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A Great Op-PURR-tunity!



On October 26, 2018, Viking Veterinary Care will host its first ever Feline Friday!

On this day, we will primarily be focusing on our feline friends. All of the rooms in the hospital (except one which will be reserved for any of our canine patients who have an urgent medical concern) will be set up with Feliway pheromone diffusers and "Through a Cat's Ear" music playing. Please call soon to reserve your cat's appointment at 971-371-4024! We suspect our schedule will fill up fast on this day.

whole dog  academy

Whole Dog Academy is a local organization of people who are **committed to improve the canine-human relationship through educational outreach.** In July, trainers, groomers, and veterinary professionals came from all over the state for their first conference, "WAGcon." Speakers included Grisha Stewart, Dr. Chris Pachel from Animal Behavior Clinic, Dr. Valli from Synergy Behavior Solutions and Viking's own, Dr. Rosie Gilbert!

Dr. Kristy, Cristen, Javiera, and Jessica were also in attendance for workshops that included training deaf dogs, loose-leash walking, and effective socialization of puppies!

WagCon 2018 also started a dialog between the many branches in the animal community of what could be improved for our furry companions. We were honored to be a part of the conversation! For more information, please check out their website at:

<http://www.wholedogacademy.com/>



Fear Free Hospital Certification

Viking Veterinary Care is pleased to announce that in addition to our staff completing their individual Fear Free Professional Certifications, we have also achieved an overall Hospital Designation!

The Viking Crew underwent rigorous testing and inspection of our Fear Free procedures and handling. Our staff now has access to additional Fear Free training options all year around. The learning never stops!



Viking's Cancellation Policy

To better serve our patients and clients, our hospital is formally announcing our cancellation policy:

Please contact our hospital at least 24 hours in advance if you wish to cancel or reschedule your appointment. Cancelling on short/no notice prevents other patients from being seen during these times. If you miss your appointment without notice or cancel/reschedule your appointment with less than 24 hours' notice, you will be subject to a cancellation fee of \$35. This fee will be added to your account and is expected to be paid in full at the time of your next office visit.*

**Please note that multiple no-show occurrences may result in non-refundable pre-paid appointments only or discharge from our practice.*

We make every attempt to see all of our patients with a medical concern in a timely manner. Ideally, this policy will give us more advanced notice so we are able to do so. Thank you for your understanding!

Viking Veterinary Care in the Community

Denna, Leslie, and Dr. Sarah were representing the Viking Crew as Big Dog Sponsors at **Puplandia Dog Rescue's Walk and Shop** event on July 29th. Viking Veterinary Care regularly partners with Puplandia to help their rescues prepare for their forever homes.



Denna and Dr. Rosie held down the Viking booth at the **Rock Creek Community Association's Night Out** event in August. **Viking Veterinary Care won the #1 Veterinary Hospital in the Rock Creek Neighborhood on Nextdoor for 2018!**



Exotic Care Now Available with Dr. Sarah Tran!



Viking Veterinary Care is excited to have Dr. Tran on staff for many reasons, but we are especially happy to be able to extend the list of species we see! **We are now scheduling appointments for rabbits, pocket pets, ferrets, and reptiles.** All of our staff are committed to providing low stress handling and restraint for these pets, as well as the high quality of Viking Care. (Please note: we are unable to see birds at our practice due to the high, open ceiling in the treatment area of our hospital.)

Many people get exotic pets with the assumption that they require less work than a dog or cat. In some respects, they do - many are smaller, taking less space and many don't need as much one-on-one attention. However, several of these less-common creatures require more attention to detail.

Proper husbandry of reptiles is essential and can be broken down into housing and diet. These two seemingly straightforward categories can actually require a lot of research! For example, housing takes many different factors into account: type of enclosure, lighting, substrate, humidity, objects to climb, how water is provided, places to hide, basking areas, and temperature. In terms of diet, some reptiles eat fruits and veggies, some eat insects and/or other animals; sometimes they need all these things in just the right combination! In some species of reptiles, lighting affects how certain nutrients are absorbed and an improper set up can cause serious health problems, such as metabolic bone disease where the bones become brittle and break easily!

Rabbits are also very sensitive to poor husbandry practices. They can be susceptible to developing infections so their enclosures must be kept clean and their temperature consistent! It is important to carefully select the type of enclosure – glass aquariums or wire cages should be avoided due to potentially causing foot injuries. Their housing should be large enough to allow division into sleep, activity, food/water and litter areas.

It is always best to research the exotic pet you are interested in and discuss their care with your veterinarian. Exotics can be wonderful additions to your family if you do your homework ahead of time to make sure their needs will be met. Several of the staff at Viking can attest to some of the more interesting, less common pets that are available.



Please give us a call at 971-371-4024 if you have any questions or if you would like to get your exotic pet in for an exam. Dr. Tran will not see any invertebrates, amphibians, or birds.



Interested in Chinese Herbs and Supplements?

Viking Veterinary Care is now stocking the most commonly used herbs and supplements from **Jing Tang, Kan Essentials, and Standard Process**. Due to the nature of Eastern Medicine, an evaluation of the animal’s current Qi (pronounced “chee”) patterns is necessary. Not all animals with the same condition are treated with the same herb/supplement! To have your pet evaluated, please call 971-371-4024 to schedule an appointment with Dr. Sarah Tran or Dr. Kristy Brock!



Now is a Great Time to Stock Up on Pheromones!

Right now, we have special pricing available for all of our Adaptil and Feliway products!

Adaptil/Feliway 20ml spray \$13

Adaptil 60ml spray \$26

Feliway 219ml spray \$55.97

Adaptil Collars (all sizes) \$21.80

All Diffuser Starter Kits (Adaptil/Feliway/Feliway Multicat) \$28.60

All Diffuser Refills (Adaptil/Feliway/Feliway Multicat) \$16.85

Whether you use them regularly for your pet and would like to stock up or you’ve always wanted to try them, we have many options to chose from at a great price!



The dog pheromone, **Adaptil**, can help keep your pup calm in stressful situations or with everyday anxiety. It comes as a spray, refillable diffuser, and as a 30-day collar.

Feliway is the pheromone of choice for cats and comes in **Classic** (helps with urine marking, stress, and aggression) or **MultiCat** (helps with harmony in multiple cat households). Feliway Classic comes as a spray or diffuser, while MultiCat is only available as a refillable diffuser at this time.

Pheromones purchased through your veterinarian are completely guaranteed by the manufacturer.

If you don’t see any improvement in your pet after trying them, please let us know for a full refund!

Normally we keep these products in stock but due to the reduced pricing, they’ve been flying off the shelves! Please give us a call at 971-371-4024 to ensure we set aside the items you want for pick up.



RECENTLY ADOPTED: Taco, Taquito & Fajita

Jessica, one of our Room Assistants, helped these cuties find loving families. They were at Viking for a few months and we enjoyed getting to know their personalities. We are so happy they have found new homes!

Please stay tuned for a new adoption room resident!

New Online Pharmacy: Introducing Vet's First Choice

We are always looking for better ways to serve our clients and our patients, so we are VERY excited to announce the launch of our new online pharmacy and prescription management platform. Vet's First Choice will provide delivery of your prescription orders, supplements and supplies directly to your home! Here are some of the improvements to our online pharmacy services:

- Free shipping options
- 800 number for dedicated customer service
- Live chat option for on-the-go customer service
- Auto-ship capability (set your favorite products to ship in any increment)
- Monthly coupons emailed directly to you to save you \$!

Because this new store focuses on YOU, our new pharmacy is set up to have suppliers ship directly to your home, thus allowing us to offer great service at competitive pricing. Orders can be processed and delivered within 3-5 days from the time the order is placed (expedited shipping is always available as well). Please note: a valid veterinary-patient relationship is required to fulfill all orders (i.e. a current annual exam).

Soon, you will be receiving an email from info@vikingveterinarycare.com inviting you to join us in this new endeavor. Please take a moment to click on the link, enjoy a welcome coupon and browse the store and pharmacy to get acquainted with the site. We look forward to serving you and providing you with an efficient and cost-effective way to take care of the needs of your pets.

Thank you for your patronage!



Ready for Their Close Up!

If you've wondered about the film crews during your visits to our office, tune into *Animal Planet* on October 28, 2018 at 9pm for the series premiere of "Amanda to the Rescue". **Viking Veterinary Care has partnered with Panda Paws Rescue** to provide medical care for some of the featured cases on this program. We are grateful and happy to be involved with this amazing special-needs rescue!





Acupuncture: Can It Help Reduce Pet Stress at the Vet?

Dr. Kristy Brock was recently interviewed for this article for Fear Free Happy Homes. It has been republished with permission. For more information on the Fear Free Happy Homes Initiative, please check out their website at <https://fearfreehappyhomes.com/>.



“Daeli receives regular acupuncture sessions. She was once very afraid of the needles and she still gets a little worried right before, but she relaxes as you can see here,” says KristyAnn Brock, DVM, CCRP, CVA, Fear Free associate veterinarian at Viking Veterinary Care in Portland, Oregon.

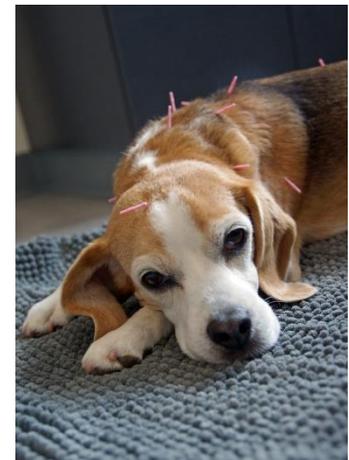
The idea of sticking needles in your dog or cat to help reduce fear, anxiety, and stress (FAS) associated with a veterinary visit may sound contradictory, but Dr. Brock says acupuncture helps with relaxation in a clinical setting. A pet who is relaxed makes it easier for a veterinary team to provide high quality medical care, including a more thorough exam and any diagnostic tests needed.

“Because acupuncture releases feel-good endorphins, many patients displaying fear, anxiety, and stress actually start to relax. Acupuncture helps with future visits since pets may start to associate the veterinary hospital with endorphin release and relaxation that occurs during the acupuncture treatment. These future veterinary visits may then be calmer and more productive as a result,” says Dr. Brock.

In 2015 the American Animal Hospital Association (AAHA) and American Association of Feline Practitioners issued joint guidelines for pain management in dogs and cats, including endorsing the use of acupuncture as a treatment modality for pain in animals. An increasing number of veterinarians offer acupuncture as a treatment modality integrated with traditional Western treatment options for pets.

Conditions Acupuncture Can Manage

Pain, whether acute or chronic, can be all encompassing, making it difficult to focus on anything else. Some pets may be so stressed from pain that their overall quality of life is greatly diminished. Pets in pain may be irritable, lose their appetite, and not want to be touched or picked up. Their interactions with family members and other pets may change. A pet stressed from pain may display a repertoire of FAS behavioral signs including trembling, crouching, and laying their ears back. Often, they are resistant to grooming, a veterinary exam, or even petting.



Acupuncture can be effectively used to help manage a variety of ailments, especially conditions that involve pain and inflammation such as osteoarthritis and intervertebral disk disease. Other conditions that may respond favorably to acupuncture include gastrointestinal issues such as diarrhea, constipation, nausea, vomiting, and decreased appetite; respiratory conditions such as feline asthma; metabolic disorders such as chronic kidney disease, liver disease, and diabetes mellitus; and pain associated with trauma from surgery, accidents, or fights. Cancer patients receiving chemotherapy and radiation may experience improved quality of life.

What Acupuncture Is

“Veterinary acupuncture is the insertion of sterile fine metal needles into specific anatomical points on the patient’s body with the intention to produce a healing response, to prevent disease or to treat pain,” says Dr. Brock. “There are 361 acupuncture points located on the dog and cat, many of which are similar to points placed



on people. Each acupuncture point is associated with specific areas where a nerve enters a muscle and has specific corresponding actions when stimulated. The desired response to the placement of the needles depends on the stimulation of the specific point itself,” she says.

Explaining how acupuncture works is a bit difficult since it isn’t fully understood and depends on which perspective you take, Eastern or Western. Dr. Brock says, “Eastern medicine focuses on the qi [pronounced “chee”] that moves constantly and unhindered throughout the body. When the body experiences injury or illness, it’s believed that qi is slowed or blocked completely. Acupuncture removes these “road blocks” and restores the flow of energy through the body. Western medicine focuses on the endorphin release in the nervous system from the placement of the needles. Endorphins are feel-good chemicals naturally produced by the body that have been shown to decrease pain and nausea.”

The Acupuncture Session

Because acupuncture needles are so fine, most animals do not experience pain from the stick, and many often fall asleep during the session. The acupuncture session may last between 30 and 60 minutes and typically includes a discussion about the pet’s lifestyle. Generally, the needles stay in place from 10 to 40 minutes.

“The amount of time depends on which disease process the veterinarian is addressing as well as the number of needles that are being placed. The longer a disease process has been present, the longer the acupuncturist will attempt to leave the needles in,” says Dr. Brock.



She says the effects of acupuncture are cumulative and some conditions require four to six sessions, while others have an immediate benefit. The number and frequency of treatments depends on the pet, the condition, and the type of treatment used, such as dry needle, aquapuncture, or electroacupuncture. Some chronic conditions may need lifelong treatment.

During the first 24 hours following treatment, pets may appear lethargic, but it’s actually a relaxed state due to physiological changes that include the release of endorphins and other neurotransmitters that have an effect on the brain. After the first 24 to 48 hours, most clients see improved conditions in their pets.

For pets displaying extreme signs of FAS, Dr. Brock recommends at-home sessions. There, pets are more likely to allow needle placement with significantly reduced levels of stress.

Finding a Veterinary Acupuncturist

Veterinary acupuncture is considered a medical procedure and may legally be performed only by a licensed veterinarian certified by an accredited acupuncture program. In the United States, two recommended programs are the Chi Institute (tcvm.com) and the International Veterinary Acupuncture Society (IVAS.org). Each program has a locator on its website to find a practitioner, as does the American Holistic Veterinary Medical Association (ahvma.org).

This article was reviewed/edited by board-certified veterinary behaviorist Dr. Kenneth Martin and/or veterinary technician specialist in behavior Debbie Martin, LVT. This article was republished with permission from Fear Free Happy Homes. See original post here: <https://fearfreehappyhomes.com/acupuncture-can-it-help-reduce-pet-stress-at-the-vet/>

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