your pet occasionally.

Royal College of Veterinary Surgeons regulations, as well as good medical practice prohibit us from dispensing prescription medications without prior examination of your animal, and current knowledge of your animals' health.

<http://www.rcvs.org.uk/>

If you have any further questions regarding prescription medicines please contact

Alison Fletcher (Practice Administrator)
028 9070 5777

FREQUENTLY ASKED QUESTIONS

Does my pet need to have a check up for a written prescription?

Your pet will need regular health checks in order to prescribe prescription only medication (POM-V). This allows your veterinary surgeon to have knowledge of your pets' health and any illnesses, to decide upon a course of treatment, and assess the response to the treatment. Your veterinary surgeon will have thorough knowledge of the medication, usage, dose, side affects and any contraindications. Therefore, the frequency of the health checks will be dependent upon the type of illness and seriousness, and the response to treatment. Most pets on long term medication will need health checks and possibly diagnostic/monitoring tests (such as blood tests) on a 3-6 monthly basis

Do all products need prescriptions?

Most products require a prescription. There are some wormers, flea products, diets and shampoos that may not require a prescription.

What do I do with unused or expired medication?

Please return any unused or expired items back to the clinic for disposal, this includes diabetic syringes or any partially used items.

Cedar Grove Pet Health Clinics

We run a series of clinics to help you with continued support for you and your pet. Please contact the practice and ask to speak to the person responsible for each clinic or if they are unavailable ask to speak to the manager - Jennifer Crawford-Allen.

★ Puppy Socialisation

Training classes and advice on puppy socialisation and training.

Contact: Jennifer Crawford-Allen Practice Manager, Qualified Nurse

★ Weight Management

Advice on prescription diet foods for overweight pets.

Contact: Alison Fletcher Practice Administrator

★ Dental Clinic

Advice and information on dental care for your pet.

Contact: Nicola Stewart Qualified Veterinary Nurse

★ Blood Profile Clinic

Regular blood testing for patients on lifelong medication for certain conditions.

Contact: Helen Gourley Qualified Veterinary Nurse

★ Small Furrries Clinic for rabbits, guinea pigs, hamsters and wildlife

Advice on all aspects of care for small furrries.

Contact: Laura Cartmill Qualified Veterinary Nurse

★ Nutrition Advisor

Advice on nutrition requirements for pets of all ages.

Contact: Alison Fletcher Practice Administrator

★ Pet Health Care Plan

Annual discount plans for both worming and flea treatment for your pet.

Contact: Jennifer Crawford-Allen Practice Manager, Qualified Veterinary Nurse

★ Diabetic Clinic

Advice on aspects of looking after your diabetic pet.

Contact: Helen Gourley Qualified Veterinary Nurse

★ Pet Bereavement

When a dear companion animal dies, it can leave you feeling sad and alone, please feel free to contact: Laura Cartmill Qualified Senior Nurse or Lynsey Hamilton Associate Veterinary Surgeon.

Cedar Grove have five fully qualified Pet Health Councillors who can advise you on all aspects of pet care.

Contact Number:
028 90798457 or **028 90705777**

It is becoming increasingly common for people to take their pets on holiday or move to another country without having to place their pets in quarantine thanks to the Pet Travel (PETS).



It has become easier for animals to move from country to country if they have their own passport as long as the animal travels to countries belonging to the PETS scheme. A passport must be obtained and issued by a Veterinary Surgeon holding the Local Veterinary Inspector (LVI) status and tight procedures must be followed.

There may be slightly different procedures to following depending on which country you wish to travel to with your pet, but there are few basic steps that must be taken before a passport can be issued.

Firstly your pet must be fitted with a microchip, this is to ensure that the travelling pet can be identified to the passport. A rabies vaccine is required.

WHAT YOU NEED TO DO - with our help

Travelling within Europe

1. Have your pet micro chipped. Before any of the other procedures for Pets Passport are carried out, your pet must be fitted with a microchip so that it is identified.
2. Have your pet vaccinated. After the microchip has been fitted your pet must be vaccinated against rabies. There is no exemption to this requirement.
3. Get Pet Passport (PETS) documentation. For animals being prepared in an EU country, you should get an EU pet passport.
4. When you plan to return to the UK you must have your pet treated by a veterinary surgeon for ticks and tapeworm not less than 24hrs and not more than 48hrs before returning. The veterinary surgeon must be suitable registered to sign the pet passport

For further details please see
www.defra.gov.uk

Or phone help line....
PETS help line 0870 2411710

As we all know, our pets are curious, playful and at times a little too adventurous, so unfortunately accidents will happen from time to time. Knowing what to do in an emergency could not only reduce pain and promote recovery but could save your pet's life. Important rules to remember in an emergency are – **remain calm, be prepared and do not put yourself or others at risk**. Injured animals are frightened and in pain and may try to bite anyone who touches them.

In all cases, please try to phone (if it is safe to do so) to let us know you are on your way with an emergency – that way, we can be even better prepared to treat your pet.

Never give human medicines to your pet – many will do more harm than good. Do not offer food or drink either in case your pet requires an urgent anaesthetic.

Depending on the situation, you can do certain things to help your pet before travelling to us. Here are some of the more common conditions we treat as emergencies and some helpful first aid tips which could make a difference.

Road traffic accidents

Beware of other cars. Talk calmly to your pet and approach slowly. Put a lead on if possible and a muzzle if necessary. Make an improvised stretcher with a blanket or board and slide your pet onto this. Cover with a coat or blanket to reduce heat loss. Contact Cedar Grove.

Broken bones

Confine your pet to as small an area as possible e.g. a box for transport to the clinic.

Bleeding

Apply firm pressure over the bleeding area with a clean towel or cloth. If possible, apply a bandage to the area. If blood seeps through, do NOT remove the original bandage but apply



another layer on top. Do not try to remove foreign objects from wounds, just bandage over and around them.

Burns and scalds

Remove the source of heat and rinse the area with cold water for at least 10 minutes. Do not apply ointments or cream but cover the area with a clean non-adherent dressing or cling film before bringing your pet to the clinic.

Poisoning

Do not attempt to make your pet vomit. Contact the clinic immediately and try to find any relevant packaging/name of the substance or plant swallowed.

Ball stuck in throat

Bring your pet to the clinic immediately. You may want to try removing the ball if your pet's gums or tongue are blue or they are unconscious. Take care not to get bitten but if you have help, ask the other person to hold your pet's mouth open and you reach inside and grasp the ball. If this is unsuccessful, place your pet on their side and push down suddenly behind their last rib. Ask the person holding the mouth open to grab the ball if it appears.

Coat contamination

Prevent your pet from licking the area in case the contaminant is toxic. If only a small area is contaminated, clip off affected hair if possible. Do not use paint removers etc on your pet. Contact the clinic for further advice.



Heat stroke

Wet your pet's coat with tepid water and place them somewhere cool and shady with a fan on them if possible. Contact the clinic immediately.

Seizures/fits

Darken the room and reduce noise. Do not provide any stimulation e.g. talking to or picking up your pet. Remove any nearby objects that your pet may injure itself on and contact Cedar Grove.

Eye injuries

If the eye is bulging out of the socket, apply a wet dressing. If chemicals have got into the eye, flush repeatedly with water. In both cases, prevent your pet from rubbing their eye and contact the clinic immediately.

Drowning

Wipe away material from the mouth and nose and hold your pet upside down to allow water to drain out. Give resuscitation if breathing has stopped and contact the clinic immediately.

Electric shocks

If a non-domestic high voltage supply is involved e.g. power lines, do NOT approach and call the police. If it's a domestic supply, try to turn off the power. Use a dry non-metallic item to push your pet away from the power source and contact Cedar Grove immediately.

Insect bites or stings

Apply ice to the area to reduce pain and swelling and contact the clinic.

Useful items for a pet first aid kit

- Assorted sizes of non-adhesive absorbent dressings to cover open wounds
- Bandages
- Surgical sticky tape
- Gloves
- Blunt-ended scissors
- Large towel or blanket
- Lead and muzzle
- Phone numbers for **Cedar Grove Veterinary Clinic (02890 798457)** and **Vets Now Emergency Clinic (02890 651729)**
- Ormeau Veterinary Clinic (02890 326406)

Hopefully you won't need to put this advice into action, but it's always better to be prepared, just in case.



INSURANCE

Pet insurance is becoming increasingly important in our modern society, both for third party liability and for peace of mind in knowing that you will never have to compromise on veterinary treatment for your pet. We strongly advise all pet owners to consider insuring their pet against expenses incurred through illness and accidents.

Pet insurance helps to ensure you can give your pet the treatment it needs, knowing you can get help with the costs. We work with specialist pet insurer Petplan, who have a range of policies to suit your priorities, your pet and your budget. In the case of large or ongoing claims, we are happy to deal with these directly through Petplan. However if you are insured with another company, then we must discuss this with one of the partners or the practice manager before treatment commences.

Opening Times

Monday - Friday 8:30 am - 8:30 pm

Saturday 8:30 am - 4:30 pm

Sunday 9:00 am - 1:00 pm

For further advice please contact our Pet Insurance Advisor Alison Fletcher. Alison has a lot of knowledge and experience in helping clients with their insurance.

For further details please visit
www.petplan.co.uk



PETS LIKE RETAIL THERAPY TOO!

Our retail area is host to many stylish and unique items not commonly found in the high street pet shops.

We stock the range of exclusive **Red Dingo** collars, leads and harnesses, bright and zingy!

Bedding from **Danish Design**, lasts a lifetime.

Safe and interactive toys from **The Company of Animals, Kong** and **Nylabone**.

Stylish and functional apparel again from **Danish Design**.

Safety is paramount for your pets, which is why you will never see us stock items like Rawhide, Rubber Toys, Stag Bars and other "cheap" items easily destroyed or causing potential harm to your pet.

We are more than happy to give advice on suitable items for your pets age, lifestyle and needs.



ORMEAU VETERINARY CLINIC

182 , Ormeau Road
Belfast
BT7 2ED
028 9032 6406

Welcome to our branch clinic.



Did you know that Cedar Grove has a branch clinic, run by Cedar Grove, with the same familiar vets and the same very high standards of pet and client care. Maybe you did realise but have never thought to avail of this service. Please take a few moments to glance through this page to learn a little of what the branch practice has to offer.

Ormeau Veterinary Clinic is a small clinic with friendly welcoming staff. You will find us at 182, Ormeau Road, Belfast, BT7 2ED. At this location we are close to the town centre just on the city side of the Ormeau Bridge.

Like Cedar Grove we are proud of our high standards. We have a fully equipped operating theatre, laboratory, fully stocked pharmacy to include vaccines, wormers, flea and tick treatments. We also have a well stocked pet shop in our waiting area. In addition to our main clinic we have cat grooming facilities, and we also offer 10% discount for OAP's.

So if you can't get an appointment at a time that would suit you at the main clinic, consider visiting the branch clinic. The same familiar and friendly staff run the clinics at the branch clinic so you are sure to see a vet that you and your pet are familiar with. Our appointment times are as follows:

Monday to Friday
Morning consults – 9am to 10.30am
Evening consults – 4pm to 7pm



There is a car park at the rear of the building so you won't be troubled trying to find a car parking space along the Ormeau Road.

The clinic is usually quieter than Cedar Grove with fewer pets and people and less hustle and bustle. It maybe ideal if your pet is especially anxious or prefers a quieter environment.

Also consider the branch clinic with its proximity on one of the main routes into town, if your pet needs a procedure and it is difficult to arrange leaving them off at Cedar Grove, then maybe leaving them off at the branch clinic on the way to work would suit you better.

All our records for your pet can be accessed through the branch clinic and visa versa so you have the flexibility to attend either clinic, whichever suits you best. We can also arrange for the collection of prescriptions from the branch clinic.

Contact us on **028 9032 6406** if you have any queries. We look forward to hearing from you.



38 Terms and Conditions

Professional Fees

Our aim is to provide Quality, Transparency and Value. The charging policy at Cedar Grove is simple and transparent:

1. A fifteen-minute appointment (consultation) with a vet during normal hours will cost a fixed rate. Please contact us for current charge. We also operate an appointment system to keep delays down to an absolute minimum. So whether it's your first trip to us with a problem or a follow up assessment to see that a treatment has been a success, you'll always know how much it will cost.
2. We have a set fee for vaccinations and neutering.
3. If your pet is ill and requires diagnostic, surgical or medical interventions, then we can provide you with a printed estimate* and discuss cost prior to beginning any work, so you can make an informed choice for your pet.

*Please ask for a written estimate if you are not offered one, but also be aware that estimates are just that - estimates of what the final bill could be. Some times the bill will be more or less than the estimate provided, so do not be afraid or embarrassed to ask questions about treatments and costs. We understand that some of our services seem expensive and we are more than happy to discuss how these charges are generated.

4. Our fees are the same whether your pet is insured or not.
5. Nurse clinics exist for non-urgent problems that do not have to see a vet, things like - nail clips, emptying of anal glands, stitch removal following uncomplicated operations. The fee to see a nurse is approximately £15 and some nurse services have no charge. Our client care team can advise you of the cost.
6. Payment is expected at the time of treatment.*
7. A deposit will frequently be requested for at the time of admission of your pet, before treatment is started.

*In certain critical emergency situations where any delay may compromise the successful treatment of your pet, a verbal estimate may be provided.

Value for Money

At Cedar Grove we accept that some of our charges may seem expensive, and bills can easily amount to substantial amounts of money. The costs at Cedar Grove reflect the high standards that we provide for you and your pets. These high standards require a significant investment in staff, equipment, training, drugs and time. Our clients expect care, facilities and level of professional services that are above average.

We will never compromise our standards to provide a cheap service, however it will always be our aim to provide value for your money. Also in most cases, we will be able to provide options for treatment.

Don't forget that we all have pets too, so we know what your pet means to you - the same as ours mean to us!

At Cedar Grove, caring for your pet isn't our job - it's our life. So trust us to make your pets life long, happy and healthy.

A suggestion

We strongly recommend that all pets owners make sufficient provision for vet bills should they arise. In most cases this means taking out pet insurance against unexpected accidents or illness. If you are interested in taking out insurance, please ask us for information about insurance or visit our website to avail of further detail.

Cedar Grove Official Terms of Business

All accounts are payable in full at the time of treatment, including treatments not covered by an insurance policy. We can accept payment by cash as well as most credit cards and debit cards.

2.5% of your payment by credit card is paid to card services for handling the transaction. The total amount paid remains the same regardless of method of payment.

Any variation to the above terms must be agreed with your Veterinary Surgeon at the time of consultation and prior to treatment.

It is Practice Policy to accommodate and co-operate with our clients whenever possible. However, if payment is not made in accordance with our terms or if any special agreements are not honoured, then all bad debts will be referred to the County Court for recovery. This will include an administration charge, court fees, expenses and interest on the unpaid amount from date of invoice.



Main Surgery

Cedar Grove Veterinary Clinic : 028 9079 8457 / 9070 5777

Branch Surgery

Ormeau Veterinary Clinic : 02890 326406

Local Charities

Dogs Trust : 028-25652977

Cats Protection : 02890 480202

Crosskeenan Animal Sanctuary : 02894 465384

Assisi Animal Sanctuary : 02891 812622

Mid Antrim Animal Sanctury : 02894 463993

Pet Travel, Quarantine & Boarding

Dept of Agriculture : 02890 524622

Breeny Boarding & Quarantine Kennels : 02890 402068

Dog Licensing

Belfast City Council Dog Warden : 028 9032 0202

Castlereagh Borough Council Dog Warden : 028 9049 4650

Pet insurance

www.whichpetinsurance.co.uk

Useful Taxi Numbers

Quick cabs : 028 9045 7979

Harley and me Pet taxi : 07858 05422

KnockKabs : 028 9045 7979





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- Brave Pet May 2013
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- Practice Managers Welcome
- Staff Profiles
- Current Hours & Office
- Newsletter
- How to Find Us
- Privacy

WEBSITE

To find out more about Cedar Grove and to hear the latest practice news and updates, including some special promotions please visit www.cedargrovetvets.com regularly. Become a member of our Pet Health Club and receive additional benefits.

Along with many useful information sites you can also use the website to:

- ★ Order repeat prescriptions
- ★ Request an appointment on-line
- ★ Register you pet on-line
- ★ Avail of free membership and benefits from our Pet Health Club
- ★ Follow us on our facebook link from the website or through www.facebook.com/cedargrovetclinic
- ★ New pups and kittens information
- ★ New arrivals and brave pet of the month
- ★ Pet Health Club membership with video guides for administration of tablets, eye drops , ear drops, dental care and much more.

Branch Practice
 Ormeau
 Veterinary Clinic
 182 Ormeau
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 90326406

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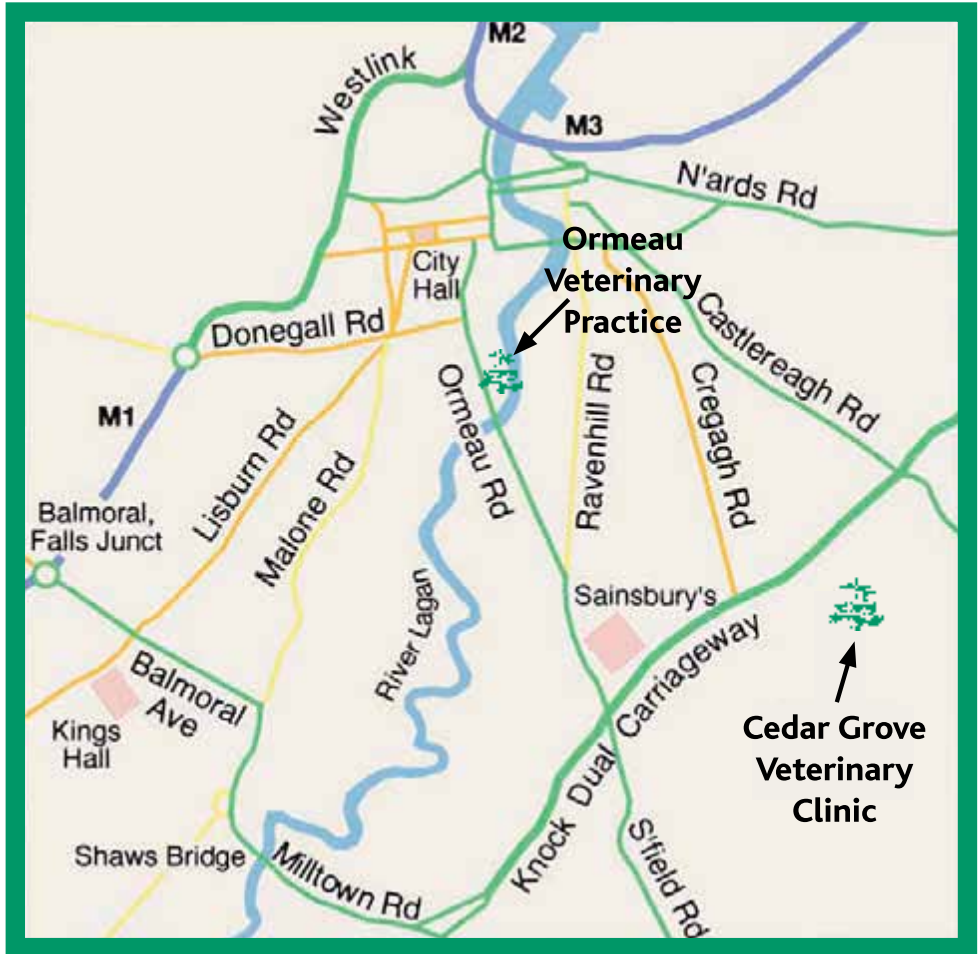
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42 How to Find Us

The map below shows the main routes from both the M1 and M2.



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For more information please view our
website at

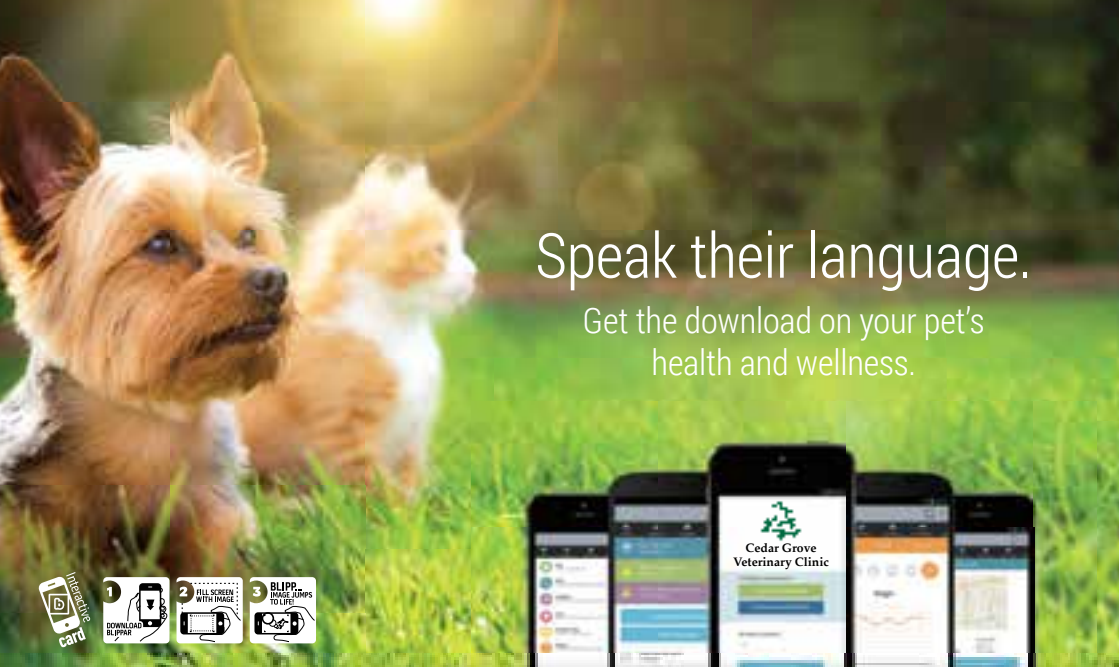
www.cedargrovetvets.com

or alternatively contact us on

028 9079 8457

or email us at

cedargrove@btinternet.com



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Any problems call us at Cedar Grove 90798457



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CEDAR GROVE VETERINARY CLINIC

www.cedargrovevets.com

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Fax: 028 9040 1917
email: cedargrove@btinternet.com
www.facebook.com/cedargrovevetclinic

ORMEAU VETERINARY CLINIC

www.ormeauvets.co.uk

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