

Wags & Whiskers

Never Say Never

What's Inside

Dealing with Grief
Page 2

Hospital Updates
Pages 2-4

Cavalier Club
Page 6

Salmon Poisoning
Page 6

Our story begins in September 2003 when our daughter moved into her own place and our family cat 'Whiskers' went to live with her. 'Whiskers' found a tiny gap in the back door of her new home and disappeared.

For days we searched the area. We left details with the local vets, cat charities, and animal welfare organizations. She was an indoor cat and not wearing a collar or ID tags. As days turned into weeks, months then years, we started to accept that we might not see her again.

Imagine our surprise when 3 years later, our daughter received a phone call from a local vet about 'Whiskers'. They explained that a stray cat had been brought in for inoculation and they had scanned her for (and found) a microchip.

This was indeed our missing cat-one that had been visiting the house of a cat lover who had been feeding her. Even more incredible, the house was no more than a quarter of a mile away!

So, what is the moral of our story? Well there are several. Most importantly, your dog or cat should have an AVID microchip with a current address and phone numbers. – *The Thiele Family.*

What is the AVID Microchip?

The microchip is a tiny computer chip with

a programmed identification number and is encapsulated within a biocompatible material. It is small enough to fit inside a hypodermic needle which is injected under the skin where it will stay for the life of the animal. This provides a permanent, positive identification which cannot be lost, altered or intentionally removed - a safe, simple and inexpensive way to protect your pet against loss or theft.

How does the AVID Microchip work?

The computer memory in the AVID Microchip contains a unique number - no two animals will ever have the same number. A radio signal is used to read this number through the skin of your pet.

How much does the microchip cost?

The fee is set by your veterinarian. Fees can range from \$25 to \$40. The fee is certainly less than the cost of trying to locate a lost pet.

My pets never leave my yard. Why should they be identified with an AVID Microchip?

It only takes one time for the mailman, gardener, meter reader, neighbor or friend to leave the gate or the door ajar.

Continue on page 5



Losing a Beloved Friend

By Diane Dyer

When I close my eyes and review my life with my animal companions, I can see my little dog Bitsy playing in the yard, my cat Silky dressed up in doll clothes allowing my little sister to push her around in a doll carriage, and my cat Elvis from my preteen years. Fast forward to early adulthood, and there are the three dachshunds: Schultzy, who liked to sleep with his nose buried in my armpit and chew underwear; Sarah, who hardly had a chance to grow beyond puppy-hood; and Leroy, a rescue, who became my children's touchstone during difficult times (a major move, a divorce). Later on came my three felines: the beautiful and proud Kitty, dear placid Mary and the amazing orange wonder Tommy. Their memories bring smiles now.

Eyes open, I see my sleeping cats: the oh-so-narcissistic Rocky and sweet, blue-eyed Sky. I smile. And yet I know someday they, too, will move out of my life.

We who choose to live with other sentient beings are, I think, among the blessed. We get to experience a deep con-

nection with another species (to the extent we are open to it) and, in doing so, expand our capacity to give and receive love.

With the death of a cherished pet, some of us find ourselves flooded with a grief that overwhelms us with its intensity. The following are a few insights and suggestions to assist you during this time.

- **Allow.** Honor yourself and your beloved friend by allowing the expression of feelings. Give yourself permission to fully grieve, even if it feels scary. It may mean some restless nights, exhaustion, and/or taking some time off your regular routine to just be. As much as is possible, give yourself this time.

- **Ask.** Reach out to trusted family and friends and let yourself be supported. If for any reason this is not possible, there are resources available in the form of books, counselors and pet bereavement sites on the Internet. This applies also if your pet is still living but going through a terminal illness. It is crucial to be supported at this confusing and painful time that can bring up doubts about what is the right thing to do, and asks so much of you as a caregiver holding

the high watch over your pet.

- **Action.** Find a way to express your feelings. Write a letter to your animal companion; make a painting or photo collage; or arrange a memorial service or ritual to honor your pet. It could be a simple gathering of others who knew and loved your pet, with stories and remembrances to celebrate its life.

Above all, remember it is okay to grieve. A pet's death is significant. This is a being you have had daily contact with, whose essence is clearly imprinted on every aspect of your home and heart. This is a being that has loved and known you. A family member.

And for those with children, the passing of a pet can often be their first experience with death. This gives a wonderful opportunity for parents to assist a child through the grieving process. Unresolved grief from childhood can often have a negative effect on personal growth and development later in life. There are many resources on the Internet and through books to assist you in understanding how children perceive death at different ages.

As I write this, Rocky sits patiently watching the robins...

Angel Fund - Helping Pets in Need

Dear Friends and Valued Clients:

As the New Year unrolls, we want to review with you the new and ongoing pet health assistance programs here at EBAH.

EBAH continues to financially support the Feral Cat Clinic, treat patients for a Local Cat Adoption Program, Pasado's Safe Haven and store the medical supplies and food donations for the Doney Memorial Clinic.

Due to your generosity, last year we started our own Angel Fund program.

Our goal is to be able to quickly provide medical care for deserving pet owners unable to completely pay for the critical care needs of their pets that are suffering from serious illness or acute injury. The Angel Fund helps make that possible.

Thanks to generous donors, this past year we were able to provide essential surgeries and medical care to a number of pets in need.

This year EBAH deposited \$2500 into the Angel Fund. We welcome any and

all donations. Due to the modest size of our Angel Fund program it is not established as a tax exempt charitable organization. The accounting and record keeping expenses for this size of fund would not be efficient use of donations intended to help needy pets.

If you would like to make a donation, please make checks out to Elliott Bay Animal Hospital and specify that it is a donation to the Angel Fund.

Thank you!

John C. Kelly, DVM



Thank you for your feedback!

By Chaya Branley

You may have seen and filled out one of the comment cards in our reception area and you may wonder what happens to those cards after they are returned to us. We share them at our Wednesday meetings and discuss solutions as a group. Thank you for the wonderful feedback and positive comments! We wanted to share with you a few of the comment cards we have received and the solutions we're implementing as a result.

Concern: "Your vets and staff are wonderful but you either need more of them or to schedule fewer appointments. Wait times are always much too long."

Solution: With the addition of our new medication pickup window, we are now able to have our Veterinary Medication Clerk (VMC) filling medications for your pets at the same time as our appointment nurses are finishing your invoice. Previously, the VMCs performed both tasks. We're finding that splitting job duties between two people is speeding up your checkout process. We are also scheduling physical exams for your healthy pets at least 3 weeks in advance. This allows us to reserve same day appointments along with urgent care appointments for sick pets and emergencies. Please also arrive 5-10 minutes prior to your pet's appointment. We typically reserve 30 minutes for appointments, so being 15 minutes late is half your appointment time.

Concern: "My pet has been seeing you for years! I just noticed my pet scratching at her ears and I need an appointment today, not in 3 days. Why is it so difficult to have my pet seen?"

Solution: Because Mondays have historically been one of our busiest days for

appointments and urgent care and one of our slower days for surgeries and anesthetic procedures, we have rearranged the doctors' schedule accordingly. We will no longer be performing surgeries on Mondays, so that we can instead dedicate a fourth doctor to seeing appointments. We are hoping that this will relieve some of the pressure for available appointments on Mondays and throughout the week. As a side benefit for those of you who need to get to work early in the morning, we will have a limited number of appointments available starting at 7:30am Monday mornings. Rather than walking in without an appointment, calling ahead allows us to better prepare for your pets' needs as well as decreasing wait time.

Concern: "Care is top notch but communication has been disappointing. I call but am unable to speak to a live person so I leave a message on your machine, you call me back and leave a voicemail on my machine and I then again try to call you – still unable to speak with a live person. This phone game is frustrating."

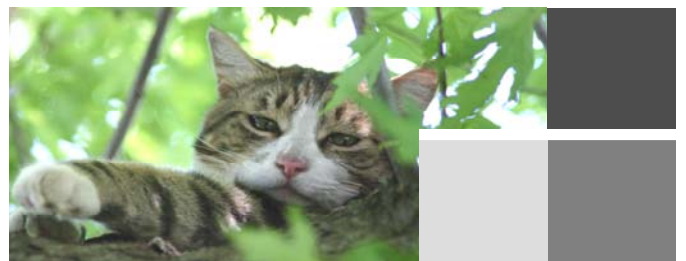
Solution: We do experience a high level of telephone calls each day that takes time to manage completely. We understand that playing phone tag can be very frustrating, so we have hired a second dedicated phone person to help with answering incoming calls. We have also instituted cross-training with other departments, so that anyone in the hospital has the ability to handle your requests when they answer the phone. If your question is not urgent, we encour-

age you to take advantage of our website and contact us by e-mail. We do have a designated person answering those e-mails throughout the day.

Concern: "My pet was admitted into your hospital this morning. I try to call to get an update on my pet because I haven't heard anything from you all day. Should it take this long to get an update?"

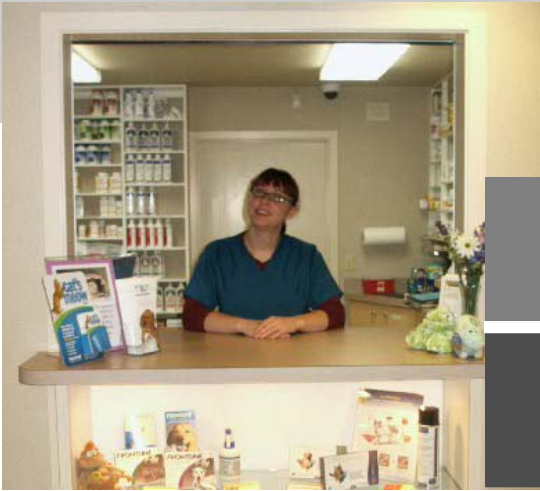
Solution: We definitely understand your concern for your pet while he or she is here with us. We have created a new position in the hospital to work closely with your pets' doctors and nurses so we can call you with any new information regarding your pet's care. For those of you with pets who are hospitalized for the day for surgeries, anesthetic procedures, or intensive care needs, our new position called the Client Care Coordinator (CCC), functions as a single point of contact for all hospitalized pets. The CCC helps to facilitate phone updates throughout the day and schedules discharge appointments at the end of the day with our nurses and doctors for relaying of home care instructions.

These are just some of the improvements we have made because of your great feedback! Thank you again! We encourage you to give us feedback so we can continue to improve our hospital.



Joke: What kind of cat likes to go bowling?

In-House Pharmacy!



Medications, prescription diets and over-the-counter products can be picked up here.

By Chaya Branley

When you call in a request for a prescription refill for your pet, what happens next?

The Hospital Assistant who takes your call retrieves your pets' chart and verifies that the dosage and instructions written in the chart match your request. Your chart is then reviewed by a doctor. The doctor reviews not only the medication and its dosage, but also previous bloodwork, urinalysis, exam findings and other lab tests. This is why we request you allow 24 hours for us to complete this process as doctor schedules and pet emergencies also play a role in authorizing and renewing prescriptions. Typically the doctor will review all medication refill requests by 11:00 am and again by 5:30 pm. Once your refill has been approved by a doctor, the prescription goes to our Client Care Coordinator (CCC), who types the label and includes any essential instructions. Sometimes it will be necessary to schedule lab testing or medical progress exams prior to refilling a prescription – at this point, the CCC calls to schedule those appointments (and this is why we typically ask for a phone number where you can be reached during the day.)

Once any necessary appointments have been scheduled and the prescription labels are typed, our Veterinary Medication Clerk fills the prescription and readies it for pickup. We ask that you phone ahead with prescription refills or submit your refill request on our website. This will ensure that the medications are ready for pickup and will decrease time spent waiting for a doctor's approval.

Boarding at EBAH

We want to give you advance notice of fee increases for our boarding services. This is our second increase in the past five years and will be effective for reservations beginning January 2nd 2007. The new rates are as follows:

- Cats. \$23 per day
- Dogs 24# and under . \$25 per day
- Dogs 25-49#. \$26 per day
- Dogs 50-109#. \$28 per day
- Dogs 110# and over . \$32 per day
- Off-site dogs walks. . \$12 for 20min

For those of you with rabbits, ferrets, etc. that bring cages from home, the new rate is \$18. **We will also be charging an additional \$10 for each holiday (New Years', Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas).**

We recognize that your time is valuable and we have worked to create a more

efficient admit experience when you bring your pet for a stay with us. We will now permanently retain some of the information that remains consistent, such as the type of food your pet eats, what to do in the event of an emergency, and the dog walking release form. You can access these forms on our website to further expedite the check-in process. Another change we hope will simplify your check-in experience is that we will no longer be charging separately for administering medications or vitamin supplements.



Amy walks Linus and Maggie

It is our goal to always provide your pet with the best care while your pet stays with us. Our canine boarders enjoy a climate controlled facility with heated floors. Our trained staff monitors your pets thoroughly by recording their daily activity, appetite and eliminations. They also administer any necessary medications. If your pet is on a prescription diet which we do not carry, please bring that food with you from home. It is always best to keep your pet on the same diet to which they are accustomed. Switching diets quickly can lead to upset stomach and other discomforts while boarding. We carry a variety of diets that are available to feed your pets during their stay.

If you have not yet visited our boarding facility, please come by for a tour. An appointment is not necessary.

Leaving your pet with a pet sitter

By Deborah Pringle

Packing for a trip can be stressful. Especially when your pet is trying to get in your suitcase and giving you that “don’t go” or “take me with you” look. Feel good knowing that you took the right steps to ensure your pet is safe while you are away.

Provide as much information for your pet sitter as you can—what your pet eats, how much and how often; where your pet sleeps, hides and plays; how often your



pet eliminates; and what your pet’s distinguishing behaviors are, such as drinking out of a cup on the night stand.

Also provide emergency phone numbers of your family and friends if your pet sitter has any questions. Provide phone numbers to your pet’s veterinarian, emergency hospital and animal poison control.

If there is a place where you take your pet for daycare, have the proper forms and information filled out in the event your pet sitter needs to use that service. Also contact your pet’s daycare and let them know your pet sitter may be calling.

Finally, arrange financial responsibilities. Leave emergency funds for your pet sitter and be sure to ask for a receipt upon return.

Microchip...

Unaltered pets in particular have a desire to roam. Pet theft is also a daily occurrence. Well-behaved pets are sold for research. Animals such as purebreds are valuable and are stolen for resale. Many pets that are not microchipped that do not get adopted are euthanized every year.

Does my pet have to be sedated for the injection?

Injecting the AVID Microchip is just like any other injection or vaccination. Anesthesia is not required or recommended since there is minimal discomfort with the procedure.

If my pet is found, how am I contacted?

When a shelter finds a pet with a microchip they will call AVID. If the pet is registered with AVID's recovery network, PETtrac, the shelter will be given the owner's name. If the pet is not registered, they will be given the name of the veterinarian who injected the microchip. The veterinarian will provide the owner's most current information.

What happens if I'm on vacation and my pet is found at the shelter?

PETtrac maintains "alternate contact" information. Your pet would be released to your authorized representative to insure its well-being. Your pet is protected even when you are not at home, no matter what the reason.

Disaster Ready

If the immense scope of the recent tragedy in our southern states hasn't convinced everyone of the importance of disaster planning, I can't imagine what will. As relief and recovery efforts continue for humans and animals alike, we must make it a priority to prepare our family and pets for potential calamity. Here are the basics you need to know.

Have a plan

Prepare for all possibilities, and make sure your family knows what to do. Figure out now how you will respond. Where will you go? What will you take?

ID your pets

Many pets will never see their families again if there's no way to determine which pet belongs to which family. That's why pets should

have a microchip, as well as wearing a collar with ID tags.

Keep supplies on hand

Keep several days worth of pet food and safe drinking water ready, as well as any necessary medications. Canned food is better in an emergency (don't forget a can opener). For cats, keep an extra bag of litter on hand. Pack extra plastic bags for dealing with pet waste.

Practice preventive care

Disease follows disaster, which is why keeping a pet as healthy as possible with up-to-date vaccinations is essential.

Have restraints ready

Even generally calm pets can panic and become unpredictable in an emergency, especially if injured. You should be prepared to restrain your pet. Keep leashes, muzzles and carriers available in the event of an emergency situation.

Learn first aid

Pet-supply stores sell ready-made first aid kits, or you can put your own together fairly easily with the help of any pet-related first-aid book. You may be able to find a pet first-aid class in your community that will give you the basic knowledge you need.

Be prepared to help

You may be lucky enough to survive a disaster nearly untouched, but others in your community won't be so fortunate. Check out groups that train volunteers for disaster response, and consider going through the training.



Flooding brings threat of salmon poisoning to dogs

Compliments of Washington State Veterinary Medical Association

The Washington State Veterinary Medical Association is advising people to prevent their dogs from consuming any raw salmon that may result from current flooding. Dogs that consume raw salmon can develop a severe illness called salmon poisoning disease or SPD.

Dogs should never be allowed to eat fresh salmon or even forms of the fish that have been cold, smoked or frozen within 158 days. They should also not eat steelhead or rainbow trout that have made the long journey to salt water and back. It has even

been reported that the Pacific giant salamander can carry the microorganism that causes SPD.

SPD occurs in all canines, wild and domestic. The disease is actually not a poisoning, but rather caused by a microorganism that arrives in a parasitic fluke through a complex life cycle. The life cycle of the fluke requires two intermediate hosts: a specific species of snail and usually a salmonoid fish, and with a fish-eating mammal or bird being the definitive host. Throughout its lifecycle, the fluke is home to the causative microorganism, called rickettsiae (pronounced re-KETT-see-uh). Life

stages of the fluke are passed from snail to fish. Dogs ingest the flukes carried in the flesh of the salmon or even licked from skin. In this way, dogs become infected with the rickettsial that causes SPD.

The snail that serves as an intermediate host for the fluke is found in fresh or brackish waters of the coastal regions of Washington, Oregon, and Northern California; thus, SPD is very unique to this area. Salmon and nonsalmonoid fish such as steelhead left dead or dying by recent floods pose a hazard to dogs that would otherwise not have ready exposure.

Continue on page 7

Building a Community - The Cavalier Club



By Kevan Lee

Owners of Cavalier King Charles spaniels in the Seattle area have more in common than owning one of the cutest, sociable dog breeds around. Many of the owners also share play dates.

The Cavalier Club was started just over the railroad tracks in Magnolia. What began as a local, community get-together for Cavalier owners has welcomed in recently a much larger community. From as far away as Port Townsend, CKC moms and dads journey to the Magnolia area for scheduled playdates.

The group provides a great opportunity for the owners to get to know one another, share stories and suggestions, and meet fellow owners. It's not half bad for the pups, either. They love the fact that they get to meet other Cavaliers and play with one another—and they probably share a few stories about their owners, too!

Fact: Dogs sweat through the pads on their feet

Salmon...

Continue from page 6

Dogs may also become susceptible to SPD if they consume domestic trash containing salmon carcasses.

Once the fluke cysts make their way inside the dog, they mature and attack the lining of the intestine. The rickettsiae are released and they multiply and spread to the lymph nodes, tonsils, spleen, thymus, liver, lungs and brain. Secondary bacterial infections can also set in.

SPD has a five to seven day incubation period followed by a sudden fever that peaks between 104 and 108 degrees F. Gradually the fever drops

over the next week. Dogs that are untreated usually die by day 14. During the course of the disease, dogs show no appetite, may vomit and have diarrhea progressing to bloody diarrhea and show extreme thirst. Nasal discharge and drainage from the eyes may also occur. Lymph nodes can be enlarged. SPD is diagnosed most commonly by finding fluke eggs on a fecal examination. Results of blood testing can provide further diagnostic support.

The generalized signs and symptoms of SPD could be confused with a parvovirus infection unless there is a record of vaccination. There is no vaccine for SPD. Dogs are generally considered immune to re-infection.

Dogs usually do well when treated for SPD. Most often if left untreated, the disease is fatal. Specific antibiotics and supportive care including intravenous fluid therapy during hospitalization are the best treatments for SPD.

The best thing an owner can do is prevent their dog from eating salmon or steelhead. If a dog is seen eating or even licking a salmon carcass, contact your veterinarian to see if prophylactic treatment is warranted.

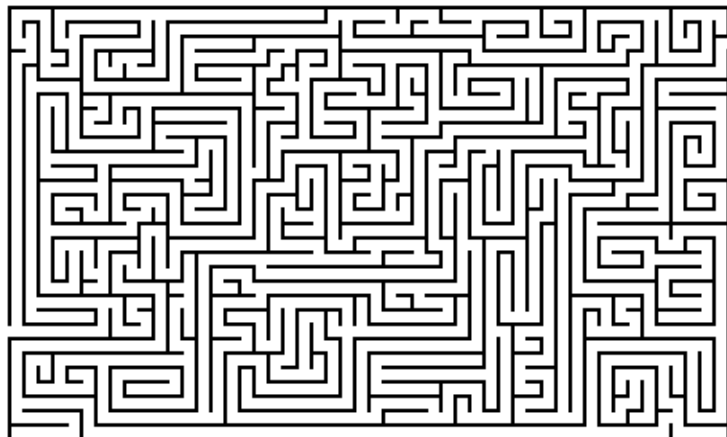


Fun! Fun! Fun! Games and Puzzles

Sudoku

6			1		8	2		3
	2			4				9
8		3			5	4		
5		4	6		7			9
	3							5
7			8		3	1		2
		1	7			9		6
	8			3				2
3		2	9		4			5

Maze



Riddles

1. What is the difference between a new penny and an old quarter?
2. What has a head and foot but no body?
3. When is a car not a car?

3	7	2	9	6	4	8	1	5
9	8	6	5	3	1	7	2	4
4	5	1	7	8	2	9	3	6
7	6	9	8	5	3	1	4	2
2	3	8	4	1	9	6	5	7
5	1	4	6	2	7	3	8	9
8	9	3	2	7	5	4	6	1
1	2	7	3	4	6	5	9	8
6	4	5	1	9	8	2	7	3

- Answers
1. 24 cents
 2. A bed
 3. When it turns into a driveway

Elliott Bay Veterinarians

Just a mouse click away:

- Dog and cat articles
- Meet the staff
- Wednesday meeting dates
- Dental Info
- Driving directions
- New client information
- Boarding Info
- Frequently asked questions
- Prescription refill request
- Emergency Information

Contact us!
www.elliottbayah.com

Dr. John C. Kelly

Dr. Sherrie Crow

Dr. Deborah Tegarden

Dr. Heather Wehl

Dr. Karen Myhre

Dr. Aimee Smith

Coming soon! Online survey!



2042 15th Ave W
Seattle WA 98119

PRSR STD
U.S. POSTAGE
SEATTLE WA
PERMIT NO. 5544

Mission Statement:

To offer the highest quality veterinary care, emphasizing exceptional client service and patient care, and to provide our employees with a positive, supportive and educational work environment.