

Facts About the Grooming Process That Every Pet Owner Should Know

Pet Fear/Anxiety – Many pets are anxious about being separated from their owner. They shake and show fear, a response that can be very stressful to their owner, which adds to the pet's anxiety. Be assured that once you leave, most pets relax into their surroundings and adapt quickly. Having your pet groomed on a regular schedule can make this event a routine that you and your pet can look forward to, rather than something to dread.

The Right Cut – When you instruct us regarding the type of cut you would like your pet to have, we interpret your requests in light of several factors: condition of the pet's coat, suitability of the cut for this breed, and your desire and ability to maintain said style at home. Like human hair styles, some cuts just don't work on some pets. That is where the experience of your groomer comes in to help you find the right cut for both you *and* your pet. Our goal is to fulfill your request to the best of our ability; *however, sometimes exceptions will apply.* **SEE MATTED PETS.**

Pick-up Scheduling – We will make every effort available to have your pet ready to pick-up at the scheduled time. Due to the nature of working with live animals, things don't always go as scheduled. Your patience and understanding is greatly appreciated.

Clipper "Burn" – The clipping process can occasionally cause irritation and/or redness on pets with sensitive skin. This condition is not caused by the clippers becoming too hot, but rather may be the length of the blade used, or from shaving that is done against the grain of the hair, such as is done for poodle faces and sanitary clips. If you see redness or irritation on your pet's skin, please let us know, so that we can adjust the blade length or style of clip to help prevent this in future visits.

Brush Burn – In the case of heavily tangled or matted pets, the excessive brushing necessary to remove tangles and mats **can and will** cause irritation to the pet's skin. To avoid this, have your pet groomed on a regular basis, and ask your groomer for tips on how you can prevent matting at home.

Matted Pets – Sometimes a pet may be matted to the point that brushing or dematting will prove too painful and frightening, or may be impossible to accomplish at all. In these cases, the groomer will recommend cutting or shaving the hair to remove the matting, rather than risk hurting your pet. Forcing a pet to undergo excessive dematting is painful, stressful and will cause your pet to fear the grooming process in the future.

Pets should not be bathed with matted hair, as it holds moisture to the skin, encouraging the growth of bacteria and yeast, which can result in skin infections. Heavily matted coats can also hide many underlying conditions, including, but not limited to: rashes, wounds, abscesses, thorns and parasites. These pre-existing conditions are *exposed* by the shaving process, not caused by it. *Be aware that a pet with heavy matting may require additional veterinary attention to treat these conditions once they are uncovered.*

Head Shaking – Removing hair and wax from inside the pet's ears is a very important step in maintaining a healthy ear environment. Unfortunately, removal of hair from the ears creates a different sensation to the pet, and the general response is head shaking. Check your pet's ears the day after grooming to remove any excess wax that may have been loosened by head shaking. Evidence of this excess wax points to a deeper issue than what can be addressed by the grooming process.

In the case of pets with heavy matting removed from the ears, it is not uncommon for the pet to shake the head so aggressively as to cause the formation of hematomas (bleeding bruises) at the edges of the ear flaps. This happens frequently in cocker spaniels and other breeds with drop ears.

Itching – Your pet may itch after grooming, for a variety of reasons:

- ❖ Your pet may experience the same type of itching a person would after a hair cut, due to stray loose hairs
- ❖ Your pet may have a pre-existing skin condition from flea bites, allergies, hot spots or infections hidden under matting.
- ❖ Your pet could be experiencing stress in their environment (changes in the home, the holidays, etc)
- ❖ Your pet may have a reaction to a shampoo or cologne used by the groomer. Although rare, if you feel this may be the case, please let us know so that we can address your pet's special needs.

Nail Bleeding – For some pets, trimming the nails may result in bleeding, even when trimmed with caution. This is generally more traumatic for the pet owner than for the pet. If your pet's nails begin to bleed after you get home, we suggest applying a small amount of corn starch to the nail tip to stop the bleeding.

"Newbies" – For a pet who has never been to a groomer, the experience can be overwhelming and overstimulating. The groomer cannot guarantee a perfect groom, especially if the pet is extremely wiggly or fearful. We will strive to accomplish what we can within the limits of the health and safety of both your pet and the staff. If your pet is easily stressed, be aware that it may experience digestive upset, lethargy or anxiety following grooming.