Contents

Acknowledgment	ts ix	
About the Compa	nion Website	хi

1.1	First, Do No Harm 1
1.2	Stress, Fear, and the Veterinary Clinic 2
1.3	Freedom, Wants, and Needs 2
1.4	Iatrogenic Behavioral Injury 3
1.5	Introduction to Low- and No-Restraint Animal Care 4
	References 9
2	Perception and Communication 11
2.1	Sensation and Perception 11
2.2	Stress and Fear 19
2.3	Body Language 21
2.4	Causes of Stress in the Veterinary Setting 40
	References 44
3	Learning, Conditioning, and Training 45
3.1	Classical Conditioning 45
3.2	Operant Conditioning 49
3.3	Habituation, Sensitization, Desensitization,
	Counterconditioning, and More 58
3.4	The ABCs of Behavior 63
3.5	8
	References 87
4	Successful Visits: Environment and Protocols to Prevent Fear and Stress 89
4.1	Setting Up for Success: Before the Visit 89
4.2	During the Visit 91
4.3	Happy Visits and Other Preventative Planning 103
4.4	Hospitalization, Treatments, Diagnostics, and Boarding 108
	References 119

1 Introduction to Low-Restraint and No-Restraint Veterinary Care 1

5 5.1 5.2 5.3 5.4 5.5 5.6	Level One Patients and Training 121 Introduction to the Levels of Training 121 Identifying Level One Patients 121 Level One Training: Dog Exam Room and Examination 126 Level One Training: Cat Exam Room and Examination 132 Level One Training: Injections and Sample Collection 135 Administering Medications and Grooming 143 References 148
6 6.1 6.2 6.3 6.4 6.5 6.6	Level Two Patients and Training 149 Level Two Training 149 Identifying Level Two Patients 149 Level Two Training: Dog Exam Room and Examination 154 Level Two Training: Cat Exam Room and Examination 160 Level Two Training: Injections and Sample Collection 164 Administering Medications and Grooming 171 References 181
7 7.1 7.2 7.3 7.4 7.5 7.6 7.7 7.8 7.9 7.10 7.11 7.12	Level Three Patients and Training 183 Level Three Training 183 Identifying Level Three Patients 184 Preparing to Train 188 Making a Training Plan 190 Getting Started: Approach, Target, and Station 191 Teaching Consent, Touch, and Restraint 196 Muzzle Training 201 Physical Examination Training 202 Treatments, Sample Collection, and Imaging 207 Grooming 212 Additional Consent Options 216 Level Three Cats 218
8 8.1 8.2 8.3	Additional Patient Resources 223 Introduction 223 Neutraceuticals and Pharmaceuticals 223 Professionals and Their Roles 226 References 227
9 9.1 9.2 9.3 9.4	Implementation Strategies 229 Change Is Never Easy 229 Proposing Change 229 Overcoming Obstacles: Common Concerns and Questions 231 Making Change for the Right Reasons 237 Reference 238 Appendix 239 Glossary 241 Index 249