

What Every Pet Owner MUST Know.....

Working with live animals requires a great deal of skill. Some pets are more skittish or wiggly than others, some always have to move to see what's happening elsewhere. Each dog in every breed is unique. For these reasons there is always a risk of nicking or cutting the animal accidentally, even when the greatest of care is used by a very experienced groomer. (we are human working with live wiggly animals with sharp instruments).

These are common post-grooming conditions that all pet owners should be aware of;



Picking up your pet

We attempt in every way to have your pet ready at the appointed time. Due to the special nature of working with live pets, things don't always go as scheduled. Your Patience and understanding is greatly appreciated.



Clipper Burn

The clipping process can cause irritation and or redness on pets with sensitive skin. This condition is not caused by the clippers becoming too hot. Rather, it may be the length of the blade being used that will cause the reaction. Because some animals have very sensitive skin, adjusting the blade length will alleviate the problem in most pets. If you see redness on your pet's skin, be sure to let us know, so we can adjust the blade length on future grooming visits.



Brush Burn

In Heavily tangled or matted pets excessive brushing, to remove tangles or mats, can and will cause redness on your pet's skin. To avoid this have your pet groomed on a regular basis to avoid matting.



Nail Bleeding

When nails are clipped, even by a veterinarian, a common condition called "quicked" can occur. A vein is sometimes cut, which causes bleeding. (this wouldn't happen so often if dogs weren't dogs and they sat perfectly still). If the bleeding starts after you get home, we suggest you apply baking soda to stop the bleeding.



Head Shaking

Removal of hair and mats from the ears creates a different sensation to the animal, and the general response is shaking. Removing hair and wax from your pet's ear is a very important process in maintaining your pet's health. You should check your pet's ears the day after grooming to remove any excess wax that had been loosened during routine cleaning. We are not vets so we can only clean so deep, extra ear cleaner will drip further down and loosen deeper wax, the pet will shake and you will see more wax. Because you may see wax does not mean we didn't properly clean your pet's ears.



Itching

Here are a few reasons your pet may itch after grooming. When a pet is clipped, it will experience the same type of itching a person would, after a hair cut. The pet could have a pre-existing condition from flea bites, hot spots, allergies or your pet could just be bored or experiencing stress from their environment changing, (moving, holidays, ect.). In rare cases your pet may be allergic to the shampoo, if that is the reason consult your vet as to what shampoo is best for your pet. Remember we are groomers not vets.

Pet Fear

Pets are like children in that they don't like to have their owners leave them. They shake and show fear that is very stressful to some owners. Be assured that once you leave the shop, they tend to relax to their new surroundings very quickly. Heavily matted pets experience more stress than pets that are less matted. Pets again are like children, in that they remember the experience. Be a thoughtful owner and have your pet groomed on a regular schedule that will become an event both you and your pet can look forward to, rather than dread.

Is the cut right?

When you instruct us regarding the type of cut you would like your pet to have, we interpret your instructions and hopefully the look is just as you described. If the cut is not as you desired, please let us know. Our goal is to provide the cut exactly as you have requested. Exceptions do apply see Matted pets.

Matted Pets

De-matting a pet can be a very painful process. We all groom because we love animals, (we became groomers to help your pets not hurt them, please don't make us hurt them by excessive de-matting). We will honor your instructions but sometimes we may choose not to proceed, not for any cost, and we may give your pet a shorter haircut. It is much more humane to cut the hair short and let the hair grow back in, then, get your pet groomed on a regular schedule to avoid your pet getting matted. Matted hair is a major contributor to skin problems. Matted fur holds moisture against the skin and can cause redness and irritation. Matted fur can also be a haven for fleas and debris.

GROOMING FOR ALL SEASONS

The thought of a human wearing a fur coat and not maintaining good hygiene is not a pleasant one. And the same goes for our furry friends. They too need year round grooming to maintain their good health. The misconception that dogs should not be groomed in the winter is untrue. Dry heat in homes can be tough on our hair and skin, it can be tough on your pets also. The layer of fat between your pet's muscle and skin is the true insulator, if your pet is matted it is better to clip your pet short than to let the matting cause skin and health problems, even in the coldest weather. Hair that accumulates in the pads of your dog's feet can pick up foreign objects, become matted and hold moisture between pads. Have you ever walked around with rocks in wet shoes? Sounds uncomfortable doesn't it?

LOVING CARE

We are in this business because we love and deeply care for the animals that we service here at The Dog Shop. Be assured that the welfare of your very special pet is our biggest concern. Your trust and continued patronage is the very nicest compliment you can give. We will continue to work hard to earn and deserve the trust you placed in our ability to care for your pet. Any questions, comments please call 525-5005

Sincerely,

Lori and The Dog Shop Staff.