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2018 Recap!

What to look forward to in 2019!



Please join us on March 23rd from 12pm to 3pm for Viking’s Open House!

This is a great opportunity for everyone to come into the hospital and learn what sets Viking Veterinary Care apart! Our staff and doctors look forward to spending the afternoon with you.

Come meet our rescue partners and enjoy demos with information about services offered at VVC, including: Canine Fitness Training, acupuncture, Fear Free, stem cell, rehabilitation, dentistry, and more!

Please feel free to bring friends and/or family but we ask that you leave your pets at home. The building will be very busy that day and we want to be sure that our clinic remains the Fear Free environment that they know and love!

Calling All Cats! Give us a call to schedule an appointment for the feline family member in your life on our upcoming cat-only day! Thursday (or as our staff has named it: **Purrsday!**), **March 21st** will go to the kitties! All but one exam room will be prepared with our feline patients in mind.

There will be cat treats, toys and Feliway to help your cat be comfortable and happy during their appointment. This day is especially good for kitties who don’t have a dog in their family. (Please note: we will have one room reserved for any of our canine patients that require urgent medical care on that day.)



Viking Veterinary Care no longer accepts Discover or American Express as forms of payment. Forms of payment we do accept include Care Credit, Visa, Mastercard and cash. Please also note that we do not accept personal checks.



2018 was a Busy Year at Viking Veterinary Care!

In 2018, we welcomed several new professionals to our veterinary team, including Dr. Sarah Tran and Dr. Josie Gold. Dr. Josie has been essential in allowing us to see same-day appointments. We really appreciate her help in seeing time-sensitive appointments! If you want to get to know them or any of our staff members, we invite you to check our team at <http://www.vikingveterinarycare.com/index.html?content=ourteam>



Dr. Kristy Brock, who is certified in rehabilitation and acupuncture (and working toward her certification in Chinese Herbs), started seeing these appointments in earnest during the last year. If you feel that your pet may benefit from these treatment options, Dr. Brock has primarily dedicated Fridays to Physical Therapy and Acupuncture. She was featured in the Fear Free Happy Homes blog with one of her acupuncture patients, Daeli the beagle. Check out that article to

learn more about acupuncture and how it can be used in a Fear Free Practice: <https://fearfreehappyhomes.com/acupuncture-can-it-help-reduce-pet-stress-at-the-vet/>

When Dr. Sarah joined our team, she brought her interest in exotics. This allowed us to expand our list of species that we see to include pocket pets (ferrets, guinea pigs, rats, etc) and reptiles (lizards, snakes, etc). Dr. Sarah is also certified in Veterinary Orthopedic Manipulation (VOM) and has seen improvement with several dogs and cats that she has treated. VOM is a non-invasive, healing technology that works by focusing on the pet's nervous system. She uses a special instrument (seen in the photo to the right) to address specific points on the body, similar to acupuncture. Dr. Sarah has experience with Chinese Herbs as well and Viking is now carrying several of these herbs/supplements in our pharmacy.





Our hospital is evolving to accommodate more appointments. The multipurpose room (well known for being the Puppy Play Day Room!) is now fitted to be an exam room as well. This room is also used for Dr. Kristy's Rehab appointments and Cristen's fitness appointments. Additionally, Room 5 was built out to be another exam room primarily for cats.



Dr. Rosie Gilbert presented at the Whole Dog Academy Conference to discuss the importance of puppy socialization in July 2018. Dr. Rosie and several staff members attended this day-long conference honing our Puppy Play Day skills and learning alongside other veterinary staff, dog trainers and groomers.

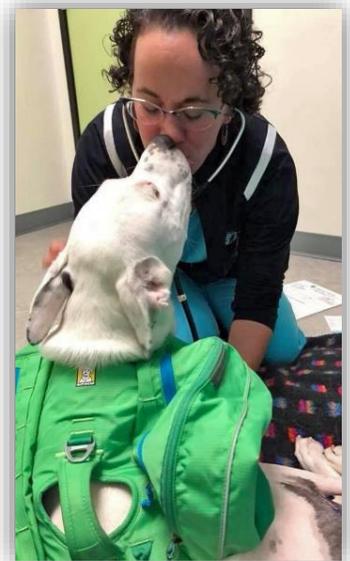
We now offer stem cell collection and banking as an option during spay/neuter procedures. Collecting these cells during this procedure, when animals are young and healthy, leads to higher cell counts and more viable cells if the pet needs them later in life. We especially recommend this option to owners who have large breed dogs, as they often need them in their golden years. For the full explanation on Stem Cells, please check out the write up on our website at:

<http://www.vikingveterinarycare.com/index.html?content=regenerative>.

For more information on collecting and banking cells at the time of spay/neuter, please refer to the December 2018 Newsletter or on our website.

Viking Veterinary Care became a Certified Fear Free Practice! All of our staff continues to strive to provide your pets with the highest quality medical care, while simultaneously paying attention to their mental well-being during their time in the hospital. Our staff also work on their individual certification from the time they're hired. Our commitment to learning doesn't stop there! During our staff meetings, we all share information that we learned while attending other educational seminars and/or conferences.

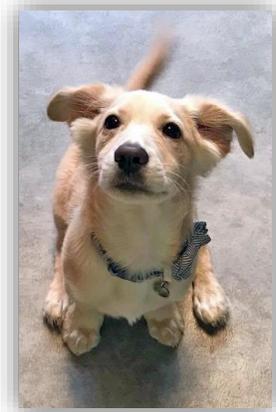
Our online pharmacy has changed to Vets First Choice. This is a great option for people to receive prescription diets, medications, and supplements right at home! Vets First Choice offers our clients great deals and rebates, while providing products that are still guaranteed by the manufacturers (which is not the case with other online pharmacies). We love saving our clients time and money! Check out their link here: <https://vikingveterinarycare.vetsfirstchoice.com/>.





We had our first feline-only day on a Friday (so we could call it Feline Friday!) and our Chairman Meow (Jessica) did a great job making sure that our kitty patients were comfortable and happy. Staff and clients alike enjoyed this day, catering to the needs of the cats! If you missed it, don't worry! We have another one coming up this week and ultimately Dr. Rosie would like to have at least one a month.

Viking Veterinary Care and several staff members made their television debut on *Amanda to the Rescue*. This show on Animal Planet features Panda Paws Rescue, one of our rescue partners. We hope you enjoyed season one as much as we did! Heather, one of our technician assistants, adopted this dapper little pup, Diego. He found his way into her heart and home through Panda Paws. We are grateful for all of the hard work our rescue partners do! Come meet them at our Open House!



One of Viking's CVTs, Cristen, received her certification for Canine Fitness Training! Viking now offers this service for owners who are interested in continuing to exercise their pet's mind and body after rehab, after aging out of Puppy Play Day or just because! It is a great way to also provide positive associations with our hospital and is so fun to watch. Cristen loves sharing the "lightbulb moments" with owners when their pet learns a new cue or how to use a new piece of the equipment. Their body language expresses their enthusiasm for fitness and that joy is contagious! During 2018, a specially designed dog treadmill was added to the clinic. Once dogs are trained on how to use it, they can come in for cardio sessions to help with exercise and conditioning!



Puppy Play Day has been restructured as we've learned what will benefit our puppy patients for a lifetime. Our trained staff recognize the fascinating intricacies of puppy play, helping shy players come out of their shells and guiding the exuberant players to play in a way that less overwhelming. Veterinary equipment such as syringes and thermometers are introduced to puppies in this positive context; this way, the objects aren't so scary later when they are exposed to them during actual veterinary visits.



More to Come in 2019!

We are working on expanding our online content to have more information available for medical conditions. We hope this resource will be utilized by our clients as a reliable reference when they need more information. Please let us know if there are specific topics you are interested in by emailing us at info@vikingveterinarycare.com.

We've expanded our hours! Viking Veterinary Care is now open until 8pm on Tuesdays, Wednesdays and Thursdays and until 3pm on Saturdays. On Mondays and Fridays, we still close at 6pm.

We have added another full-time doctor to our team! Dr. Bridget Hendricks came to Viking already Fear Free Certified and familiar with certified cat-friendly practices. Her philosophy of providing the best medicine while honoring the human-animal bond in a Fear Free manner directly align with our own and we are very excited to welcome her! In her spare time, she and her husband enjoy running, flatwater kayaking, mud races, and dancing. They are owned by two kitties, Macavity (aka Kitten) and Cleo!



Our staff are excited to see what learning opportunities are available in 2019! Fear Free has created an Elite Certification process that will go live in April, which several of our staff are looking forward to attaining. The Portland Metro Area also has a great selection of continuing education opportunities with a variety of different topics.

Please stay tuned for additional updates on our social media. We are on facebook (<https://www.facebook.com/VikingVeterinary/>) and Instagram (@viking_vet). We regularly update our website with important and requested information and send newsletters throughout the year.



In 2019, we will continue our dedication and commitment to excellent, Fear Free care. Our staff will work with you and your pet to figure out what makes them most comfortable when they come in to see us.

We love that several pets run full-steam ahead to rush into our lobby to greet their adoring fans and happily accept treats and attention, even when they're not feeling their best.

We're also honored by the hesitant canine tail wags and unsure kitty head bumps by those pets that still aren't quite sure about us, but are willing to try what we ask of them.

And we are so grateful for the pets that communicate to us that they need so much more help beyond the treats and attention due to medical or behavioral conditions and complications. We are honored to be the team that can listen to them and help them heal.

Also, we extend our sincerest thanks to you, our clients, who trust us with the care of your wonderful family members!

If there is something you'd like us to look into for changes to make in 2019, please send an email with your suggestion(s) to info@vikingveterinarycare.com.



If there is something you are interested in seeing in the newsletter, please send suggestions to cristen@vikingveterinarycare.com.